

Australian
Institute of
Professionals



Student Handbook 2016

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Welcome

Our Organisation

Welcome to Australian Institute of Professionals Pty Ltd, Trading as Australian Institute of Professionals (AIP). This handbook will explain about our organisation, how we operate and what to expect during your training with us.

Australian Institute of Professionals is registered with the Australian Skills Quality Authority (ASQA) to provide the national training packages as listed on its scope of registration on the VET website: <https://training.gov.au/Organisation/Details/32521>.

AIP aim to providing high quality training and assessment to our students and it's very important to us to identify you need, giving good support in your learning journey with us. We are also serious about maintaining a high level of compliance as part of our RTO obligations. For this reason it is important that you read this handbook carefully before you confirm your enrolment in any course/courses. It is important that you make a clear and informed decision.

To maximise your potential for success, our organisation employs staff who are highly qualified and industry experienced. Their experience is invaluable because it provides our clients with a real insight into what it is like working within their chosen field

Our aim is to ensure that as a valued client you will receive the highest quality training, education and practical workplace experience possible including quality learning support.

Who is Australian Institute of Professionals?

Student Overview

Australian institute of Professionals (AIP) incorporates adult learning principles throughout the delivery of its training programs. You are encouraged to take responsibility for your learning and to actively participate in the learning and assessment process. Australian institute of Professionals (AIP) encourages you to:

- Prepare for training sessions by completing the subject reading prior to scheduled classes;
- Participate appropriately in all training sessions;
- Undertake all work requirements in line with designated deadlines;
- Speak with your trainer or workplace supervisor regarding any problems or issues you experience during your course;

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- Participate in evaluation activities and offer constructive feedback regarding your course; and
- Expect that Australian institute of Professionals (AIP) trainers will treat you with politeness and respect and reciprocally treat trainers in the same manner.
- Use formal complaints procedures if you experience any difficulties with Australian institute of Professionals (AIP) staff once all informal avenues have been exhausted.

Useful terms

Our training programs are predominantly based on the principles of *Competency Based Training*. Some of the common training terms you will discover are described below:

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Competency is a broad concept that describes a person's ability in a range of areas. Competency covers:

- Task skills (performing individual tasks)
- Task management skills (managing a number of different tasks within a job)
- Job or role environment skills (dealing with the responsibilities and expectations of the workplace)

Competency Based Training is aimed at providing learners with the knowledge, understanding and skills to demonstrate competence against nationally endorsed industry standards.

Competency Standards reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.

Standards are developed by industry parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are regularly reviewed to ensure their continuing relevance to the workplace.

Competency Based Assessment is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Australian institute of Professionals (AIP) applies four basic principles to the assessments we undertake. Our assessment methods need to be valid, reliable, fair and flexible. Our trainers will work with you to find the best methods in which you can demonstrate your competence in the areas required.

Flexible Learning means an approach to training, which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, interests and needs.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred.

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance to the Australian Skills Quality Authority (ASQA) to deliver, assess,

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and issue qualifications for nationally recognised training within a defined scope of registration that identifies the particular services and products that an RTO can provide.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Training Plan means a program of training and assessment, which is required under a students training contract. The students training plan gives a detail of the there learning journey, learning outcomes and assessment due dates.

Workplace Training, this is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.

Multi-mode Training Delivery

Australian institute of Professionals (AIP) recognises that the best learning option is different for different individuals. Therefore Australian institute of Professionals (AIP) delivers Training with multiple training strategies or “Modes”.

The flexibility in training delivery incorporates options that can be combined to best suit your needs:

- On campus lectures and classroom instruction
- Workplace Delivery
- Workplace Mentoring
- Distance learning Research Projects
- Self-Paced learning using online platform Moodle.
- Online web presentations and tutorials through Skype
- Individually Supervised Learning
- Site visits and Practical Demonstrations
- Observation of your performance
- Group workshops face to face and Mentoring sessions

Whichever blend of delivery, trainers will be available to discuss your needs and support you throughout your training program.

The following section discusses the major features of AIP Course delivery. AIP delivery classroom and Moodle learning is differs from Workplace delivery in that students are not assumed to be able to develop requisite skills in the workplace. Instead, skills development proceeds through workplace simulation activities.

On-Campus Delivery

Students undertaking training on-campus attend:

Classroom workshops: These recurrent workshops occur throughout the program. The number and frequency of workshops is dependent on the specific program. These interactive workshops are delivered in classrooms or labs.

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Massed lecture/presentations: These presentations involve guest lecturers and industry practitioners. These are delivered to larger student groups.

Support Tutorials: These optional tutorials as part of mentoring program AIP are offered to support students needing extra assistance to complete the program.

Self-study: In addition, Students also complete prescribed self-paced study activities including personal skills development, research, reading assignments and completion of activities on the Australian institute of Professionals (AIP) online training platform (Moodle).

Distance Education Delivery

At Australian institute of Professionals (AIP) training delivered by distance education may consist of:

- Attending web-based workshops: These live online workshops substitute for classroom workshops and are scheduled accordingly.
- Completion of prescribed activities on the Australian institute of Professionals (AIP) online training platform (Moodle)
- Attending web support tutorials: These optional tutorials (mentoring) are scheduled to support students needing extra assistance to complete their program.

In addition, Students may also complete prescribed self-paced study including personal skills development activities, formative research and reading activities, and viewing of Webcast videos of massed lecture presentations: These are produced during on-campus delivery and made available to students from the Australian institute of Professionals (AIP) website.

Assignment of Workshop Facilitators, Mentors and Student Monitoring

At enrolment each student is assigned a mentor to provide personal guidance and support throughout their learning journey with AIP. Your mentor is assigned with the objective of encouraging you to fulfil the training requirements of your chosen program.

