



Student Handbook

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t/a Australian Institute of Training
RTO #: 91511
ABN: 96 134 371 949
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Introduction

This information booklet is designed to provide you with information about the services provided by the Australian Institute of Training (**AIOT**) and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by AIOT. This information is contained in the Course Brochure which is supplied separately.

About AIOT

AIOT is a trading name of Skills Training Australia Group, RTO ID: 91511. We are an education provider that has modern, up-to-date facilities and a team of qualified and dedicated trainers.

Our Mission

AIOT mission is to deliver quality training assessment that meets the needs of learners and industry. It is our intent to develop an organisation of quality and integrity, focusing on continuous improvement and best practice. We offer our clients nationally endorsed qualifications in a flexible learning environment.

Our Vision

Our vision at **AIOT** is to become a leading RTO within Australian and the International market. In order to achieve our vision, we create a positive academic environment for staff, trainers and learners, with honesty and integrity, hard work, and excellence.

Our Values

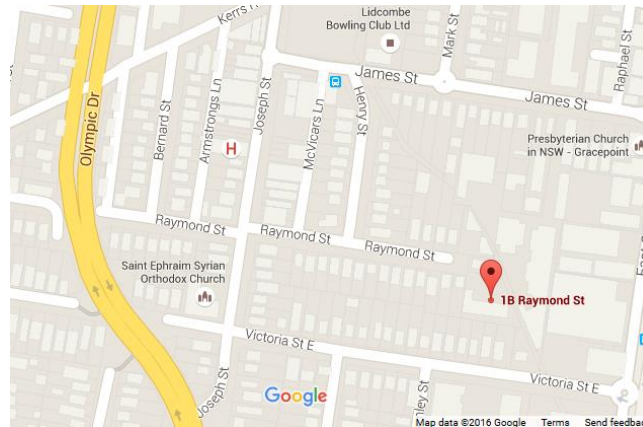
In recognition of our mission and vision, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which hold ethical conduct and integrity as our highest priorities.
- **Quality Commitment.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Engage with Stakeholder.** We engage with student through feedback so that we can offer education that is relevant and student-focused. We engage with industry as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Finding Us

We are located approx. 25 km West of Sydney at:

1B Raymond Street, Lidcombe NSW 2141



Parking

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises.

Public Transport

Sydney Olympic Park train and bus stations are a short 10 minute walk from AIOT. There is a regular bus route which is also a short walk from our centre.

Lunch Options

If you are looking to buy lunch whilst you are at our premises we have a large number of eateries around Lidcombe. Please allow approx. 5 minute walk to surrounding take away shops, cafes and restaurants. AIOT provides tea / coffee facilities in a kitchen area along with a vending machine for light snacks.

Our Trainers

Our Trainer & Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually updated by participating in professional development activities, therefore giving our students the best practical industry experience.

At **AIOT** we deliver a nationally accredited qualification via blended learning, whether it be in a classroom or in the workplace. When you study with **AIOT**, your Trainer Assessor will always be there to assist you throughout your course. You can either attend a classroom training environment, or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

Our trainers deliver their training in a way that students will enjoy.

Our expectation of you

AIOT expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of **AIOT**.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and **AIOT** publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and **AIOT** staff members and their right to privacy and confidentiality.

Our Guarantee to Clients

If for any reason **AIOT** is unable to fulfil its service agreement with a student, **AIOT** will issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Your safety

AIOT is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to **AIOT** staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- **AIOT** will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend all sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff and an incident/accident report to be completed.
- Any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by **AIOT** unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

AIOT is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All **AIOT** staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any persons who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from **AIOT** staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of **AIOT** that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to **AIOT**, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

AIOT takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- **AIOT** will retain personal information in regards to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your educational background. We will also retain records of your training activity, we are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- **AIOT** is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases **AIOT** will seek the written permission of the student for such disclosure. **AIOT** will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

