Student Handbook

Welcome from AIO Training

AIO Training Pty Ltd (AIO) is a Registered Training Organisation (RTO) that provides training programs designed to to individuals' learning needs, abilities, and expectations, using proven training methods, motivation, and encouragement. We aim to provide high quality training programs to students through classroom-based training and workplace arrangements for qualifications where it is a requirement under the Training Package.

With strong industry connections, AIO continually develops and strengthens it rapports with both services and professionals in education and industry. The trainers and management have been in their respective industries and qualifications for over thirty years.

AIO is committed to fostering a diverse community that encourages all its members to reach their full potential through learning, commitment and dedication and more importantly, that will challenge and support you in your quest to become a leader in your field.

AIO is committed to providing quality training and assessment services to its students.

We aim to:

• Provide services that meet industry needs and trends;

• Deliver high quality, innovative and engaging training;

• Maintain a person-centred approach;

• Foster relationships with our students, supporting them through their career;

• Provide flexible learning opportunities;

• Provide a supportive, facilitative and open learning environment;

• Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;

• Ensure all training is continually monitored and improved;

• Maintain a healthy and effective learning environment for students;

• Produce competent and confident workers that benefit the community and industry.

Familiarise yourself with the contents of this Student Handbook. You may find it useful to refer to these documents throughout your course. Alternatively, direct any queries you may have to your Trainer or Student Support Officer.

TERMINOLOGY

Throughout this Student Handbook the term "student" refers to a person who is enrolled in a qualification on AIO's scope of registration.

Mission

Delivering quality education and training programs, by uniting students, mentors, employers, and employees in meaningful learning environments in education and training for a competent and adaptable workforce to meet the ever-changing needs of industry

V3.0 August 2022

"To be a leading provider of programs that add benefits to both the students and the employers alike"

Deliver quality education and training programs, by uniting students, mentors, employers, and employees in meaningful learning environments.

Engage with industry partners to ensure programs are relevant to industry demands and ever-changing trends in the sector

Strive to enhance the students experience through new modes of delivery methods such as student's placement, simulated working environment and ICT (Information and Communications Technology).

Provide engaging trainers who meet AIO's standards such as; qualifications, skills, industry and vocational currency.

We believe in empowering diverse people through equal opportunity and exceptional quality control / assurance measures.

Values

The College core values are of trust and respect, fairness, professional integrity, learning and creativity, and efficiency in 'community of care concept'

- Person Centred
- Accountable
- Collaborative
- Commercially focused
- Agile

Code of Practice

AIO shall at all times act with integrity in dealings with all students, staff, employers and members of the community.

AIO provides (prospective) students with clear and accurate marketing material and information to safeguard their interests. This includes the terms and conditions of student enrolment and information regarding all fees, payment details and refunds.

AIO maintains a learning environment that is conducive to the success of students by ensuring that the facilities, materials, resources and methods used for the provision of training are adequate and appropriate for the achievement of required outcomes.

AIO ensures the maintenance of relevant and up-to-date records, and security of all current and archival records. Student information is treated confidentially. Students can access their records upon request.

AIO ensures its training premises comply with all laws including Occupational Health and Safety and provide a comfortable environment for learning.

AIO has clearly documented procedures for monitoring and managing all training operations and reviewing stakeholder satisfaction.

AIO adheres to policies and practices which ensure quality training, assessment and related services are provided, continually improved and in accordance with:

- the VET (Vocational Education and Training) Quality Framework (VQF)

- State and Commonwealth legislation and regulatory requirements

AIO is committed to providing an inclusive environment where students are treated in an ethical and responsible manner. Programs are designed to enhance flexibility of delivery and assessment in order to maximise the opportunity for access, participation and support of all students.

AIO takes meaningful, transparent and reasonable steps to consult, consider and implement reasonable adjustments for students including those with a disability

Guidelines, Policies and Procedures

Any AIO guidelines, policies and procedures documents referred to in this handbook will be made available to enrolled/prospective students on request or are available from AIO's website:

AIO does not guarantee:

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

Access and Equity

AIO is actively committed to access and equity principles in the delivery of its services and training environments in accordance with the Disability Discrimination Act 1992 (Commonwealth), Racial Discrimination Act 1975 (Commonwealth), Sex Discrimination Act 1984 (Commonwealth), and Equal Opportunity Act 1995.

