



Learner Handbook

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Academy Pty Ltd

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A message from the CEO

Dear learner

On behalf of the staff at Australian Skills Academy Pty Ltd, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Learner Handbook which we trust answers the questions you have about studying with us. If not, please feel free to ask our Admin staff or your trainer.

For those of you enrolled in a certificate course, please take the time to read this handbook and sign the acknowledgement form at the back of the book confirming that you have done so. This document will be photocopied and retained in your student file. In accordance with the Privacy Act, Australian Skills Academy Pty Ltd would also appreciate your signing the consent form (Appendix 2). If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms not already handed in will be collected one month from the date of enrolment and will be retained in your student file.

For those completing short courses copies of the handbook are available in all classrooms. Please take the time to read this handbook, especially in relation to legislation that may impact on your studies.

Trainers are responsible for ensuring all students are kept informed of any changes to legislation or the Academy's policies. Any changes affecting your studies or learning environment will be emailed to all currently enrolled students. Please ensure you keep us informed of any changes to your email address. This can be done by completing "Change of Address Notification Form"

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Australian Skills Academy PTY LTD is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

Ms Marina Khoury
CEO
ASA



Welcome

ASA is dedicated to providing excellence in training to ensure our students get their careers off to a beautiful start.

ASA has a reputation for professionalism and is placed at the top of its field. You can be sure that our nationally recognised courses come fully supported by a team of highly qualified and experienced teaching staff.

We boast state-of-the-art equipment and a comprehensive resource library.

Our dedicated policy of small class sizes means we are able to provide you with a real and very personal training service.

Our Aim

ASA has been established to complement the existing project management services provided by ASA to its clients. ASA has been operating for over 45 years providing specialist project management services to a wide variety of large industrial, commercial and recreational providers nationally. The aim is to help develop the project management skills of its client.

Hours

Office hours

9am – 5pm Monday to Friday

Access to the training facilities is permitted only on the days or evenings stipulated on your time table or unless otherwise advised by ASA.

Students wishing to access the training facilities outside of these hours must seek approval from the Training Manager or teaching staff.

The timetable may vary from term to term, so Students should check their timetable prior to class each day and ensure that they assemble in the appropriate classroom. ASA reserves the right to alter or amend any class schedules for an individual student or group of Students wherever and whenever required.

Staff and lecturing facility

ASA trainers are highly qualified, with recognized qualifications and significant expertise in both teaching and industry. Its fully functional facilities assists staff with maintaining their expertise, and the benefits of this are then passed on to our Students.

Teaching methods used in our courses include face-to-face lectures, tutorials, self-paced learning, workplace learning, demonstration and practice. Students can undertake their practice in simulated environments that faithfully reflect the workplace.

Training Facilities

ASA has modern training facilities, designed especially to provide Students with a professional, comfortable and spacious environment in which to work.

The training facility is conveniently located at Suite 2a Level 2 40 Raymond St Bankstown NSW.

The training facility is equipped with audio visual teaching materials, computers, printers, videos, library of industry journals, books and reference materials. Each classroom or practical room is also fitted with sufficient work tables, desk space and storage areas

The location guarantees easy access to cafes, restaurants, shops and cinemas, as well as to an easy walk to connect with the City's rail and bus network.

(For detailed information on public transport in Sydney, visit the Transport for NSW website <https://www.google.com/search?client=firefox-b-d&q=nsw+public+transport>)which provides information on current public transport fares, transport zones, journey planning and time tabling information for buses, trains and ferries).

Code of Practice

Our commitment to educational standards:

- The policies and practices of the ASA are adopted to maintain high professional standards in the management, marketing and delivery of education and training which safeguards the interest and welfare of Students and public
- By marketing the courses with integrity, accuracy and professionalism consistent with the educational, cultural and regulatory systems
- By ensuring that Students have access to adequate orientation, counselling and remedial education, including an effective grievance mechanism. These arrangements will be sensitive to the cultural and special needs of Students from different backgrounds.
- By acting with integrity in dealing with Students, past and present, and with the general public
- By ensuring that the facilities are conducive to the success of each student and that the learning environment is maintained to the highest standards
- By ensuring that the lecturing staff have the necessary qualifications, industry experience and instructional skills to effectively tutor Students within specific courses.
- The ASA will ensure that the content of the course syllabus is relevant to the needs of individuals and the advertising industry and that the theoretical and practical elements of the course directly relate to current industry needs.