Your mentor may or may not facilitate training in your workshop classes. Students can expect to receive instruction from a number of specialist facilitators during the course of their workshop program. Australian institute of Professionals (AIP) retains the services of a range of qualified trainers selected on the basis of their specialist expertise so that wherever possible students receive instruction from a specialist.

While students may prefer the instructional style of a particular facilitator the primary objective of delivering quality learning outcomes is best served by exposure to a range of specialists.

If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers, you should discuss this with your trainer/mentor.

Should you experience any difficulty that may be affecting your studies please discuss this with your appointed trainer/mentor or arrange to make an appointment to meet with our senior officers.

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Review and evaluation processes will occur at scheduled intervals over the duration of your course. You are encouraged to provide feedback to assist us in our quality assurance process. This will be conducted at the end of each course and may also occur at the midpoint of your course.

Assessment

The Assessment Process

Australian institute of Professionals (AIP) works towards facilitating students to achieve success by developing assessment tools that are closely linked to both the training program and workplace requirements

Objectives of the Assessment Process

The objectives of assessment process are:

- To confirm that you have acquired the competencies identified in the endorsed Unit of Competencies
- To demonstrate that you are competent to the agreed industry standard

Assessment methods include but are not limited to:

- Observation
- Case studies
- Verbal questioning
- Role plays
- Third Party Evidence
- Practical demonstration
- Projects Assignments
- Multiple choice questions
- Written Questions
- Written Reports

In keeping with the principles of competency based assessment, the determination of competence will be made on an aggregate of evidence, rather than on isolated assessment activities or events. Students are assessed as either “competent” or “not yet competent” relative to the required performance standard; students are not graded by percentage marks or ordered grades (A, B, C etc.) nor are student’s marks normalised across the program group.

Stages of Assessment

For students undertaking a full training program there are three stages of assessment: Pre-admission, Formative and Summative.

Pre-Admission Assessment

Most programs at Australian institute of Professionals (AIP) are “open entry”; they do not require the prior completion of an academic qualification. However various programs, particularly more advanced programs, require that the student meet a minimum capability standard at enrolment. To facilitate this Australian institute of Professionals (AIP) conducts various forms of pre-admission assessment as a precursor to enrolment assessing students language, literacy and numeracy level.

The nature of the assessment will vary according to the training package unit of competencies involved. For example, admission to a accounting program is assessed by different level of ACSF in numeracy, while pre-admission to an advanced Management program is assessed by completing a different level of ACSF.

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These pre-admission assessments serve to ensure the most efficient training of students because they facilitate the adoption of personalised training plans for each student. In addition, pre-admission assessment identifies gaps in a student's skill or knowledge that can be remedied prior to undertaking a full training program. Conversely, pre-admission assessments can demonstrate that students have sufficient capability that additional training in LLN is not required and they satisfy the required training packages ACSF level.

In-course, "Formative" Assessment

"Formative" assessment is the term used to describe in-course assessment that delivers feedback to the student on how they are progressing and how they can better perform a task.

Research shows that the use of formative assessment, also known as "assessment for learning" within training programs is the most effective means of training adults.

Australian institute of Professionals (AIP) training programs provide numerous formative assessment activities for learners. These take the form of quizzes, skills practice, research tasks, discussion forums on Moodle, completing Journal on Moodle and scenario based problem-solving activities online or class activities.

Students do not "pass or fail" formative assessments. Instead with the feedback they receive they learn to perform better in their summative assessment tasks.

Whether it is by on-campus or off-campus learning, AIP suggest students to complete all prescribed formative assessment activities before the relevant summative assessment can proceed.

Summative Assessment

At the end of the training period for each unit of competency, and after undertaking formative assessment activities students are required to demonstrate competence by the final performance of assessment tasks. Each task take many forms ranging from performing tasks under observation by the assessor through to completing written assignments. In practice, because AIP Qualification programs include progressive completion of multiple units of competency, students undertake assessment tasks throughout the duration of the qualification program. Even though they are completed progressively, tasks are still the equivalent of "Finals" as they constitute final evidence of whether or not the student is competent with respect to a particular unit.

Assessment without Training ("Assessment only")

Not all assessment includes the provision of training. The Australian Skills Quality Authority (ASQA) recognises that vocational capability (or competence) can be achieved in ways other than by formal training. The AQF also recognises that certain competencies obtained through prior formal training are portable, that is they are relevant to many vocational activities. For that reason Australian institute of Professionals (AIP) is empowered to award a statement of attainment or qualification by having assessed a student's competence through evidence of prior:

- Informal learning (Recognition of prior learning- "RPL");and/or
- Formal qualification as being at least equivalent to the unit of competence for which the student is seeking a statement of attainment (Credit Transfer).

These two assessment methods are discussed below.

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Recognition of Prior Learning (RPL)

Australian institute of Professionals (AIP) aims to ensure that your prior learning is recognised, regardless of how, when, or where the learning occurred.

RPL is the acknowledgement of your skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through a combination of formal or informal training and education, work experience or general life experience.

In order for Australian institute of Professionals (AIP) to grant RPL, your trainer must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses.

Your assessor evaluates your competence by reference to the *Portfolio of evidence* that you provide. This portfolio of evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

You may apply for RPL and supply evidence that demonstrates that you have all the skills and knowledge relating to the competency. The Australian institute of Professionals (AIP) Assessor will evaluate the evidence by taking steps to ensure it is authentic, valid, reliable, current and sufficient.

RPL Process

Upon enrolment into your course you will be advised of the procedures for applying for RPL. There are several stages in the RPL process:

1. Self-assessment: You are encouraged to undertake a self-assessment against the documented standards for the unit of competency from which you are seeking RPL.
2. Collection of evidence: Collect and provide appropriate evidence. Attach your evidence to a completed RPL application form.
3. Assessment of evidence: Your trainer will assess your application and a decision will be made as to whether RPL can be granted. The trainer will arrange an interview with you (telephone or face to face) to clarify and/or confirm the assessment result.