AIO aims to provide the best possible opportunities for students to access our full range of training, assessment and associated services. Students will not be denied access to services where they are deemed eligible for such a service and where the Organisation has the appropriate allocated resources to provide the service to a high quality.

Access to courses requires the prospective student to meet any prerequisite requirements as stated in the Course Flyer and Course Handbook. Selection criteria are also included in these documents and may involve applicants undertaking an interview and assessment.

AIO and its staff treat each prospective and enrolled student equitably and without discrimination. Staff are professional and supportive at all times in their approach

Staff Responsibilities for Access/ Equity & Equal Opportunity Issues

AIO has a Student Support Officer and it is to that person that you should direct all queries, concerns and information requests: if they are unable to assist you directly, they will refer the issue to the best person.

The Student Support Officer acts as the access and equity officer for AIO so if you are experiencing any harassment or discrimination, refer the matter to the Student Support Officer in writing.

AIO:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.

- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs.

- Provides facilities updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.

- Conducts student selection for training opportunities in a manner that includes and reflects the diverse student population.

- Actively encourages the participation of students from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.

- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists students in meeting personal training goals.

- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.

- Requires staff and students to comply with access and equity requirements at all times.

AIO provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook

Student Selection and Enrolment

AIO has a robust enrolment procedure that captures information at different stages of the process. Assessment of applications for enrolment are free of discrimination and conducted by the CEO that demonstrates an understanding of the need for cultural sensitivity in dealing with students. All applicants for will be treated fairly and equitably.

During the process, an assessment of experience (if any) Language, Literacy & Numeracy (LLN) and the suitability of the qualification will be undertaken.

AIO uses LLN Robot to determine the LLN abilities of each student to ensure each student enrolled in this course have the required LLN skills to complete the course. LLN Robot is a purpose-built diagnostic tool to determine the ACSF/Core skills level of a Unit of Competency. The LLN Robot Online LLN Assessment has been designed to give an indication of a student's abilities across the 5 Core skills of the ACSF. These are Learning, Reading, Writing, Oral communication and Numeracy. The outcome of the online assessment is the first step in considering the support needs of the student.

LLN robot has two online assessments to choose from based on the requirements of the course of study. One assessment test up to ACSF level 3 while the other tests up to ACSF level 4.

This process addresses a student's LLN suitability prior to the enrolment into appropriate course. In the instance where suitability has not been met, Australia Education Holding Group will collaborate with the prospective student to help find an external provider to help them gain the LLN requirements needed.

Prospective students need to meet certain levels as determined by ACSF. https://www.education.gov.au/australian-core-skills-framework

Individuals who require additional help with Language, Literacy and Numeracy LLN can also access information by calling the Reading Writing Hotline on 1300 655 506 or refer to their website on https://www.readingwritinghotline.edu.au/.

Pre-Training Review and Identifying Student Needs

☐ The CEO or delegate will conduct a Pre-Training Review of the applicant as part of enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. The purpose of the Pre-Training Review is to:

☐ Assess the application against Course Entry Requirements

☐ Conduct an interview using our Pre-Training Review Form

☐ Identify any competencies previously acquired

☐ Identify existing educational attainment and capabilities

☐ Assess the digital capability, where the proposed learning includes portions delivered online and

☐ Identify whether the proposed learning strategies and materials are appropriate for that individual and, where necessary, steps to overcome any barriers.

☐ Arrange for an LLN Assessment

The CEO will document why it determined the program each student enrolled in was a suitable, and the most suitable, program for that individual. Furthermore, any support arrangements such as LLN support, assistive technology, additional tutorials and other mechanism required for the students may also be identified. If an applicant does not meet the course entry requirements, assistance will be provided to identify alternative courses of action.