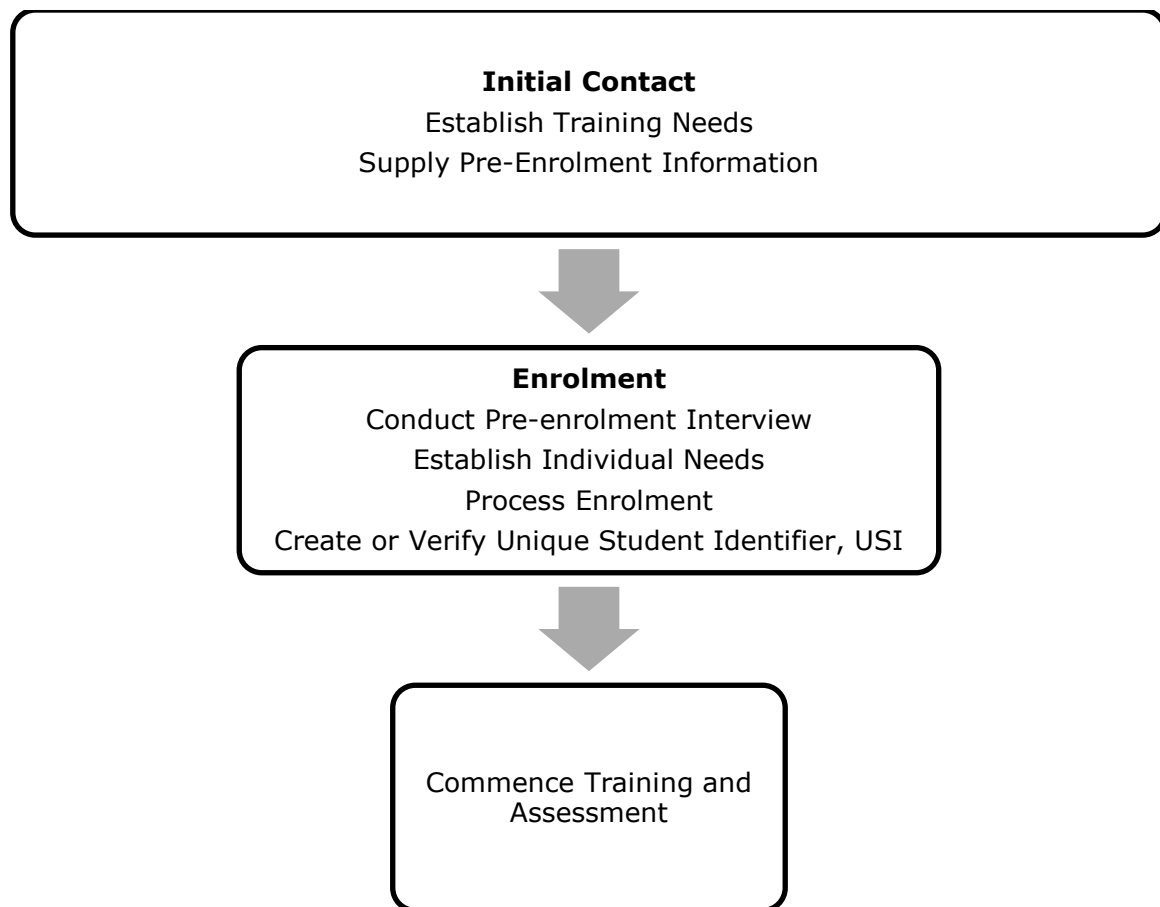
- You have the right to access information that **AIOT** is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how **AIOT** is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information.
- You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Enrolment Policy

AIOT welcomes all potential students.

- AIOT will provide students/employers with a course information brochure to assist in their preparation and decision as to whether to commence the program.
- If the potential student would like to commence with AIOT, they will be required to complete the necessary enrolment/application forms.
- A training needs analysis form will be provided to the student/employer. This form will be used to identify which training/delivery method would be best suited based on the individual needs.
- After an application has been processed AIOT will ensure that students are aware of and have had the opportunity to access all RPL/Credit transfers if applicable.
- All students will undertake an induction process followed by an individual subject induction whereby the training/subject program is selected. Additionally, learning outcomes, assessment methods and RPL/Credit transfer processes will be further explained to them.
- All individual training programs will be amended to reflect any successful RPL applications.
- The format for all delivery/assessment can be institutional or workplace based.
- Students will be required to acknowledge this process
- All students will be required to demonstrate their underpinning knowledge and comprehension in all the required units to be deemed competent. However, a student may be awarded a Statement of Attainment if they have successfully completed units that form part of a qualification.
- In the case of a student where there is an identified language and/or literacy need, the method of assessments will be reviewed and modified following discussion with relevant people, including the student.

