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STUDENT HANDBOOK

This document has been prepared to assist you in making a fully informed decision to enroll in Nationally Recognised Training with AIO Training Pty Ltd



ABOUT US

AIO Training Pty Ltd was established in 2019 at the request of a client in the plastics manufacturing industry and granted approval by ASQA as a Registered Training Organisation (RTO) in April, 2020, RTO 45604.

We have established ourselves to provide training in PMB30116 Certificate III in Polymer Processing for current and future employees of our client's business. This training will enable the employer and employees to meet the requirements of their EBA, whilst assisting the business to grow.

OUR GUARANTEE

We guarantee you will be provided with:

1. Industry recognised and developed training;
2. Practical scenarios to ensure your training is providing you with the skills required; and
3. Support services to ensure your training can be completed.

We will not guarantee:

1. You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
2. You will be employed at the conclusion of your training, as we are not an employer.

COURSE INFORMATION

Enrolling in one of our courses is the next step to increase your skills and knowledge for the Plastics, Rubber and Cablemaking services industry.

We offer Nationally Recognised Training in:

PMB30113 Certificate III in Polymer Processing

The cohort most likely to undertake PMB30116 - Certificate III in Polymer Processing are existing workers employed as polymer technicians with our client undertaking job roles where they are required to apply theoretical and technical knowledge and well developed skills to undertake advanced operations and exercise judgement in areas such as start-up and shutdown procedures and quality assurance.

The operator will be able to apply their knowledge to anticipate problems and to solve a range of routine and non-routine problems using product and process knowledge to develop solutions to problems which do not have a known solution or do not have a solution recorded in the procedures.

The second student cohort is employees who are transitioning their studies from another RTO. This cohort will be granted RPL and/or credit transfer (whatever is relevant to their individual circumstances). These learners will be scheduled into the relevant timetable in accordance to their individual training plans.

AMOUNT OF TRAINING

This qualification is delivered predominantly on the job with support, mentoring, coaching and assessment provided by our trainers, workplace Supervisors, workplace Training Manager, and industry leading Subject Matter Experts (SMEs)

Note: The amount of training listed below is an indication of the time reasonably expected for successful completion and the period identified in months is dependent on the number of hours a week a student is able to commit to study.

PMB30113 Certificate III in Polymer Processing

This Qualification is to be delivered via approximately 104 weeks of training over 18 months to 2 years which includes:

1. structured training hours,
2. non-structured training hours(self-paced);
3. Practical application

4. Assessment.

ENROLMENT REQUIREMENTS

We require each person to be an employee of our client with a work history of approximately 10 months, and to pass the initial skills test.

TRAINING PLAN

All students must be given a training plan that details the units of competencies to be completed, their start date and end date as well as the commencement date and completion date of the course. Students must sign this and a copy is kept on file as well as given to each student.

LICENCING REQUIREMENTS

There are no licencing requirements with this qualification.

VENUE

All training will be conducted in the workplace, unless agreed to by the client/employer.

PLAGARISM AND CHEATING

AIO Training Pty Ltd take a zero tolerance to plagiarism and cheating.

If you use anyone else's work and ideas in your assignments, you must credit the source of the information, without this proper acknowledgement, it is plagiarism and your assignment will be deemed not yet satisfactory and you will be required to re-submit.

Any student caught cheating during exams will be immediately deemed not yet satisfactory and you may be asked to re-sit that exam.

If this behaviour is repeated, AIO Training Pty Ltd may cancel your enrolment.

ASSESSMENT

PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency will be met through the delivery of assessment in real time and as a combination of Written Assessments, Oral Assessments, Practical Assessments and Summative Assessments such as Third Party/Supervisor Reports as each student undertakes the particular unit of study.

On-the-job assessment requirements will be met through consultation with the student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Learners are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

ASSESSMENT STANDARDS

All assessments conducted by us will:

1. Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40110 Certificate IV in Training and Assessment or higher qualification, or an SME conducting assessment under ASQA required Direct Supervision requirements.
2. All of our assessments within our RTO will lead to the issuing of a statement of attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
3. All of our Assessments will be:
 - Valid - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - Reliable - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the student and from context to context,
 - Fair - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
 - Flexible - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

ASSESSMENT CRITERIA

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

ASSESSMENT METHODS

1. Our assessments and assessment methods will ensure that we:
2. focus on the application of the skill and knowledge as required in the workplace, including:
 - task skills (actually doing the job)
 - task management skills (managing the job)
 - contingency management skills (what happens if something goes wrong)
 - job role environments skills (managing your job and its interaction with others around you)
3. We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.
4. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

5. You may re-sit the assessment a total of three (3) times at which point, if you are unsuccessful, you will be deemed Not Yet Compliant and must re-enrol into the unit again at your own expense.
6. Any re-sits of assessment must be arranged with the trainer at a mutually agreed time

ASSESSMENT TASKS

The assessment tasks shall include any combination of the following:

1. Written questions;
2. Oral questions;
3. Observation of a skill in the workplace (including the option of a simulated workplace assessment), and
4. Practical demonstration.