Enrolment

The best way to enrol in any of the courses is to email or call us. You will have access to hard/electronic copies of a pre-enrolment pack containing:

- This Student Handbook;
- Course marketing material and information and outcomes.
- Information on Credit Transfer / Recognition of Prior Learning;
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund information;
- Complaints and appeals information

When you've been accepted into the course you will be notified in writing on the outcome of your application. Upon successful enrolment, you will receive a Welcome Letter

Unique Student Identifier (USI)

All students are required to have an USI. If you already have an USI, we will request your permission to verify the USI. Information collected during the enrolment process will be used by AIO for the registration of USI for students. Any identification required to obtain an USI on your behalf will not be retained by AIO. More information can be found at www.usi.gov.au

Credit transfer

Credit Transfer' (CT) defined by AQF as a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in contact and learning outcomes between matched qualifications

AIO accepts and provides credit to students for units of competency where these are evidenced by;

- AQF certification issued by another RTO or AQF authorised issuing organisation
- Authenticated VET transcripts issued by the Registrar

Students can apply for a credit transfer through the credit transfer application upon application or within 4 weeks of the commencement of course.

All applications are to be submitted to Administration and students are to provide original documents so that these can be sighted and copied by Administration and kept on file or are to provide a certified coloured copy or the original documents so that these can be sighted and copied.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the formal process by which the skills and knowledge gained through work and life experience and outside formal training arrangements are formally recognised.

This process allows competency to be determined without the student being required to complete formal training and assessment tasks. When recognition is gained for a unit this means it will not be required to be included in the student's course of study.

AIO has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option

AIO offers this process for candidates who want to gain recognition for an individual unit or the complete qualification. All applications are to be submitted to Administration upon application or within 4 weeks of the commencement of course. Please note that any evidence provided through the RPL process is to be no more than 3 years old (this includes time employed in industry) from the date of application. This is to ensure currency of skills and knowledge.

Student Orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at AIO and to provide an introduction to studying. In addition College staff will be introduced, a tour of AIO and the local area will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, and your enjoyment at AIO College.

Studying at AIO Training

Campus Locations & Delivery Site

Address: Suite 302D @ Corporate One,

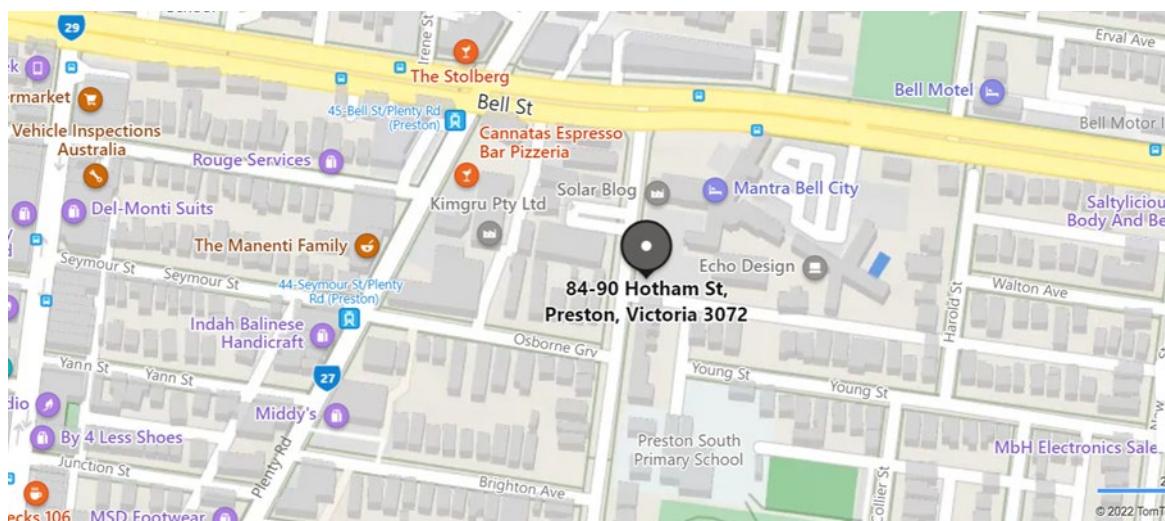84-90 Hotham Street, Preston VIC 3072

Office hours

Monday – Friday 9:00am – 5:00pm

Email: info@aiotraining.vic.edu.au

Student Support Officers are available Monday to Saturday from 9:am to 5:00pm. These hours align to our scheduled class timetable

Email: support@aiotraining.vic.edu.au

Ph: 03 7008 5056 (office/support)