Note the RPL assessment will normally be finalised within 28 days of receipt of the application. You may appeal against the outcome in accordance with Australian institute of Professionals (AIP)'s Complaints and Appeals procedure.

Credit Transfer: Recognition of formal qualifications

Students may have partially satisfied the competence requirements of an Australian institute of Professionals (AIP) Training Program by having completed comparable vocational or academic study at another institution.

“Mutual recognition” is a central component of the Australian Quality Framework. Mutual recognition ensures that all qualifications issued by other registered training organisations to students enrolling with Australian institute of Professionals (AIP) are recognised. Nationally endorsed Training Packages and AQF accredited courses are subject to mutual recognition.

If you are seeking mutual recognition and/or credit transfer for AQF qualifications and/or statements of attainments awarded by another registered training organisation, you must;

- Complete Australian institute of Professionals (AIP)'s Credit Transfer Application,
- Provide a certified copy of the qualification or statement of attainment, or

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- Provide original documents.

Australian institute of Professionals (AIP) may seek to validate the AQF qualification and/or statement of Attainment presented for mutual recognition by contacting the issuing registered training organisation.

Where Australian institute of Professionals (AIP) is satisfied with the evidence supplied, you will be granted credit transfer for the unit of competencies that you have already successfully completed.

Challenge Assessment

It often occurs that a combination of RPL and Credit Transfer assessment leaves evidence “gap”. The student undertaking gap training can accommodate this. However, in the absence of sufficient evidence arising from either the RPL or Credit Transfer process students who are not seeking to undertake training may apply to be assessed by a “Challenge Assessment” in which the student performs the same tasks as the training program students but without the benefit of training. Australian institute of Professionals (AIP) only provides Challenge Assessment to individuals who are enrolled for assessment by RPL.

Submissions of assessment tasks

In order to be assessed, submitted work must conform to the following guidelines:

Submitted work must:

- Include any prescribed coversheet with their submission and clearly mark their name, student number and the name of their course and program on each sheet submitted.
- Be on either the sheets provided or on A4 white, printer quality paper. Work submitted by mail must not be stapled or bound in any other way than by easily removable paper clips. Handwritten work must be in clearly legible dark (black or blue) ink. Word processed submissions should be in 12-point font size with 1.5 line spacing. Unless otherwise exempted, files submitted must be in Microsoft Office Word or Excel format.
- Be submitted on or before the due date. Where no due date is specified this is deemed to be one month from completion of the workshop in which the task was assigned to students. The imposition of deadlines for these tasks is for the benefit of all students: it facilitates timely feedback so that students can focus their skills and knowledge development.
- Be submitted either by email, fax or post to the Australian Institute of Professional (Attn: your trainer/assessor/mentor name) or upload on your Moodle Login or email to assessments@aiop.edu.au on or before the due date.
- Be complete. Only completed assignment tasks will be accepted, partially completed assignments will not be assessed.

Submissions that do not conform to the above requirements will not be registered as being received nor will they be assessed.

Note receipt of assignments is deemed to be the day of receipt (if submitted by post or email) or the Australia Post date stamp on mailed items.

Students are advised to retain copies of their submissions for their own reference and in case of delivery failure and the need for resubmission. AIP will not be responsible for lost work.

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Late Assignments

Students may be penalized (non-financial) for late submission. However, Australian institute of Professionals (AIP) recognizes that unanticipated and unavoidable personal circumstances may impede the timely submission of evidence of completion of assessment tasks. In such cases, the training coordinator may offer a time extension to the student. To be eligible to receive an extension of time without penalty students must contact training coordinator in writing before the due date.

Disciplinary policy

Behaviour

Australian institute of Professionals (AIP) is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all of our students and staff have the right to study and work in a positive environment which values diversity. All students and staff are entitled, under legislation and Australian institute of Professionals (AIP) policy, to an environment free from all forms of harassment and discrimination.

Note that this refers to any behaviour toward students and staff including off-campus activity and in particular participation in online forums and chat rooms that may be provided.

If your behaviour impacts on the performance of others within your group, the trainer is obliged to discuss the situation directly with you, and will try to sort out the problem. If there is no improvement, a written notification will be issued to you (and, where appropriate you employer) detailing the breach.

If there is still no improvement, then the following may occur depending on the severity and impact on other students;

- You may be removed from the training session and referred for private counselling
- You may be suspended or expelled from the program by Australian institute of Professionals (AIP)
- You may choose not to continue with the training
- Your employer may choose to withdraw you from your training program

Smoking

Smoking of any substance is prohibited within all AIP Campuses.

Intoxication

The consumption of alcohol or any intoxicating substance is prohibited while at Australian institute of Professionals (AIP) Campuses. Persons believed to be under the influence of any intoxicating substance will be escorted from the property and may be referred to Australian institute of Professionals (AIP) for disciplinary action.

Misuse of facilities or property

During your training program at Australian institute of Professionals (AIP) you will be provided with access to facilities and equipment. Individuals intentionally or neglectfully defacing, breaking or removing equipment without permission of an authorised AIP Officer will be referred to Australian institute of Professionals (AIP) as the subject of disciplinary action and may also be referred to the Police.

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Breaches of academic discipline

Plagiarism & Cheating

What is plagiarism?

Specifically, plagiarism is:

- Presenting other people's designs and images as your own work;
- Submitting work as your own that someone else has done for you;
- Copying phrases and passages word-for-word without quotation marks and without a reference to the author; this includes but is not limited to books, journals, reports, theses, websites, conference papers and course notes; or
- Paraphrasing an author's work and presenting it without a reference.