Application of ASA conditions

These conditions apply to every student undergoing a course at ASA.

A condition of acceptance for training is that, upon enrolment, each student is to sign a copy of these conditions. In doing so, the student undertakes to obey the conditions whilst a student of ASA..

The conditions have been designed to ensure that every student fairly receives the utmost benefit from ASA. Also, the conditions are to ensure the maintenance of the high professional standards ASA.

In addition, the conditions are intended to promote harmonious relations between the staff and Students, and among Students.

The CEO for ASA reserves the right to arbitrate on the interpretation of any Condition in case of any contention about the meaning or application of a condition.

Signing In

Students must sign on, indicating the time of their arrival at the beginning of each day and sign off, indicating the time of leaving the building, at the end of each day.

The sign in sheets are located on the counter at the reception area.

This is a work place health and safety requirement mainly for evacuation purposes. It is not an attendance roll. The attendance roll is marked separately by a trainer/ assessor/ supervisor.

Student's' Code of Behaviour

Rights and Responsibility

The adult learning environment at ASA encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment.

Students' Rights

ASA recognises that Students have the right to:

- Expect to receive training of a high quality that recognises and appreciates their individual learning styles and needs,
- Have access to all ASA services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- Appeal for a review of the results of an assessment,
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,

- Learn from fully qualified, competent and diligent Trainers who observe their responsibility to address Students' learning needs, assist them to achieve the course outcomes, and assess their Students' work fairly,
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- Be treated with dignity and fairness,
- Expect ASA will be ethical and open in their dealings, their communications and their advertising,
- Expect ASA will observe their duty of care to them,
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc,
- Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate personal information at time of enrolment, and to advise the ASA of any changes to their address or phone numbers within 7 days.
- Paying of all fees and charges associated with their course and providing their own course requirements where applicable.
- Sign in and out when attending ASA
- Abide by the dress code of ASA.
- Not cheating / plagiarizing in course work/ assessments submitted for assessment
- Recognising the rights of staff and other Students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend classes sober and drug free, and smoke in designated areas
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to the ASA <role>.
- Respecting ASA property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing Students with the opportunity to correct or modify their behaviour.

ASA promotes an environment in which Students develop a positive and responsible attitude towards fellow Students, staff and the general work/learning environment.

Disciplinary action will be taken when a student's behaviour conflicts with the Student Code of Conduct, according to the policies of ASA.

ASA reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Qualification related information

Recognition of Qualifications and Competencies Issued by other Training Providers

If you have already completed any nationally recognised units of competency from your course through another training provider, we will automatically recognise them.

You need to provide **ASA** a Statement of Attainment (a summary of competencies completed), with your completed Credit Transfer Application form. (You can get this from **your trainer**).

The process is very easy, and the outcome is that you are not repeating units that you have already completed.

You may also recall this was made know to you at the time of inquiry and again on completion of your enrolment.

Recognition of Prior Learning (RPL)

RPL is a process which recognises an individual's prior learning achieved through formal and informal training, work experience or other life experiences. You may be eligible to gain exemption from units of your course through RPL.

A qualified assessor organises this through either a structured evidence collection and interview process or an assessment only procedure.

While ASA staff may be able to make suggestions and give advice, the onus is on students to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

Talk to your trainer/assessor if you would like more information about RPL or if you would like to lodge an application.

Course Information

Vocational Education & Training

Your course has been drawn from a National Training Package. Training Packages include:

- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

Someone who is competent has the required knowledge and skills and can apply them effectively in the workplace.

Courses are comprised of a combination of compulsory, elective and optional units of competency to be completed within a theoretical and practical workplace application. Students will be required to complete the required number of compulsory, elective and optional units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

Course award

On successful completion of your course, you will receive:

Full Qualification – a Certificate with the applicable qualification level

Partial Qualification - a Statement of Attainment

Note:

Certificates issued for *Non-Accredited Short Courses* will not display the Nationally Recognised Training symbol, nor are they recognised through the Australian Qualifications Framework.