AIOT will apply the following steps during the enrolment process:



Unique Student Identifier, USI

All new enrolments at AIOT are required to have a Unique Student Identifier, USI. This number can be created by the student or AIOT staff member using the following website: <http://www.usi.gov.au/Pages/default.aspx> AIOT is required to verify that the number that you have given us is correct and current, therefore upon enrolment ID is required.

Change of Enrolment

Change of enrolment is subject to program availability. Change of enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the trainer and student agree on the benefits of the change and it does not disrupt other students training. Refunds may only be made as a result of change of enrolment subject to the Refund Policy.

Fees and Refunds

AIOT is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from **AIOT**. **AIOT** may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of **AIOT** schedule of fees and charges.

AIOT does not accept payments of more than \$1,500 from an individual student prior to commencement of a course. Following commencement, any scheduled payment does not exceed \$1,500 in any one given time.

Payment method

Australian Institute of Training accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to **Skill Training Australia Group**)
- Payment in cash is discouraged.

Replacement of text & training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to **AIOT** schedule of fees and charges.

AIOT Potential Fees			
Administration/ Enrolment fee (Non Refundable)	\$250	Replacement of Certification	\$55
Accounts overdue fee (14 days overdue)	\$100	RPL Application fee (Varies for each Qualification), From	\$200
1 st & 2 nd Reassessment (free)		RPL Assessment fee (per unit) (Varies for each Qualification), From	\$120
3 rd sub-sequential reassessment	\$200		
Copy of Student record	\$10	Use of photocopier (per page)	0.10c
Replacement of learning references – at cost plus postage if required.			

Student cancellation

Students who cancel their enrolment part way through a training program must notify **AIOT** in writing via email or letter at the earliest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Refunds

This policy applies to **AIOT** students attending or enrolled in a course with **AIOT**. All refund considerations will be limited to the total amount of monies received by **AIOT**. See following table when considering cancelling your course with **AIOT** to determine what the refund will be. Only **AIOT** can alter this policy under special circumstances assessed by **AIOT** management.

- Any cancellations of courses made 10 days prior to course commencement the student would be entitled to 75% refund of enrolment fees paid. The amount retained (25%) or up to \$250 by **AIOT** is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

WITHDRAWAL REASON	AMOUNT REFUNDED
Enrolment cancellation made more than 10 days to agreed start date	FULL REFUND
Enrolment cancellation made less than 10 days prior to agreed start date	A full refund less 25% of enrolment fee paid up to \$250
Withdrawal after start date of course	NO REFUND
AIOT is unable to provide or cancels a course for which the original offer was made	FULL REFUND

Refund Circumstances

- **AIOT** reserves the right to exclude student(s) from their class or classes, when student(s) or employer(s) of trainee(s) have not paid the course fees as per the payment schedule.
- Tuition fees are not transferable to another person or institution.
- **AIOT** reserves the rights to change, alter, and amend curriculum, syllabus, course structure, fees and / or other matters pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.
- Once **AIOT** has implemented changes to any of the above conditions for any reason, all students of **AIOT** will be notified of the change in writing.

Transfers

Requests for transfers to alternate programs can be arranged if **AIOT** is advised in writing more than 10 working days prior to the program commencement date and there is availability in the selected program. One transfer will be accepted without charge if notification has been at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training course or unit of competency. These records will be retained by **AIOT**. **AIOT** complies with the AVETMISS information requirements and keeps hard copies of all student records such as assessment results, academic progress, and individual information for a period of at least six (6) months, and soft copies within our JobReady database management system for a period of thirty (30) years of completion.

You can request this access using the Student Records Request Form, you can gain this form by simply requesting it from your trainer/ assessor or administration. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours.

- Students should note that these records cannot be taken away unless a copy is requested.
- Where photocopies are requested, **AIOT** reserves the right to charge a one-off photocopy fee of \$10.00. **There is no cost to simply view records at our office.**

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO.