When to Reference

You must provide a reference whenever you quote, AIP following "Harvard Referencing Method", paraphrase or summarise someone else's ideas, theories or data. You must also reference any graphic information you use. Some of the sources you will need to reference include:

- Books or chapters in books
- Journal or newspaper articles
- Conference papers
- Films or television programs
- Personal communications like emails, interviews or letters
- Electronic sources such as web pages, journal articles from online databases, or use net groups.

For information on the correct way to reference, see the following website:
www.lc.unsw.edu.au/onlib/ref.html

What is cheating?

Cheating is:

- Copying any part of another students' work;
- Submitting items of assessment that are written in conjunction with other students;
- Submitting a piece of work has already been submitted for assessment in another course;
- Sharing or copying an assessment, test or assignment; or,
- Completing someone else's assessment, test or assignment.

Consequences

Australian institute of Professionals (AIP)'s policy regarding students implicated for plagiarism or cheating may include: redo the assessment, repeating the entire unit, suspension from the course and possible cancellation from your course.

All plagiarism and cheating is viewed seriously by AIP; by signing your enrolment form you acknowledge your understanding of our plagiarism and cheating policy.

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Authentication of Assessment

Regrettably, some students do submit work that is not their own. To preserve the validity of AIP course awards for all students Australian institute of Professionals (AIP) maintains a continuous surveillance process to ensure student work submitted is authentic.

Consequently, during the course of your training program an Australian institute of Professionals (AIP) Assessor may contact you regarding assignment work that you have submitted. The purpose of this contact is to validate that the work you have submitted is your own. This validation will consist in the Assessor questioning you on the content of your submissions.

In the event your work cannot be authenticated you will be required to resubmit the work for assessment or the matter may be referred to Australian institute of Professionals (AIP) Disciplinary committee.

Students failing to co-operate with the Assessors reasonable requests will be automatically referred to the Australian institute of Professionals (AIP) Disciplinary committee.

Where a student's work has not met Australian institute of Professionals (AIP)'s authenticity requirement to the satisfaction of the Assessor the student is entitled to appeal the decision. See "Complaints & Appeals".

Copyright

All material provided to you, or to which you are provided access are made available by Australian institute of Professionals (AIP) under the provisions of the Commonwealth of Australia Copyright Act 1968 (the Act).

Australian institute of Professionals (AIP) provides this material only for fair use by you in the course of your training. You are not permitted to copy, store, distribute, pass-on, broadcast or in any other way use this material without the express written permission of the Copyright holder.

Breaches of copyright will attract disciplinary proceedings (including possible expulsion) and may also attract criminal and civil proceedings under the Act...

By completing and submitting your enrolment form you acknowledge that you have read and understood Australian institute of Professionals (AIP)s requirement and agree to be bound by its terms.

Allocation and reallocation to program groups

Each training program has a both a minimum and maximum group size. The size depends on the particular course and the nature of delivery. For various reasons some students suspend or abandon their training and program numbers fall below the minimum threshold. In this case, while making all reasonable efforts to accommodate students, AIP retains absolute discretion to reallocate students to alternate program groups.

On Campus training

The following section provides key information for students undertaking training at the Australian institute of Professionals (AIP) Campus.

Locations:

Australian institute of Professionals (AIP) Campus:

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Public Transport access

Australian institute of Professionals (AIP) Campus is close to Train stations and Tram stops.

Parking

Australian institute of Professionals (AIP) does not provide car parking for Students. Public car parks are available within walking distance of each Australian institute of Professionals (AIP) Campus.

Training Plan

As part of your admission you will be required to complete and agree to a training plan that you will undertake in order to meet the educational requirements of your chosen course. The basic training plan document (which contains the Australian institute of Professionals (AIP) course program) will be distributed to you with your admission document before commencement of your course.

Attendance

Attendance at both on-campus and any online workshops and lectures involves participation in formative assessment activities. This participation is a mandatory component of your training program. Therefore attendance is mandatory in order to complete the assessment requirements of your training course.

Australian institute of Professionals (AIP) will pre-arrange training and assessment and issue course calendars accordingly. The Trainer/Facilitator at each workshop registers student attendance.

If you have missed a workshop or are unable to attend a future workshop, please notify Australian institute of Professionals (AIP) via telephone on 1300 118 922 or alternatively email info@aiop.edu.au as soon as possible.

Room cleanliness

Students are expected retain all belongings with them while at the AIP Campus. Students are not to leave litter in any part of the Campus

Security of Property

Australian institute of Professionals (AIP) accepts no responsibility for loss, damage or theft of student property while on campus.

Campus facilities

In the event of fire or other emergency each campus has a specified evacuation process. At induction students will be advised of specific evacuation procedures including fire alarm recognition, nominated fire wardens and off campus meeting area.

Supply of Learner Resources

AIP supplies each student with one complete set of learning materials including learner book, Student Assessment Workbook and Texts where applicable will be share online through Moodle. Students requiring replacement materials can obtain electronic copies by arrangement with the training coordinator. These can be downloaded by the student and printed at the student's expense

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Note that business equipment's (printers etc.) are for use of AIP staff; AIP does not provide students access to campus business equipment; this includes printing, copying, scanning and fax machines for the purpose of assessments and personal use. As part of simulated environment student only access the required equipment's under trainer and assessor or training coordinator supervision.

All Assessment Tasks can be submitted electronically via the assessments@aiop.edu.au or students can use their own equipment to print documents for submission.

Campus operating hours and access:

Australian institute of Professionals (AIP) Campus is open to enrolled students between 9:00am and 4:30pm on weekdays (excluding Public Holidays).

Access to student rooms and facilities is only permitted under in the presence of an appropriate Australian institute of Professionals (AIP) staff member. Access to any other room or facilities access must be with permission of training coordinator or operational manager.