Only nationally recognised competencies/qualifications will display the Nationally Recognised Training symbol.

Marketing and Recruitment

The ASA will:

- market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- draw no false or misleading comparisons with any other provider or course
- not state or imply that courses other than those within our Scope of Registration are recognised by the registering authority
- recruit students at all times in an ethical and responsible manner consistent with the requirements of courses
- ensure that application and selection processes are explicit and defensible and equity and access principles are observed

Important student Information

Assessment

All assessments conducted by ASA are completed in the following manner:

- The student will be offered the opportunity for RPL.
- The student will be briefed on the assessment process.
- The trainer and the student will agree on a time and place for the assessment.
- All legal and ethical responsibilities/ outcomes will be discussed.
- The student will be advised of the outcome at the first available opportunity.
- The trainer will provide feedback on performance, and discuss the content with the student.
- The student will have the opportunity to appeal the decision (refer to the Complaint / Appeal section of this booklet).

All assessments conducted by ASA will observe the following directives as required by the VQF standards

- **Competency Based Assessment** - Assessment must take place within a competency based assessment system within established procedures as defined in AQTF standards
- **Validity** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fairness** - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for Students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexibility** - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- **Recognition of Prior Learning** - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,

Flexible Learning and Assessment Procedures

The ASA will offer flexible delivery and assessment options including:

- alternative course time and dates
- a second assessment of competencies which were not achieved at first assessment
- a range of delivery options

Assessment Criteria

Assessments should provide opportunity for Students to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments, types of assessments and the due dates of assessment.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal; see further details in the appeal process section.

Appealing against assessment results

Any student who believes that the outcome for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the *Complaints and Appeals* policy.

Academic Misconduct and Plagiarism

Refer to policy in this handbook

Attendance and Scheduling

Students are expected to attend 100% of their timetabled classes/ workshop training sessions. Failure to attend may result in a student not achieving competency or successfully completing their studies.

Absenteeism

Students are required to attend all lessons, field trips and industry placement (where applicable), with a minimum 95% attendance. More than 5% absenteeism is not permissible and could result in a student failing their course.

Students are required to produce a doctor's certificate if absence is due to illness.

In the event a student is unable to attend a class or is expected late for a lesson then the academy should be phoned prior to the class commencing. If a student is aware of any illness that will require a protracted absence from the academy they must notify the academy and indicate the duration of absence.

Client Selection, Enrolment and Induction/ Orientation Procedures

Prior to enrolling into any of our courses, you are encouraged to visit the ASA facilities and discuss your courses of interest

Enrolment Procedure

Students who are enrolling in a course at ASA must first read this ASA Learner Handbook. Students should also read our refund policy carefully.



Enrolment forms will not be processed unless they are accompanied by a signed copy of the Enrolment Agreement that – see Appendix 2 of this handbook.

The appropriate application fee for the course being undertaken must also be included with your application.

Please submit all required forms and documents, plus your deposit and any other documentation (such as certified copies of academic reports) that may assist your application to the address below. Once we have received and processed your documentation, we will contact you as soon as possible to confirm your enrolment.

Please fill in the enrolment agreement and return to:

By post: 57 The Mall Bankstown NSW 2200

In person:, Bankstown office

By email): info@australianskillsacademy.com.au

Language, Literacy and Numeracy Assessment (LL&N)

A language, literacy and numeracy non-intrusive assessment is offered for the purpose of identifying special needs of **students**.

This assessment enables **ASA** to address specific learner needs and tailor the training program and/or assessment process to best meet those needs. Where necessary, adjustments to the methods of learning delivery and/or to the assessment process can be made, so the **student** is supported and has a reasonable chance of success in their training

Please let your trainer know if you feel you will need assistance with language, literacy or numeracy.

Change to enrolment/ personal details

It is important that our records are accurate and up to date. Should you change your name, address or other details during your period of study, please notify ASA staff as soon as possible and complete a Change of Address/ Change of Details form.

This will ensure that any correspondence we send you is received safely.