Continuous improvement

AIOT is committed to continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to **AIOT** so we can improve our services in the future.

Learner satisfaction survey

At two (2) weeks after commencement of your course, initial start, mid-point and at completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with **AIOT** and in undertaking nationally recognised training. Your completion and return of this survey is important to **AIOT** for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At **AIOT** assessment is conducted using a combination of Written Knowledge Assessment, Project, Case Studies, Oral Presentations, Assignment, Third Party Report, Work Log Book, Role Play, and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Project:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace or simulated workplace.
- **Case Study:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Log book:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Third Party Report:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.
- **Role Play:** The student will be observed by a trainer/assessor within a simulated work environment/ classroom. Where the student acts out a scenario that demonstrates a skill, putting participants in the physical locations where they actually would experience the scenarios you're trying to replicate, whether that's the boardroom, the warehouse, or an executive's office.
- **Oral Presentation:** The student will be observed by the trainer/assessor within a classroom environment where the student would present a short talk on a set topic given to a tutorial or seminar group. In an oral presentation one (or more) students give a talk to a tutorial group and present views on a topic based on their readings or research. The rest of the group then joins in a discussion of the topic.

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of **AIOT** to provide two (2) opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their two (2) opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of **AIOT** management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach **AIOT** will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available. **AIOT** generally recommend the LLN training courses provided by TAFE NSW. These institutes have specialist teachers to support the student's development.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within **AIOT** and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Recognition of your existing skills & knowledge

In accordance with the requirements of the Standards for NVR Registered Training Organisations, AIOT provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