Off Campus training (Distance Education)

The program for Students enrolled for Distance Education may consist of the following components:

- Complete online reading and assessment activities on the Australian institute of Professionals (AIP) online Learning Management System (Moodle)
- Complete other reading assignments using AIP learner book and prescribed reference textbooks
- Attend and participate in online seminars and presentations "webinars"
- Attend online group tutorials
- Complete personal skills development activities as determined within your Training Plan
- View Audio-Visual presentations that may be provided as student resources
- Undertake site visits as arranged by either yourself or Australian institute of Professionals (AIP)
- Attend a regional face-to-face assessment session for the purposes of observational assessment
- Attend private training and monitoring sessions either online or by telephone.

The form this will take is dependent on the nature of the training program. At the commencement of the program you will be advised of specific requirements.

Complaints and Appeals

Complaints

Australian institute of Professionals (AIP) is committed to facilitating a learning process that is both beneficial and enjoyable. Australian institute of Professionals (AIP) ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals in a constructive and timely manner against decisions made by Australian institute of Professionals (AIP).

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Roles and responsibilities

The Chief Executive Officer/Academic Director is responsible for implementing this policy. The Operational Manager has primary responsibility for responding to complaints, counselling students and advising them about avenues and resources for further counselling or support.

Australian institute of Professionals (AIP) recognises the rights of students to complain without recrimination. Any student wishing to make a complaint against Australian institute of Professionals (AIP) shall have access to the following procedure:

Informal complaint:

1. The initial stage of any complaint shall be for the student to communicate directly with the trainer of Australian institute of Professionals (AIP) who provided the service. The trainer will make a decision and record the outcome of the complaint.
2. A student dissatisfied with the outcome of the complaint to the trainer may then complain to the training coordinator in the area concerned who will make a decision and record the outcome of the complaint.
3. A student dissatisfied with the outcome of the complaint to the relevant training coordinator may initiate a formal complaint.
4. All staff members approached by a student with a complaint should attempt to resolve the complaint informally within 5 working days.

Formal complaint:

1. Formal complaints may only proceed after the informal complaint procedure has been exhausted.
2. Formal complaints must be made in writing on Australian institute of Professionals (AIP)'s Complaints Form which can be obtained from the training coordinator.
3. Completed Complaints Forms can be emailed to info@aiop.edu.au or can sent to the following address:

Australian institute of Professionals (AIP)

42B Synnot Street, Werribee VIC 3030

4. Upon receipt of a formal complaint a senior officer will convene an independent panel to hear the complaint. The panel shall not have had previous involvement with the complaint.
5. The student shall be given an opportunity to present his/her case to the senior officer.
6. The senior officer will make a decision on the complaint and communicate its decision to all parties in writing within 10 working days of making its decision.
7. Once a complaint is resolved, a senior officer will record the nature of the complaint and outcome and forward the information to Australian institute of Professionals (AIP)'s CEO or Academic Director for reporting and continual improvement purposes.

Appeals

If a student believes that the correct procedures have not been followed, he/she can appeal to the Chief Executive Officer/Academic Director or nominee. The Chief Executive Officer/Academic Director or nominee will convene a meeting where all parties will be afforded an opportunity to be heard in a manner which provides sufficient time to prepare their case. Any party may make written or oral

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submissions. The outcome will be communicated to all parties in writing within 10 working days of the decision being made.

If a resolution is not reached, the Chief Executive Officer/Academic Director or nominee will arrange a meeting with an independent external representative and Australian institute of Professionals (AIP) member with no prior involvement in the appeal. All relevant parties will be notified prior to the meeting of the date, time and venue. The outcome will be communicated to all parties in writing within 5 working days and this decision will be final.

Australian institute of Professionals (AIP) Code of Practice

Access and Equity

Australian institute of Professionals (AIP) is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment services in an environment that embraces equal opportunity, equity, fairness and respect for social and cultural diversity. All staff is made aware of Australian institute of Professionals (AIP)'s policies and procedures at induction.

Training Environment

Australian institute of Professionals (AIP) will comply with all laws relevant to the operation of the training/workplace premises including occupational health and safety and fire safety regulations and ensure that the training/workplace premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

Discrimination

Australian institute of Professionals (AIP) is firmly dedicated to providing a working, teaching and learning environment that is free from all forms of discrimination including age, disability/impairment, sex, marital status, political belief or activity, pregnancy/breastfeeding, race, religious belief or activity, gender identity, status as parent or carer.

Sexual Harassment

Australian institute of Professionals (AIP) recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment.

Selection, Enrolment and Induction of Students

At all times, Australian institute of Professionals (AIP) recruits clients and students in an ethical and responsible manner. Australian institute of Professionals (AIP) will provide student information and induction to each student upon enrolment into a course.

Students offered a place in a course would need to enrol by attending a scheduled enrolment session or via mail. At the enrolment session all students will undergo an induction and orientation process. Australian institute of Professionals (AIP) staff will advise students of the enrolment details and assist in the completion of Student Enrolment Forms. For online students, PDF writeable enrolment form sends to student to complete. After successfully accepting the offer, AIP will send welcome email to student including login details.

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Staff of Australian institute of Professionals (AIP) will ensure that all topics listed in Australian institute of Professionals (AIP)'s Pre Enrolment Student Information Checklist are covered and explained to students. Students are required to sign the Pre Enrolment Student Information Checklist to confirm their understanding of the information provided in the student handbook. This document is collected by Australian institute of Professionals (AIP) staff and filed in your student file.

Course Information

Australian institute of Professionals (AIP) will, prior to course commencement, provide students with a student handbook and all relevant information about the course curriculum, course pathways, program of study, availability of learning resources and appropriate support services. Students will also be directed to a current copy of the Training Package and resource guides available on AIP website.

Australian institute of Professionals (AIP) will ensure that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package.

The Competence of Staff

Australian institute of Professionals (AIP) is committed to ensuring each member of staff involved in training, assessment or client service is competent for the functions they perform.