Forms can be accessed by contacting ASA by phone or email.

Withdrawals and deferrals

If you wish to withdraw or defer from your course you are required to submit the request in writing to the CEO. A deferral may be awarded on an individual basis. Please contact the training manager to discuss your circumstances.

Generally, no refund will be payable after course has commenced and you then withdraw. However, exceptions will be considered on a case-by-case basis.

Course Delivery

ASA will:

- provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources
- ensure that a current copy of the course curriculum is available to staff and Students
- ensure that training and assessment occurs in accordance with the requirements of the course
- ensure that national guidelines are followed when customising courses to meet the needs of particular clients
- obtain written permission from course copyright owners prior to course delivery to use and, if required, customise accredited courses
- ensure that all courses in the Scope of Registration reflect currently endorsed Training Packages

Course progress

Whether you are attending on-site classes or enrolled in a flexible blended program our academic staff will monitor your progress and contact you on a regular basis about your progress. Please do not hesitate to contact the ASA team to discuss any concerns you may have with progress or completion. Adjustments can be made and support is available to assist you to complete your studies.

Feedback

ASA believes in quality continuous improvement. This can only be achieved with the help of feedback received from clients and students.

Other forms of feedback to Students

Trainers will provide various forms of feedback to students on their performance. The feedback may include one or more of the following:

- A mark on their assignment/ project report/ exam paper
- Comments on their assignment/project report/ exam paper
- A written evaluation sheet
- Oral feedback on their overall performance

If the Students are not satisfied with the feedback given on their work, they can discuss their work with the trainer individually and if still not satisfied with the CEO.

Academy on and off campus Activities – Field Trips / Work Experience

Work experience is highly recommended for all students in order to gain industry experience and to assist in future job opportunities and networking. This work experience does not form part of the curriculum, and while attending at sites other than those of ASA, Students are responsible for:

- Conducting and presenting themselves in a professional and ethical manner at all times;
- Obeying the reasonable instructions of the persons supervising their work experience;
- Their own personal safety and transport.

General Administration and Overview of Policies

General

ASA reserves the right to cancel courses, change the schedule of courses, alter the fee structure or change the delivery location.

Students will be given as much notice as possible prior to any changes via email, phone or letter. All reasonable steps will be taken to not inconvenience the student.

Personal Information

Your privacy is respected by the ASA. When enrolling in a training program, you will be required to complete a number of forms.

ASA ensures that, except as required under the National Standards for Registered Training Organisations, or by law, personal information about you will not be disclosed to a third party without your written consent.

ASA stores personal information in both paper and electronic form with hard copy information kept under locked security. Personal information stored on computers is password protected.

Students may access their personal information at any time by writing a letter of request including proof of identity to the <role> of the ASA.

Parking

There is limited free parking. A number of local car parking providers offer early bird rates and there is metered street parking.

Dress Code / Uniforms and Grooming

ASA expects candidates to be comfortably dressed as if they were attending their own place of employment under the same circumstances

Punctuality

Students must be ready to commence classes on time. Anyone seeking time off should consult their trainer or phone ASA so the relevant teacher can be notified.

Classes will start on time, despite the absence of any student.

Food and Drink

Food and Drink (except water) are not to be consumed during classes or in any room other than the designated student area.

Smoking and Alcohol

Smoking is not permitted within the facilities provided by ASA.



Students wishing to smoke are advised that there is an area outside the building where smoker's bins are provided. Please dispose of cigarette butts thoughtfully in the bins provided.

Mobile phones and Telephone Messages

Mobile phones are to be switched off during all training/ assessment activities.

Should a student take a phone call during these activities the phone will be required to be handed to a staff member.

ONLY URGENT phone calls for students and will be accepted at reception and forwarded to the student immediately.

ASA phones are not to be used for private calls.

Computer Access

Each student will be issued an access code for the wireless network for legitimate academy research only and will be constantly monitored.

Any attempt to access objectionable, restricted or other non-assignment related material, will result in the Internet access privileges being withdrawn.

It is the student's responsibility to ensure all essential work is backed up.