APPEALS

Learners are able to appeal any assessment condition, within 14 days of receiving their result using the relevant form.

ATTENDANCE

To be deemed, in attendance, you are expected to complete 80% of all structured training and 100% of all assessment tasks.

Learners, who due to circumstances beyond their control cannot complete all units will be required to meet with their employer and trainer to discuss methodologies to complete the training.

ACADEMIC PROGRESS

AIO Training Pty Ltd monitor attendance and academic progress and will implement its intervention strategy when a learner is falling behind.

BEHAVIOUR AND DRESS

You will behave in all interactions with your trainer, assessor and our staff in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

Unacceptable behaviour includes:

1. Inappropriate language means: no swearing or abusive language;
2. Disrespectful behaviour;
3. Misuse of our computer system; and
4. Engaging in behaviour which may offend, embarrass, threaten or harm other learners, staff or general public, including via electronic means;
5. Inappropriate clothing including thongs, ripped or torn clothing, no offensive prints on T-shirts and no unnecessary exposed flesh.

Smoking, Drugs and Alcohol

Smoking is prohibited in all buildings and covered areas.

Learners are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

CHANGE TO COURSE

As the training is a condition of your EBA, you cannot change your course.

COMPANY PROPERTY

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property, as this may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training outcomes, and
2. An appeal only relates to your training outcomes

You may complain or appeal:

1. Informally – a brief discussion with your trainer, where the trainer's explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals procedure is available:

1. In your pre-enrolment package; or
2. By phoning or emailing our office.

COURSE EXTENSION

We are not obligated to extend the period of your enrolment if you have not completed your course on time, however every effort will be made to assist you to complete your training.

EARLY WITHDRAWAL

As the training is conducted holistically, learners who leave the course prior to completion a statement of attainment will be issued for units you have successfully completed.

FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all learners to assist with meeting student needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Student Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

FEES

As a Nationally Registered Training Organisation we are able to collect fees from the student and must provide or direct the student to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Student's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - we fail to provide the Services.

In this instance there is a commercial agreement between AIO Training and your employer, where your employer will pay all fees associated with the cost of this course and no fees are payable by individual students.

All fees will be clearly noted on brochures and associated websites. Fees can be paid in the following methods, unless paid for by your Employer:

- Bank deposit;
- Electronic bank transfer;
- EFTPOS; or
- Credit card.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two day cooling off period immediately after the completion of your initial skills assessment.

This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

OTHER FEES

EQUIPMENT/ADMINISTRATION FEE

No equipment/administration fee is applicable.

REPLACEMENT LEARNER RESOURCES

All learner resources needing to be replaced will incur a \$25 per resource fee at the expense of the Employer

LATE TUITION FEE PAYMENT

It is the Employers responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

AIO Training will not issue a certificate or statement of attainment until all fees have been paid.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

The fees associated with Recognition of Prior Learning are:

1. Application fee \$3,000 per application irrespective of the number of units applied for; and
2. Assessment fee \$250.00 per unit of competency applied for.

Total course fee is amended to reflect cost of RPL.

CREDIT TRANSFER

Any student wishing to apply for credit transfer should do this prior to the commencement of the training course and will need to supply a relevant Statement of Attainment issued by another RTO, which will be verified.

There is no fee for credit transfer.

REPLACEMENT CERTIFICATE OR STATEMENT OF ATTAINMENT

In cases where a student has lost or misplaced their certificate or Statement of Attainment, a fee of \$75.00 will apply for a copy to be produced, payable directly by the student.

CANCELLATION

Cancellations made by you prior to your course commencement either by phoning our office or in writing forwarded by email.

Cancellations for course leading to a qualification must be made a minimum of 5 days prior to course commencement.

Refer to refunds for fees involved in cancelling an enrolment.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your employment or course during the training, no refund will be given and there is no obligation to continue to provide you with training as you will no longer meet the enrolment and entry requirements.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

Where we are unable to provide services for which you have paid, you will:

1. Be placed into an equivalent course such that the new location is suitable to you; and
2. You receive the full services for which you have prepaid at no additional cost; or
3. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

Fee Protection is not applicable where a commercial contract exists between AIO Training and your employer.