Australian institute of Professionals (AIP) will ensure that all staff delivering and/or assessing VET courses will have a qualification in TAE Certificate IV in Training and Assessment (or equivalent, Certificate IV in Assessment and Workplace Training) before beginning delivery and/or assessment, and be able to demonstrate vocational competencies, at least to the level of being delivered and/or assessed.

Certificates and Statements of Attainment

Upon successful completion of all the requirements of your training program you will receive a Nationally Recognised Certificate. In cases where you do not complete the full requirements of the course, then a Statement of Attainment for the individual Unit of Competencies successfully completed will be issued to you.

Australian institute of Professionals (AIP) will issue AQF qualifications and statements of attainment within 21 days of course completion. All qualifications and statements of attainment issued by Australian institute of Professionals (AIP) will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook.

Australian institute of Professionals (AIP) will only issue AQF qualifications and statements of attainment within its scope of registration that certify the achievement of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses in accordance with Australian institute of Professionals (AIP)'s policy for issuing certificates and statement of attainment.

All qualifications and statements of attainment issued by Australian institute of Professionals (AIP) will be recorded in Australian institute of Professionals (AIP)'s student management system Vettrak.

Australian institute of Professionals (AIP) will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

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Student Record Keeping

Australian institute of Professionals (AIP) has effective administrative and records management systems in place to secure the integrity, accuracy and currency of records, to keep documentation up to date, and to safeguard any confidential information obtained by Australian institute of Professionals (AIP).

Access to Files

Students have access to their personal records. You may request information on your student file through your trainer, or Australian institute of Professionals (AIP)'s administrators and management.

To maintain confidentiality of student records only authorised personnel will have access. Student records may only be accessed by trainers, administrators and Australian institute of Professionals (AIP)'s management.

In line with Privacy regulations information about a student, (except as required by law or as required under the Standards for RTOs), is not disclosed to a third party without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where student consents to disclosure of information, this consent is kept on the 'Register of Consent'.

Student Feedback

As part of Australian institute of Professionals (AIP)'s commitment to continuous improvement you will be contacted by our staff at least once throughout the duration of your training to provide feedback on our service. Also **NCVER** might contact you to get the feedback on training and assessment as for the purpose of their national research data collection.

Marketing

Australian institute of Professionals (AIP) will market its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Australian institute of Professionals (AIP) will not state or imply that courses other than those on the scope of registration are recognised under an approved training scheme or the Australian Qualifications Framework.

Fees, Charges, Refunds and Cancellations

Students should seek information about course fees from the AIP administration or refer to information provided in marketing material and on AIP website.

AIP is authorized to deliver the following accredited training courses under its Scope of Registration:

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Qualifications Fees

Course	Title	Full cost
BSB50120	Diploma of Business	\$9,500
BSB42615	Certificate IV in New Small Business	\$2,500
CPC40110	Certificate IV in Building and Construction (Building)	\$3,900

Units of competency

Unit Code	Unit	Full cost	Deposit	Material Fee
CPCCOHS1001A	Work safely in the construction industry	\$180	Full cost	Free

Fees and Charges for additional services involving re-enrolment and re-issue of awards are detailed in this handbook and are charged as follows:

If AIP cancels a course, students will be notified in writing and given the option of a full refund or credit towards another course and if the student fails to attend and they or their sponsor fail to provide notice of their intention not to attend, full course fees will be charged.

If student advises their intention to cancel after course commencement, full course fees will be charged and where non-attendance is advised and subsequently deemed by the AIP as beyond the participant's reasonable control, a full refund of fees or credit for future course attendance will be given.

Applications for refund need to be emailed to the Operational Manager admin@aiop.edu.au or posted by mail to CEO:

Australian Institute of Professionals
42B Synnot Street
WERRIBEE VIC 3030

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Melbourne Campus

42B Synnot Street Werribee VIC 3030 Australia
Ph: 1300 118 922 Fax: 1300 736 179 Email: info@aiop.edu.au

Students will be informed by email about refund decisions and fee refunds will be made by cheque or direct bank deposit to the original payee within 14 days of approval.

Students will not be entitled to a refund if:

- They do not complete the required assessment activities
- They fail to attend a scheduled class, they move residences or they change their mind.
- They fail to reach competency.

By signing the enrolment form application the student is agreeing to pay for the full amount of the course.

By signing the enrolment form application the student is agreeing to pay for the full amount of the course. If students fail to make a payment and do not discuss it with us, the entire balance of the account becomes due immediately. Awards will not be issued to students who have not made full payment for their course.

Payment Terms

The following methods of payment of fees are acceptable:

Cheque or EFT. Such payments are to be directed to the AIP Operational Manager.

EFT or Direct Bank Deposit to the AIP bank account. Details of how to make a direct bank payment are available on the enrolment form.

Receipts are issued to the payee to acknowledge payment of fees. Invoices for tax purposes are available on request and details should be completed on the enrolment form as directed.

Refer to Appendix A; Australian institute of Professionals (AIP) Student Terms and Conditions

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Suspension and Deferral of Training

“Deferral” occurs when the student completes the enrolment, pays fees and is admitted to the program but does not commence training.

“Suspension” is where the student commences training and then suspends participation in the program with the intention of returning to the program at a later date. AIP allows only two suspension and deferral of training program for individual student.

Should you need to defer/suspend, the course fees paid are non-transferable and non-refundable. You will be ensured a preferential place in the next program that you are able to attend upon receipt of notice by Australian institute of Professionals (AIP) 2 weeks prior to the commencement of the course.