Upgrading to a higher level course

Students who wish to upgrade their studies from the course in which they have enrolled may make an application in writing to the Training Manager. Where possible, approval will be granted.

It is not possible to downgrade to a course lower than the level into which you have enrolled. Any Students finding that they are unable to complete their current course for any reason should read the Refund Policy carefully before making any decisions and discuss with the <role>.

Materials, Texts & Personal equipment

Course materials are provided by the ASA to the Students in relation to their studies.

Some text and references may be recommended by the training staff but the of such purchase is optional and not necessary for the completion of the course.

ASA does not accept responsibility for the loss or breakage of a student's personal equipment.

Intellectual Property

The student agrees that all intellectual property rights in material provided to the student such as manuals and teaching materials belong to ASA.

ASA grants the student a royalty-free license to use this material for personal use only.

In particular, the student must not copy or distribute the material to others or use it for commercial purposes other than as a personal reference. This clause shall survive the termination of this Agreement.

Emergency Evacuation Procedure

Upon hearing an alert tone sounding, Students are to:

- Prepare for a possible evacuation of the academy by collecting (small) personal belongings only
- The delegated academy staff members who are floor and stair wardens will proceed to the front reception of the building.

If the alarm changes to an evacuation Tone, Students are required to:

- In a calm manner evacuate via the nearest safe fire exit. Fire exits are clearly marked in the walkways and doors.
- Go to the designated assemble point and await direction by the Chief Warden

Designated Assemble point in the side street

- Listen out for your name to be called out from the class roll by an academy staff member and answer present. This is done to ensure all Students have safely left the building.
- Wait until the all clear has been given by the Chief Warden and the fire department before re-entering the building

Policies and Procedures

Fees and Refund policy

Fees are levied on all courses, details of which are contained in the relevant course information sheet.

ASA has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

ASA guarantee that once a student has commenced a course the student has every opportunity to complete the course.

In the event that a course is cancelled, while in progress, due to circumstances beyond the control of ASA the student will be provided with a refund of fees on hold or offered a transfer to another course or similar course.

ASA will safeguard any money paid by you in advance of your course by not using funds until the course has commenced.

ASA will refund you any money paid by you in full in the event we cancel or discontinue a course.

If you withdraw from a course due to illness, (verified by a medical certificate) we will refund any course fees paid less the application fee of 10 % of your course cost

Note: If a 20% application fee paid, same applies.

Should you withdraw for any other reason other than illness; with less than two weeks' notice you will forfeit 50% of your course cost.

If you fail to commence the course you will forfeit all monies paid.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Fees and Charges

Payment of Fees

Course fees can be paid by cash, credit card, direct deposit, cheque or via Direct Debit payment plans.

Cheques should be made payable to ASA Training Academy. No cash payments should be sent through the mail. Receipts will be issued on payment of fees. Tax invoices will be sent when fee instalments are due.

Please note if a full time student changes to part time study, any remaining fees must still be paid on a full time schedule.

Students are liable for the financial commitment to the ASA for the duration of their course. Students whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made.

Application Fee

Students enrolling in courses are required include an application fee equivalent to 10% of the cost of their chosen course with their enrolment application. For Students enrolling Project Management, an application fee equivalent to 20% applies.

Students who are accepted into a course will have this amount deducted from their total course fees. Students who are not offered a place within a course will have their application fee refunded in full.

Payment options

Fees in Advance

In the case where an individual student wishes to pay for their own training then the total amount to be paid will not exceed \$1,000.00 at the time of the enrolment in the course.

On commencement of the course at the agreed time, the student is to pay for the remainder of the course noting that the maximum which can be paid in advance is \$1,500.

Multiple payments can be made progressively providing the cost of the training to be delivered is no more than \$1500.

In the event of the employer paying for the individual's training then separate payment terms will be negotiated between the employer and ASA.

ASA has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Overdue Fees

Where student fees are two weeks overdue or more will be excluded from class and a penalty of \$15.00 will be incurred on fees overdue one month and a further \$15.00 for the second month.

A student who has fees overdue for more than two months will have their overdue account sent to Professional Collection Services for further collection.

Students will be liable for any fees charged by Professional Collection Services in relation to collection of overdue fees owed by the student to ASA.