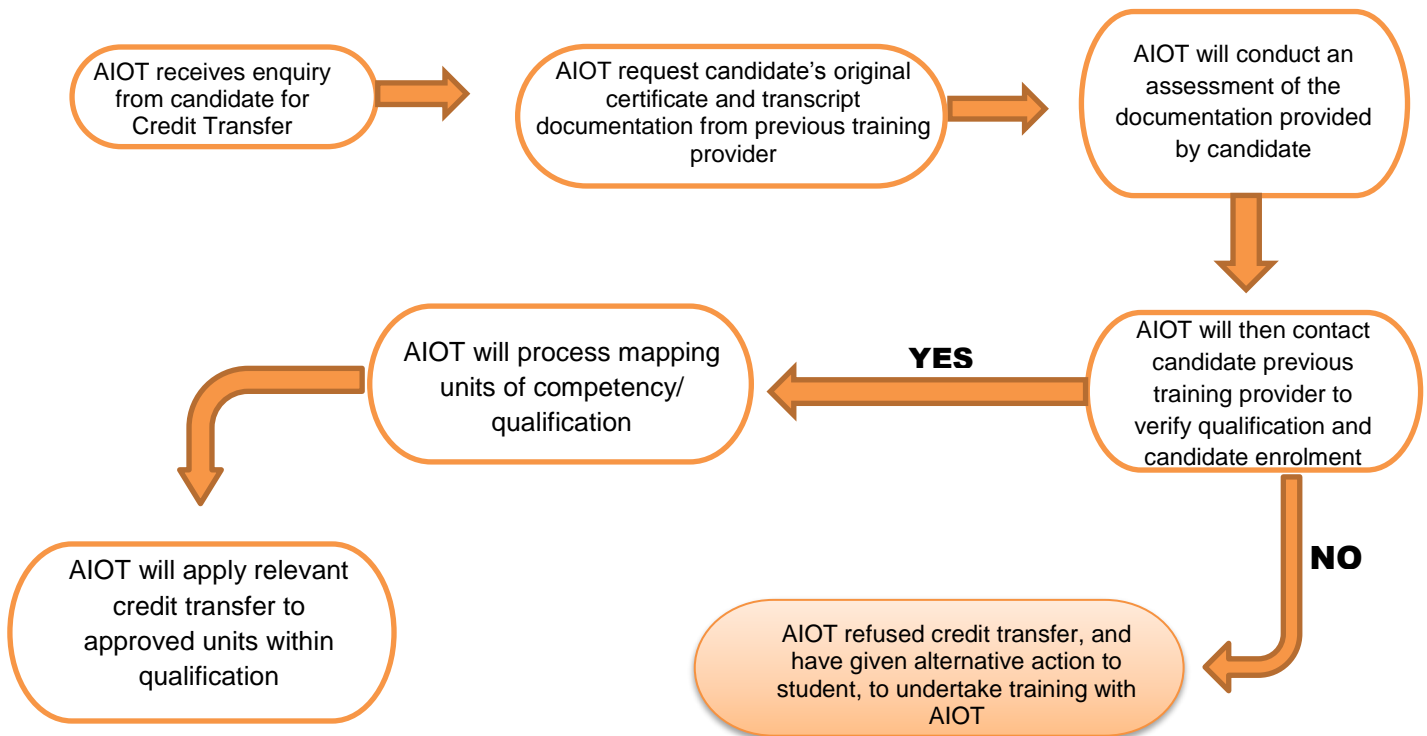
Recognition guidelines

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

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in **AIOT** scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

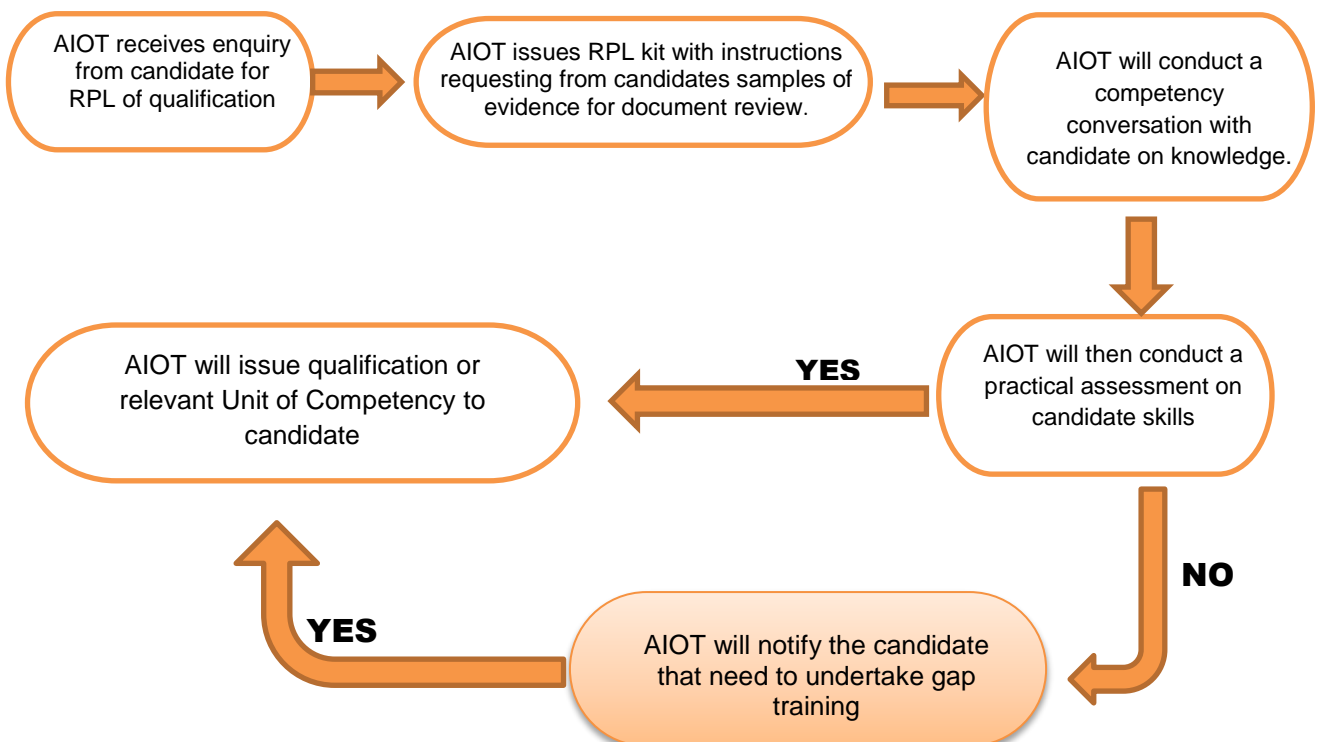
Credit Transfer Flow Chart Representation

Credit Transfer - Recognition of courses done previously at other training providers.