- All fees and charges have been paid if applicable
- A notice of intention to Defer or Suspend has been submitted in writing directly to Academic Director by Registered Mail, secure email or personal delivery as practicable. Email: info@aiop.edu.au or kamran@aiop.edu.au

Melbourne Campus

42B Synnot Street Werribee VIC 3030 Australia

Ph: 1300 118 922 Fax: 1300 736 179 Email: info@aiop.edu.au

- You must re-commence course within 6 months of suspension/deferral date
- When a suspension occurs you must be aware that when recommencing the course, recommencement will occur from last workshop attended. In the event where there are training package changes, you may have to start from workshop 1.(Only Applicable to On Campus students)

Confidentiality & privacy

Australian institute of Professionals (AIP) will keep any information, including direct debit account details confidential. Australian institute of Professionals (AIP) will make reasonable efforts to keep any such information secure and to ensure that any employees or agents who have access to student information do not use, modify, reproduce or disclose that information.

Information provided by students is considered confidential and will not be divulged to any third party, nor will it be sold. Australian institute of Professionals (AIP) will only disclose student information;

- If specifically required by law; or
- For the purposes of this agreement (including disclosing information in connection with any query or claim)

Privacy policy

Australian institute of Professionals (AIP) respects student privacy and understands the importance of protecting the personal information students may be requested to provide to Australian institute of Professionals (AIP) when they visit the site, or any other information provided by mail, email or in person.

Australian institute of Professionals (AIP) complies with federal and state privacy legislation, including the Information Privacy Act 2000 and the 10 national privacy principles derived from this Act. The 10 national privacy principles can be located at: www.privacy.vic.gov.au

What information does Australian institute of Professionals (AIP) collect?

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Australian institute of Professionals (AIP) must collect personal information as part of the enrolment process for training. This information may be of a personal nature and can include details on educational background, employment history, current employment status and language, literacy and numeracy skills. The purpose of this information is to allow the staff of Australian institute of Professionals (AIP) to develop effective training and assessment programs, according to the needs of each individual.

Australian institute of Professionals (AIP) MAY record student, assessor telephone conversations for the purposes of improving training and assessment and part of assessment evidence if assessed on phone verbal interview. The information that is saved as evidence of competence recorded and assessor or academic director use as authentication of evidence in require unit of competence.

From time-to-time, Australian institute of Professionals (AIP) may also conduct surveys or other promotional specials, and gather additional information from the Australian institute of Professionals (AIP) website in relation to these specials. The personal information gained during the enrolment process may be used to inform students of new products, special events or promotions. All students will be given the option to 'opt-out' of marketing campaigns.

What does Australian institute of Professionals (AIP) use this Information for?

Primarily, Australian institute of Professionals (AIP) uses information to provide students with the services available to them. The purpose of collecting personal information during the enrolment process is to allow the staff of Australian institute of Professionals (AIP) to develop effective training and assessment programs, according to the needs of each individual.

With whom does Australian institute of Professionals (AIP) share student information?

Australian institute of Professionals (AIP) will not sell, share, rent or otherwise provide personal information to others, including colleagues, spouses or parents, without written consent.

The above statements do not extend to external webs sites, which have links with the Australian institute of Professionals (AIP) website. Please refer to the privacy policies of these sites individually.

Request for release of personal information

To obtain or release personal information, students must:

- Notify training coordinator in writing; and
- The Academic Director of Australian institute of Professionals (AIP) will then –
 1. Check with the CEO for authorization of disclosure;
 2. Contact the person requesting written consent; and
 3. Student access of personal information kept in student file for record purposes

Australian institute of Professionals (AIP)'s obligation to disclose confidential information

Australian institute of Professionals (AIP) will disclose personal information, when required to:

- Cooperate with the investigations of purported unlawful activities and confirm to the edicts of the law or comply with legal process served on Australian institute of Professionals (AIP);
- Fulfil a student's order or request in accordance with the process in relation to student requests for release of personal information.

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Provision for Language, Literacy and Numeracy (LLN) Assistance

Courses provided by Australian institute of Professionals (AIP) require a minimum level of literacy with respect to both Language and Numeracy. This level is equivalent to secondary school year 10 or 12.

At Australian institute of Professionals (AIP) all courses are delivered (both orally and written) in the English language with a number of written assessments and research assignments. Australian institute of Professionals (AIP) makes every effort to ensure that all students have equal understanding of the assessment requirements. In regards to language, literacy and numeracy (LLN), Australian institute of Professionals (AIP) will ensure that;

- Appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing
- The assessment does not involve a higher level of LLN skills than the tasks being assessed actually requires
- Prior to course commencement, student LLN skills are assessed as part of the pre-admission assessment process and are taken into account during your training.

In cases where you may need further assistance with LLN, your trainer will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

Support, Welfare and Guidance

Your trainer/assessor/mentor should be your first point of contact for assistance for any information you require throughout the duration of your course. If in the case where your trainer/assessor/mentor cannot assist you they will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

For issues non-related to the delivery of training and assessment services please refer to your direct workplace supervisor.

Further support and information may be obtained via the Handy Links provided below.

Handy Links

Here you will find legislation and information including:

- Privacy: www.privacy.gov.au/
- Human Rights & Equal Opportunity: www.austlii.edu.au/au/legis/cth/consol_act/
- Occupational Health and Safety: www.australia.gov.au/topics/health-and-safety/
- Literacy: www.deewr.gov.au/Skills/Programs/LitandNum/LLNP
- Bullying & Harassment: www.bulliesdownunder.com/website.htm
- Welfare Guidance and Assistance: www.centrelink.gov.au
- Apprenticeship and Studentships: www.australianapprenticeships.gov.au/
- New Apprenticeships Training Information Service: www.nacinfo.com.au
- Skills Victoria: www.skills.vic.gov.au/
- ASQA: www.asqa.gov.au/

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Appendix A

Australian institute of Professionals (AIP) Student Terms and Conditions

The following terms and conditions constitute the agreement between you and Australian institute of Professionals (“AIP”) for the provision of your course (“Agreement”).