Located within Bell City precinct, ideally situated between Melbourne Airport and the CBD with multiple transport links including Bell Station a mere 800m away. Moments from Preston Market and Northland Shopping Centre, you're also just a stone's throw away from the dining and cafe scenes of Northcote and Brunswick

Train stations within 5 km of 84 Hotham Street, Preston, VIC 3072

Distance	
Bell Station	615 m
Preston Station	1.2 km
Thornbury Station	1.2 km
Regent Station	2.1 km

Qualifications being offered by AIO Training

CHC30121 Certificate III in Early Childhood Education and Care

CHC50121 Diploma of Early Childhood Education and Care

V3.0 August 2022

Qualifications

CHC30121 Certificate III in Early Childhood Education and Care

Duration
This course is delivered over 55 weeks (includes holidays)

Delivery Mode Face to face

Description
This course is designed for delivery to local students from a range academic, cultural, personal and working backgrounds with no prior skills or knowledge who are planning to pursue a career in an early childhood education and care service

The qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.

Entry Requirements
Whilst there are no formal entry requirements stipulated in the training package (CHC), AIO requires its applicants to:
- be at least 18 years old;
- have moderate level of computer literacy
- successfully complete the pre-training review (including LLN Assessment)

Work placement requirements:
This qualification requires 160 hours of work placement in an ACECQA approved early childhood education and care centre. For practical placement purposes, this vocational sector requires
- Working with Children Check
- National Police record check
- Evidence of COVID-19 vaccination
- Flu vaccination

Pathways from the qualification
Students who successfully complete CHC30121 Certificate III in Early Childhood Education and Care may pathway into CHC50121 – Diploma in Early Childhood Education and Care

Employment Pathways
Employment pathways are available to the students who successfully complete CHC30121 Certificate III in Early Childhood Education and Care. Occupational Titles may include:
- Family Day Care Educator
- Centre-based Educator
- Playgroup Supervisor
- Recreation Assistant.

Units of Competency

There are a total of 17 units as listed below for this qualification.

	Code	Title	Unit Type
1	CHCECE030	Support inclusion and diversity	**Core**
2	CHCECE031	Support children's health, safety and wellbeing	**Core**
3	CHCECE032	Nurture babies and toddlers	**Core**
4	CHCECE033	Develop positive and respectful relationships with children	**Core**
5	CHCECE034	Use an approved learning framework to guide practice	**Core**
6	CHCECE035	Support the holistic learning and development of children	**Core**
7	CHCECE036	Provide experiences to support children's play and learning	**Core**
8	CHCECE037	Support children to connect with the natural environment	**Core**
9	CHCECE038	Observe children to inform practice	**Core**
10	CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	**Core**
11	CHCECE055	Meet legal and ethical obligations in children's education and care	**Core**
12	CHCECE056	Work effectively in children's education and care	**Core**
13	CHCPRT001	Identify and respond to children and young people at risk	**Core**
14	HLTAID012	Provide First Aid in an education and care setting	**Core**
15	HLTWHS001	Participate in workplace health and safety	**Core**
16	BSBSUS411	Implement and monitor environmentally sustainable work practices	**Elective**
17	CHCDIV001	Work with diverse people	**Elective**

Assessment Methods
Written Questions
Case Study/Scenario
Role Play
Work Placement/Practical Observation
Project

Exit Points
Where a student has not successfully completed the course, a Statement of Attainment will be issued to students for unit/s where these have been assessed as competent
Upon successful completion of the course – a Testamur and Record of results will be issued to the student
AIO does not claim any employment outcome or job guarantee associated with its courses

Course Fees and Charges

Course Fees include $8000.00 Tuition Fees + Material and Application Fees ($200 Application fee + $250.00 Materials Fee non-refundable)

Payment is due at the commencement of each study period {$2000.00 x 4 + ($200 Application fee + $250 Materials Fee non-refundable

CHC50121 Diploma of Early Childhood Education and Care

Duration
This course is delivered over 60 weeks (includes holidays)

Delivery Mode Face to face

Description
This course is designed for delivery to local students with prior skills and knowledge and/or who may be working in a regulated children's education and care services; Students may include

- professionals working in the industry wanting to upskill
- students wanting to pathway into higher level qualifications in ECEC or other related qualifications

The qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. Educators at this level are responsible for designing and implementing curriculum that meets the requirements of an approved learning framework and for maintaining compliance in other areas of service operations. They use specialised knowledge and analyse and apply theoretical concepts to diverse work situations. They may have responsibility for supervision of volunteers or other educators

Entry Requirements

Entry to this qualification is open to individuals who:

- hold a CHC30121 Certificate III in Early Childhood Education and Care or
- CHC30113 Certificate III in Early Childhood Education and Care

In addition, AIO requires its applicants to:
- be at least 18 years old;
- have moderate level of computer literacy
- successfully complete the pre-training review (including LLN Assessment)

Work placement requirements:
This qualification requires 280 hours of work placement in an ACECQA approved early childhood education and care centre. For practical placement purposes, this vocational sector requires
- Working with Children Check
- National Police record check
- Evidence of COVID-19 vaccination
- Flu vaccination

Pathways from the qualification
Students who successfully complete CHC50121 – Diploma in Early Childhood Education and Care may pathway into Bachelor of Early Childhood Education or equivalent

Employment Pathways

Employment pathways are available to the students who successfully complete CHC50121 – Diploma in Early Childhood Education and Care. Occupational titles may include:

- Family Day Care Educator
- Centre-based Educator
- Centre Director

Units of Competency

There are a total of 15 units as listed below for this qualification.

	Code	Title	Unit Type
1	BSBTWK502	Manage team effectiveness	Core
2	CHCECE041	Maintain a safe and healthy environment for children	Core
3	CHCECE042	Foster holistic early childhood learning, development and wellbeing	Core
4	CHCECE043	Nurture creativity in children	Core
5	CHCECE044	Facilitate compliance in a children's education and care service	Core
6	CHCECE045	Foster positive and respectful interactions and behaviour in children	Core
7	CHCECE046	Implement strategies for the inclusion of all children	Core
8	CHCECE047	Analyse information to inform children's learning	Core
9	CHCECE048	Plan and implement children's education and care curriculum	Core
10	CHCECE049	Embed environmental responsibility in service operations	Core
11	CHCECE050	Work in partnership with children's families	Core
12	CHCPRP003	Reflect on and improve own professional practice	Core
13	BSBHRM413	Support the learning and development of teams and individuals	Elective
14	BSBSTR501	Establish innovative work environments	Elective
15	CHCECE053	Respond to grievances and complaints about the service	Elective

Assessment Methods

Written Questions
Case Study/Scenario
Role Play
Work Placement/Practical Observation
Project

Exit Points

Where a student has not successfully completed the course, a Statement of Attainment will be issued to students for unit/s where these have been assessed as competent
Upon successful completion of the course – a Testamur and Record of results will be issued to the student
AIO does not claim any employment outcome or job guarantee associated with its courses

Course Fees and Charges

Course Fees include $8000.00 Tuition Fees + Material and Application Fees ($200 Application fee + $250.00 Materials Fee non-refundable)

Payment is due at the commencement of each study period {$2000.00 x 4 + ($200 Application fee + $250 Materials Fee non-refundable

AIO Facilities and resources available to students

- Classroom with projectors
- Whiteboards
- Kitchen
- Bathrooms (including disabled toilet)
- Unlimited Wi-Fi network
- Printing services
- eLearning Resources

Equipment Requirements

Students are expected to bring the following items to class for their studies:

- stationary such as notebooks, pens, highlighters, ruler and eraser

- computer with Microsoft Word and other office suites

Communications

In addition to the contact details provided in this handbook. Students are also encouraged to use email for contact and communication. Your trainer will give you the course-specific details as part of your course orientation.

Legislative Compliance

AIO must comply with the following legislation within its operations. AIO's Policies and Procedures are underpinned and comply with the following Acts and Legislative Instruments:

- National Vocational Education and Training Regulator Act (2011),
- Standards for Registered Training Organisations (RTOs) 2015,
- Disability Discrimination Act 1992,
- Disability Standards for Education 2005,
- Anti-Discrimination Act 1977 (Commonwealth),
- Copyright Act 1968 ,
- Equal Opportunity Acts 2010,
- Privacy Act 1988,
- Information Privacy Act 2000 (Vic),
- Racial Discrimination Act 1975,
- Sex Discrimination Act 1984,
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2017

Specific legislation relating to qualifications can be found in the Training and Assessment course materials

Students will be informed of any changes to legislation and regulatory requirements and any changes relevant to the operations of the RTO via email.