Other Fees

Students need to be aware that from time to time and depending upon circumstance, there may-be additional fees incurred. These fees relate specifically to costs incurred for:-

- Reproduction of statements of attainment /certificates
- Resitting of an assessment after the second attempt or misconduct
- Student Contribution Fees associated with any subsidised qualifications

At no stage will the student be charged for any additional fees other than the fee that is declared at the time of enrolment. Refer to appendix 1 .

Accessing policies and procedures

Students can access policies by contacting the ASA administrative officer

Should you require any information or a copy of a policy or procedure please contact any of the ASA staff via phone or email or in person to post, email or hand you a copy. Phone 02 8722 0411

Policies and procedures will be discussed with all Students during orientation on the commencement of their course

Access and equity

ASA will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training.

Our access and equity policy represents commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

ASA are able to provide support and counselling services when necessary. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a student is identified as having special needs they will receive regular contact from the Trainer. This does not prevent the student from contacting the CEO any time that they feel extra assistance would be helpful.

All enquiries and requests for extra support or assistance will be followed up.

Reasonable adjustments

From time to time, ASA will encounter students with particular needs and will make all **reasonable** adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training.

To this end ASA may customise certain aspects of training and assessment to permit equity.

ASA has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective trainer.

Complaints and Appeals

ASA will deal with any complaint in an effective and timely manner. The ASA has processes in place for all students to lodge complaints in relation to any matter.

If a student is dissatisfied with any aspect of ASA's services or decisions (general or assessment related) they are encouraged to speak immediately with the person in an attempt to resolve the issue, or students are able to lodge a written complaint or appeal addressed to the <role>

The <role>
ASA
40 Raymond St
Bankstown NSW 2200

This letter should set out in detail the issues of concern. A meeting will then be arranged in which the student can voice their concerns.

In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Hotline** via the following phone number: 13 38 73 or visit the website at <https://www.dewr.gov.au/national-training-complaints-hotline>

In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details:

<https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

This process does not negate the right of the student to other legal remedies.

Access to student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records,
- individuals authorising releases of specific information to third parties in writing,
- The ASA staff who require this information as part of their job role,
- Officers from ASQA or their representatives for activities required under the Standards for Registered Training organisations and funding bodies,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Students wishing to access their records may do so in writing to the CEO and include proof of identity.

Misconduct and Plagiarism Policy

Misconduct or plagiarism occurs when you reproduce someone else's words, ideas, or findings and present them as your own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

Please refer to the Harvard Referencing System for guidance on how to appropriately acknowledge sources of information that you have used in preparing your assessment tasks.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed -- **Not Yet Competent** for the relevant Unit of Competency.

All cases of cheating or plagiarism are recorded on the student database system and remain permanently on the student's file.

Students will be charged a fee to re-sit an exam or resubmit an assessment in a Unit of Competency.

Students found cheating a second time will receive a formal written warning from the <role> and will be charged an additional fee to re-sit or re-submit assessment tasks.

Continued academic misconduct or involvement in plagiarism will result in expulsion from the ASA. (Refer to Appendix 1 for fees)

Disclaimer

Every attempt is made to ensure that information from ASA is accurate, and that the student has attained the competencies taught in the course at the point of their assessment.

Beyond this point, the graduate is responsible to maintain their acquired competencies, and apply acquired knowledge and skills in a way which is appropriate to the unique characteristics of each application.

This releases ASA and their staff from any liability, action and claims for whatever nature, whether directions given during the course are followed or not.

ASA Special Guarantee

At ASA you can study with peace of mind knowing that we have so much faith in our courses and our teaching staff, that we offer our Students a very special guarantee:

If, after successful completion of your course, you or your employer find that you need retraining in an area covered by the course, then you can re-enrol in up to two units of the course, free of charge.

Conditions apply*

* If after successful completion of the Course, the student finds that they need retraining in an area covered by the Course, the student may re-enrol in up to two modules of the Course, free of tuition costs, provided:

1. The **student's** employer gives a written request for the retraining;
2. The **student** pays for uniforms, products or consumables used in the course of the re-training (if applicable);
3. The re-training is requested within two calendar months of the End Date or successful completion of the Course, whichever is the later; and
4. The re-training is taken subject to availability of vacancies in the requested modules of the Course at the time requested to accommodate the **student**.