1. By signing this Enrolment Form you accept this Agreement. The date you sign this Enrolment Form is the Agreement Date.
2. By accepting this Agreement you:
 - a. Agree to comply with the AIP Student Policies and Procedures as published on the AIP website (see www.aiop.edu.au);
 - b. Confirm that you fulfil all entry requirements and have the required equipment, as specified on the AIP website, for the course in which you are enrolling;
 - c. Agree to pay all requisite fees associated with your material course and any plus GST, if applicable (“Course Fee”); and
3. Upon receipt of the Course Fee if applicable, AIP agrees to:
 - a. Supply you with initial course materials for your course;
 - b. Provide you with access to the online student portal if applicable;
 - c. Provide you with access to learning and administrative support;
 - d. Mark your assessments; and
4. The Course Fee does not include:
 - a. Postage of any assessments or other materials by you to AIP; or
 - b. Any materials that are listed as “Computer Requirements” or “Additional Requirements” for your course on the AIP website. Please note that, depending on your particular course, you may need to provide your own equipment in addition to the course materials at your own expense.
5. On successful completion of all assessments and the full payment of the Course Fee if applicable, AIP will issue you appropriate certification for your course.
6. AIP may make changes to your course, course materials and the AIP Student Policies and Procedures as reasonably required.
7. If you are paying your Course Fee by instalments, you must:
 - a. Complete a Credit Card Authorisation; or
 - b. Complete a Direct Debit Authorisation; and
 - c. Pay all such instalments on or before the due date.
8. If you fail to pay any instalment by the due date, the total outstanding balance of the Course Fee will become immediately due and payable
9. If you fail to pay any part of the Course Fee by the due date, AIP reserves the right to:

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- a. Withhold provision of course materials;
 - b. Restrict access to the online student portal;
 - c. Withhold grading of assessments current submitted assessments; and
 - d. Notify relevant credit agencies of your default.
8. You only pay \$0 in advance tuition fee
11. Other miscellaneous charges apply to services provided by Australian institute of Professionals (AIP). These include:
- a. \$80 for a re-issue of a Certificate, Qualification or Statement of Attainment.
 - b. \$15 will be charged in addition to the full payment of the course on weekly payment plans that default
 - c. A 20% collection fee for overdue accounts that are handed over to a Debt Collection agency.
12. The course material that AIP provides to you shall become your property. However, the content of the course materials, including copyright and all other such intellectual property rights contained therein, remain the property of AIP or a nominated third party. You may not reproduce any part of the course materials without the prior written consent of AIP.
13. The maximum duration of your course is specified on the AIP website In the event that you do not complete the course within the maximum duration; your enrolment expires without refund. If you wish to extend your Course beyond the course expiry date, you must:
- a. Have paid all Course Fees;
 - b. Submit in writing a formal request to AIP prior to the expiry date
 - c. A maximum extension of six months will be granted. Please note extensions are subject to availability and AIP retains the right to refuse an extension at its absolute discretion.
14. Should you need to defer/suspend, the course fees paid are non-transferable and non-refundable. You will be ensured a preferential place in the next program that you are able to attend upon receipt of notice by Australian institute of Professionals (AIP) 2 weeks prior to the commencement of the course.
- a. All fees and charges have been paid if applicable
 - b. A application form of intention to Defer or Suspend has been submitted in writing directly to Training coordinator or Academic Director by Registered Mail, secure email or personal delivery as practicable.
Email: admin@aiop.edu.au
Melbourne Campus: 42B Synnot Street
Werribee VIC 3030 Australia
 - c. You must re-commence course within 6 months of suspension/deferral date
 - d. When a suspension occurs you must be aware that when recommencing the course, recommencement will occur from last workshop attended. In the event where there are training package changes, you may have to start from workshop 1. (Only Applicable to On Campus students)

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15. If you wish to terminate your studies before the completion of your course, you must notify AIP in writing ("Cancellation Request"). A refund of the Course will only be issued as per AIP refund policy (please see www.aiop.edu.au/policies if AIP receives the Cancellation Request within 5 calendar days of the Agreement Date
16. Non-attendance of classes does not constitute cancellation of the course. All course costs are still payable to AIP in the event you are deferring or cancelling your enrolment. (Only Applicable to On Campus students)
17. AIP reserves the right to cancel a course prior to course commencement date. In this rare circumstance you are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another future course. In this event, you will be given your preferred option. If a refund is requested AIP will refund the fees within four weeks of the course cancellation. (Only Applicable to On Campus students)
18. AIP reserves the right to cancel your enrolment without refund if you are absent for more than 4 workshops (Only Applicable to On Campus students) and did not commence your online student more than 3 months of your preferred start date of course commencement.
19. If you fail to notify AIP of your Cancellation Request within 5 calendar days of the Agreement Date, you will be liable to pay the material and initial deposit to AIP in full.
20. If you suffer from a medical condition that directly impacts on your ability to undertake your studies, you need to notify AIP in writing. Your enrolment may be suspended for a period of no more than six months, thereby extending the maximum duration of your course. No refund of Course Fees will apply and you will still be liable for all payments due under this Agreement.
21. If your course prepares you to undertake external examinations or a student fieldwork placement with an external partner, you are responsible for establishing your own eligibility and making arrangements to attend and pay for any fees and charges.
22. AIP didn't actively recruit under 18 of age students, you must be 18 or over at the time of course commencement. If you are under 18 years of age you must ensure your parent or guardian accepts the terms and conditions of this agreement and must ensure that you turning 18 before or on the date of your course commencement. By such execution, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of the course fee;
23. It is your responsibility to inform AIP in writing within seven (7) days of any corrections or changes to your personal details including name, address and phone numbers, payment options and banking details.
24. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. You have right to appeal under consumer affair law Victoria.

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25. By accepting this Agreement:
- a. You are warranting that you are not legally bankrupt; and
 - b. You are giving your consent to AIP undertaking a credit check on you with the Credit Reference Association of Australia

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AIP Contact Information

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Registration Enquiries

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