Standards for Registered Training Organisations

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. ASQA regulates providers according to the Standards for Registered Training Organisations (SRTOs) 2015. For further information regarding the Standards for Registered Training Organisations (SRTOs) 2015, refer to http://www.asqa.gov.au

As a provider of vocational training and education programs, AIO provides competency-based training and assessment. This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student's workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations.

Quality training

AIO ensures that all training services provided are of the highest quality standard possible and are reflective of current industry trends and delivered by qualified trainers who have extensive industry experience via face to face and supported learning.

The training philosophy held by AIO is that students learn best by doing and gaining practical experience in real situations. Therefore, where possible, training practices will reflect and incorporate simulated work experiences and examples from students and trainers, as well as the workplace environment that students can expect for the industry which they are learning about

Attendance

Students are expected to actively participate in their chosen qualifications by engaging in discussion, giving opinions, demonstrating tasks, working with others in groups, making presentations and participating in role-play scenarios.

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons.

Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

If you are absent form class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or AIO administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

As a courtesy to other learnings and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

Course Delivery

When first attending the college, all students undergo an induction training. Students attend the college for the prescribed number of hours for their allocated days of the week and receive face to face training using some resources that are online. The student uses these resources as directed within the training delivery period and may supplement that material with textbook materials and internet information.

Students are required to attend face to face classes for a minimum of 15 hours per week as per the scheduled timetable. Training is provided by qualified and experienced, industry trainers using a variety of strategies, such as:

•	self-paced study
•	practical training sessions / presentations/ role plays
•	e-Learning resources
•	group participation/ discussions
•	teacher-led classroom delivery

Assessment

Students are provided with tasks to complete throughout each unit of competency. The assessment process includes the gathering of evidence to demonstrate competence. Students are assessed using a range of methods such as, written questions, practical demonstration, research/project, case studies or case studies Students are required to submit/undertake all tasks on or by the due date. Assessments will be marked by trainers/assessors and feedback provided to the students.

Assessment tasks include but not limited to; written questions, case studies, scenarios, projects, work placement, demonstration in the simulated environment, oral questions

Re-Assessment

Students, who are deemed Not Competent in any assessment, have the right to a reassessment. Student will need to repeat the unit where the outcome is Not Competent after two re-assessment attempts. Where an additional assessment is required after the second attempt, in order to achieve competency, AIO reserves the right to charge a student, an additional unit re-enrolment fee.

Duration of Courses

All enrolments have a maximum duration and students need to complete the course within the specified enrolment duration to avoid additional fees. Students who do not complete all units within the maximum timeframe will receive a Statement of attainment listing the units

they have completed at no additional cost. Course duration is as indicated in the Welcome Letter.

Please be advised that re-enrolment is only offered on the basis of the next scheduled course intake. The college is not obligated to take a re-enrolment if a course is not scheduled to run

Cheating and Plagiarism

AIO does not tolerate plagiarism, colluding and cheating. The policy considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied. It demonstrates AIO's commitment in, promoting and upholding the academic integrity of the registered course and meet the training package requirements

AIO supports the quality of teaching, learning and assessment at, and a penalty may be imposed where either occurs. Cheating is to act dishonestly in any way where you present work to a Trainer or Assessor as genuinely representing your understanding of, and ability in, the subject concerned. Plagiarism is to copy work without acknowledging the source and is a form of cheating.

Plagiarism

Plagiarism is defined as taking someone else's words, ideas or materials and presenting them as your own. Students at AIO must avoid plagiarism by providing clear acknowledgement of the sources of any information, ideas or other material used in response to the requirements of an assessment task, which is not their own.

Collusion

Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment. Collusion may include unauthorised and unacknowledged joint authorship in an assessment task and unauthorised and unacknowledged copying or use of material prepared by another person for use in assessment. Students at AIO must not present solely as their own work any work done in collusion with another person or persons.

A class test environment is an environment where students are to be assessed in the company of other students and a trainer/assessor, where students are required to not communicate with other students in any way.