Relevant Legislation

A range of legislation and information is applicable to all staff and Students.
Information on relevant legislation can be found at the following websites:

Commonwealth (Cth) Legislation:

- **Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)**
- **Australian Human Rights Commission Act 1986 (Cth)**
- **Sex Discrimination Act 1984 (Cth)**
- **Racial Discrimination Act 1975 (Cth)**
- **Age Discrimination Act 2004 (Cth)**
- **Disability Discrimination Act 1992 (Cth)**
- **Disability Standards for Education 2005 (Cth)**
- **Fair Work Act 2009 (Cth)**
- **Copyright Act 1968 (Cth)**
- **Competition and Consumer Act 2010 (Cth)**

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)

Workplace Health and Safety Act 2011

Workplace Health and Safety Regulations 2011

<http://www.deir.qld.gov.au/workplace/law/whslaws/legislation/index.htm>

Anti-Discrimination Act 1991 - Regulations 2005

http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm

Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000

http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/

APPENDIX 1

Additional fees and charges may be incurred if applicable

In **addition to** the application and course fees, Students may be required to pay:

Items, Fees and Charges:

Non-refundable application fee 10% of course fee

(exception any course in Project Management which is 20%)

Course Fee \$POA

Varies by the course)

If you are attending as a fee for service student and paying for your course (not your employer) then we are only permitted by the National Standards applying to Registered Training Organisations to charge you up to \$1000.00 at the time of your enrolment with the balance is to be paid prior to the completion of the initial 5 day workshop. This means if you enrol prior to the scheduled date of the workshop we cannot charge you anything more than \$1000, with the balance to be paid prior to the completion of your 5 day workshop but we cannot charge you more than \$1500 per day for the first two days of the workshop.

Note the above applies as per policies and procedures including refund policy

Re-enrolment \$100.00

Re-sit an assessment due to academic misconduct

1st and 2nd offence noted on student file and Students pay \$50.00

3rd offence - Suspension/ cancellation from the course

Re-sit a practical assessment due to academic misconduct \$300.00

Overdue Fees

Fees one month overdue \$15.00

Fees second month overdue \$15.00

After two months account will be sent to Professional collection Services for further collection

Assessment- re-sit due to NYC - Nil

Third re-sit assessment attempt \$50.00

Photocopying is available charged at A4 and B3 sizes follow instructions or talk to reception

Issuing a copy of Awards / Statement of Attainment

Transcripts / Completion Letter / Attendance \$25.00 per document
(The first copy only of these documents is free of charge when you complete or withdraw from a course.)

Application of Recognition of Prior Learning (RPL) processing fee \$100.00
 Fee for Recognition of Prior Learning (RPL) \$1500.00
 Fee per unit \$300.00

(Please see RPL Guidelines regarding costs for the amount of RPL granted)

Student Contribution Fee

Various State Government Departments permits certain training providers to apply a student contribution fee under the User Choice. This contribution is a minimal fee and the rate is determined by the Government Department.

Student Contribution Fees are adjusted annually and all suppliers will be informed by the Department of any changes to the Student Contribution Fees.

Some continuing students are eligible for partial and full exemption.

Version History

Version no.	Action	Date
3.1	Modified text in relation to complaints and appeals and new location Replace title "Learner Handbook" with "Learner Handbook"	20 th Oct 2022
3	Updated for new corporate livery	28 th Feb 2021
2	Update document to reflect changes in scope	Feb 2021
1.1	Modification to text updating contact details	July 2019
1	New document	May 2018



APPENDIX 2

Acknowledgement Declaration

I acknowledge that I have read and fully understand and will comply with the contents of this Learner Handbook.

This handbook outlines the conditions my rights and responsibilities as a participant of ASA.

.....

Name

.....

Signature

.....

Date

.....

Name of Witness

.....

Signature of Witness

.....

Date

***To be returned to ASA for attachment to your student file
(Mandatory requirement)***