REFUND

All applications for a refund of monies paid to us are to be made to the director on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

Refunds of any prepaid amount will only be provided whereby:

Full refunds are provided where we have been given more than 5 days notice of cancellation before course starts; and

Partial refunds are provided for where a course is commenced but due to unforeseen circumstances, we are unable to complete the course. (The refund amount is for any unused portion of the prepaid amount)

No Refund

There is no refund of fees or any prepaid amount for:

1. any poor and/or non-attendance;
2. poor behaviour;
3. you provided false or misleading information;
4. you failed to comply with the conditions of the RTO; or
5. where we have not received more than the required notice no refund will apply.

Note: You will not be able to commence training until such times as the initial fee payment has been received.

PAYMENT OF REFUND

Where a refund is granted, refunded monies will only be paid to the registered student unless your Employer pays for your fees in which instance the refund will be paid back to the employer.

TIMEFRAME FOR REFUND

All applications for refund shall be determined within 10 working days.

GRIEVANCE PROCESS

Learners who are not satisfied with the outcome of the refund process may access our complaints and appeals process for a reconsideration.

Any investigation into a complaint or appeal is also at no cost to the student.

ISSUANCE OF AWARDS

We shall ensure AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as successfully meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to us have been paid.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or Director, prior to course commencement.

LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly affects your participation in our Vocational Education and Training programs includes:

- Equal Opportunity Act 1984;
- Fair Trading Act 1987;
- National VET Regulator Act 2011;
- Privacy Act 1988;
- Standards for Registered Training Organisations 2015;
- Workplace Health and Safety Act 2012;

- Workers Compensation and Rehabilitation Act 1986;
- Unique Student Identifiers Act; and
- All legislation relevant to the training you are undertaking.

STUDENT SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

1. Assessment tasks, and
2. Language, Literacy and Numeracy.

Assistance will depend on the needs of the student and may include referral to any of the following, singularly or in combination, including but not limited to:

1. Reading and writing hotline;
2. Access to a dictionary or interpreting device; or
3. Foundation Skills program at a Community College or TAFE.

STUDENT RESPONSIBILITIES AND RIGHTS

When you elect to participate in training with us, you have a responsibility to:

- Adhere to our policies and procedures,
- Treat others with respect, fairness and courtesy,
- Not plagiarise, collude or cheat in any assessment activity,
- Attend class and arrive on time,
- Notify your trainer if you will be absent or late,
- Participate in the course,
- Submit assessments on time and in the required manner,
- Obey all traffic laws during periods of supervised driving; and
- Provide written notice of any changes to your enrolment status

You have a right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property protected from damage and other misuse;
- Learn in an environment that is conducive to success;
- Work and learn in a support environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

1. Have suitable qualified staff;
2. Provide all training services for which we are registered to provide;
3. Student resources; and
4. Effective assessment tools.

PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorized person without prior written consent from the student.

Our full privacy policy is available:

1. In your pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

1. Participant personal details - recorded and entered at the time of enrolment and confirmed at training session
2. Course details - recorded and entered at the time of enrolment and confirmed at training session
3. Course units of competency or modules - recorded at the time of enrolment and confirmed at training session
4. Progress - recorded on hard copy by trainers/assessors.
5. Attendance - recorded on training session rolls by trainers/assessors.;
6. Completed assessments – retained for 6 months.

Participant records must be maintained for 30 years.

ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the Director either by phoning the office or arranging an appointment through your trainer.

TRAINERS AND ASSESSORS

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through a person who:

1. Holds the qualification you are being trained in;
2. Has recent and relevant workplace/industry experience; and
3. Is considered a Subject Matter Expert in their respective field.

Note: We engage with your employer to deliver our training and assessment services on our behalf.

WHS

We believe that all accidents are preventable and seek to ensure a safe environment for all learners and staff.



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During your course induction, your trainer will explain the WHS requirements particular to your training location and where required the need to wear Protective Personal Equipment (PPE).

You will be expected to comply with our Workplace Health and Safety Policies and report all incidents, near miss activities and safety hazards immediately.

WORKING WITH CHILDREN

We will comply with all Federal and State working with Children legislation.

A list of all relevant legislation is available from the Federal Police Website <http://www.afp.gov.au/nch/policechecks.html>

CHANGES TO OUR BUSINESS

Whereby we make any changes to any or all of the following:

1. Ownership and control of the legal entity.
2. Name of the legal entity or trading name.
3. Chief Executive Officer or accountable officer.
4. Location of Head Office or permanent training venue, and
5. Contact details of the organisation.

We shall notify learners as soon as reasonably practicable and also advise how these changes affect their training.