RPL Flow Chart Representation

RPL – Recognition of Current skills attained through experience in the workplace.



Forms of evidence for recognition

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

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

Forms of evidence toward recognition may include:

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

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. **AIOT** reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Evidence requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to **AIOT**. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copies of the original.

Making complaints & appeals

AIOT is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by **AIOT** in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to **AIOT** within 28 days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

AIOT applies the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by **AIOT** including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable. See following table
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- **AIOT** shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No **AIOT** representative is to disclose information to any person without the permission of **AIOT** Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Step One (1)	Speak to the person with whom you have the complaint/ grievance with and try to resolve the issue or problem yourself
If this does not solved your problem then go to Step Two (2)	
Step Two (2)	Progress to speak with AIOT Training Manager, where a discussion will remain confidential and the complaint can be resolved or a formal complaint need to be lodged.
	From this action you will be required to put your complaint forward in writing under the Trainer Manager guidance.
Step Three (3)	The written letter would be assessed by the AIOT CEO, with an outcome of the complaint within 10 working days.
Step Four (4)	Student would be advised by written letter from the CEO of the outcome addressing the investigation within 10 working days from the lodgement date.
If this does not resolve the complaint then go to Five (5)	
Step Five (5)	AIOT will seek an external party to act as a mediator on behalf of the student and AIOT. This should be advised within 7 days of the receipt of outcome.

Review by external agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by **AIOT**, they are to have the opportunity for a body that is independent of **AIOT** to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by **AIOT** may refer their grievance to the following external agencies:

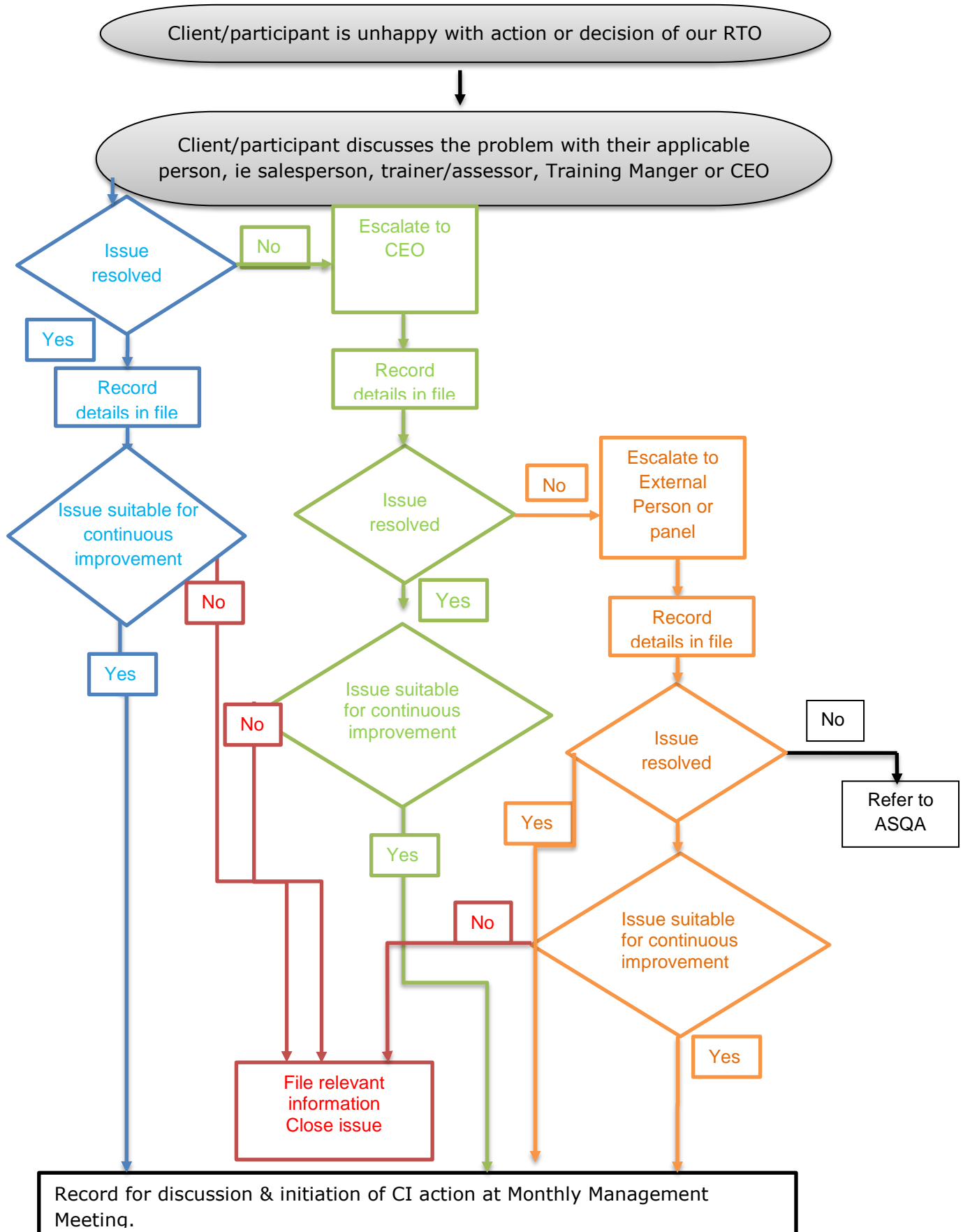
Unresolved complaints may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html). Students are to be advised that ASQA will require the student to have exhausted all avenues through **AIOT** internal complaints handling procedure before taking this option.

Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading.

Other external Complaints Parties

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

Complaints/ Appeals Flow Chart Representation:



Legislative and Regulatory Responsibilities

AIOT is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that AIOT has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with AIOT.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

<http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N>

Privacy Act

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;

- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- Whether the entity is likely to disclose personal information to overseas recipients.

<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

Disability Discrimination Act

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) who discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

<https://www.humanrights.gov.au/our-work/disability-rights/guides/brief-guide-disability-discrimination-act>

Sex Discrimination Act

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

<https://www.humanrights.gov.au/our-work/sex-discrimination>

Age Discrimination Act

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
- Removing barriers to older people participating in society, particularly in the workforce; and changing negative stereotypes about older people.

<https://www.humanrights.gov.au/our-work/age-discrimination>

Racial Discrimination Act

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

<https://www.humanrights.gov.au/our-work/race-discrimination>

Copyright Act

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which

applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

<http://www.comlaw.gov.au/Details/C2014C00291>

Fair Work Act

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

<http://www.comlaw.gov.au/Details/C2014C00031>

National Vocational Education and Training Regulator Act

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

<http://www.comlaw.gov.au/Details/C2012C00143>

Student Welfare, Support Service and Guidance

AIOT Welfare services are administered by AIOT Training Manager who has a capacity to assist students in all matters of personal and professional nature and will refer student to a suitable subject matter agencies for issues that are beyond their individual skills.

Student are encouraged to present and discuss any issue with the AIOT staff at any time convenient. The AIOT staff will decide whether to handle the issue personally, depending on the issue or refer to the AIOT Training Manager.

AIOT does not charge student for any internal welfare and support services issues and referrals, Some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.

External Support Agencies

Problem	Website	Phone
Alcoholism	www.aa.org.au	93877788
Anxiety	www.ada.mentalhealth.asn.au	98795351
Crisis Counselling	www.lifelinesydney.org	131114
Depression	www.beyondblue.org.au	1300224636
Domestic violence		1800656463
Disabilities	www.ideas.org.au	1800029904
Drugs	www.na.org.au	1300652820
Emergency Services FIRE, POLICE, AMBULANCE		000
Eating disorder	www.edf.org.au	94124499
Epilepsy	www.epilepsy.org.au	98567090
Family planning information	www.fpahealth.org.au	1300658886
Gambling counselling	www.wesleymission.org.au	99515566
Grief support	www.solace.org.au	95192820
Mental Health	www.mentalhealth.asn.au	98165688
Rape crisis	www.nswrapecrisis.com.au	1800424017
Suicide prevention	www.suicideprevention.com.au	1300360980