Cheating

Cheating in a written or oral assessment task conducted in a class test environment is to seek to obtain an unfair advantage in that assessment task. Students will be informed in the student guide for each unit of competency and prior to the assessment task if a particular assessment task is to be conducted in a class test environment.

Students at AIO must not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage by cheating during an assessment task conducted in a class test environment.

V3.0 August 2022

Cheating, collusion and plagiarism does not include:

- discussing course content and assessment tasks to better understand the subject and what is required with your Trainer or other students
- submitting work completed independently or with the support of your Trainer
- obtaining help to correct minor errors in spelling, grammar or syntax
- submitting one assignment from a group of students where this is explicitly permitted or required
- using other people's ideas where they are acknowledged in the appropriate way by referencing

The integrity of a group project is the responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary process.

Any Trainer/Assessor or student who suspects an incidence of cheating or plagiarism is responsible for reporting the situation to the Course Coordinator who will complete the AIO Complaints Form. The Training Manager will investigate the matter and determine what further action, if any, should be taken.

The penalties for academic misconduct may include:

- assigning Not Satisfactorily to an assessment task
- awarding of Not Competent for a unit of competency
- suspension from the course
- cancellation of enrolment

Referencing

Referencing is defined as a standardised method of acknowledging the sources of information, ideas, and other material used in a submission in response to an assessment task. Trainer/assessors are responsible for explaining to students how to appropriately provide references in assessment task submissions. Trainer/assessors are also responsible for identifying and reporting plagiarism, collusion and cheating

Work Placement

The term work placement is used to describe any type of placement or experience in the workplace that formally contributes to the assessment process. This includes the need to collect and use information from the work placement as part of the student's overall assessment.

Work placement is a compulsory component for the following courses;

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

☐ *CHC50121 Diploma of Early Childhood Education and Care*

Work Placement is an important component of the qualification and provides students with the opportunity to apply skills and knowledge necessary to support the implementation of an approved learning framework, supporting children's wellbeing, learning and development in an early childhood education and care setting.

Work placement is essential to ensure that when students leave, they will be ready to work in Early Childhood Education and Care settings. Firstly, the work placement is representing the result of a course of study, as it is where knowledge and skills are integrated, and secondly, the environment is real. It offers the opportunity to practise and demonstrate the skills and knowledge gained and developed throughout the course. The additional practice that students undertake in the work place, enables them to work towards mastering the set of skills or competencies required by industry

Students undertaking *CHC30121 Certificate III in Early Childhood Education and Care* are required to complete a minimum of *160 hours* of work placement in a regulated early childhood education and care setting.

Students undertaking *CHC50121 Diploma of Early Childhood Education and Care* are required to complete a minimum of *280 hours* of work placement in a regulated early childhood education and care setting.

Students are encouraged to source their own work placement (host organisation), however where difficulties are encountered, may seek assistance from their Trainer/Assessor.

A signed work placement agreement with early childhood education and care settings (host organisation) entails roles and responsibilities of AIO, host organisation and the student. The students are only permitted to commence work placement tasks once all 3 parties have signed a Workplace Agreement. AIO's Trainer and Assessors will undertake a suitability check prior to or within 4 weeks of the work placement start date for the student to ensure the Host organisation complies with the safety, resources and equipment to undertake required tasks and assessment

Students may be required to undertake work placement during allocated blocks. Subject to the host organisation, this may vary and may be at the end of the course delivery.

Prior to Work Placement
Students are provided with training before commencing work placement at both AIO and at the host employer. During the delivery of your course, you will experience simulated workplace conditions within AIO's simulated environment so you have an opportunity to commence practicing the necessary skills and knowledge.
Your Trainer will provide you with the necessary documentation and support leading up to your work placement

Reasonable adjustment

Reasonable adjustment refers to measures or actions taken to provide a student with a disability or a language or literacy disadvantage the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for a registered training organisation and must be allowable within rules defined by the Training Package or Course Curriculum.

Where necessary appropriate, adjustments will be made to methods of delivery and assessment (with approval of CEO) to suit the needs of the individual so that the student has a reasonable chance of success in their program.

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of students with and without disability. An adjustment is any measure or action that a student requires because of their disability, and which has the effect of assisting the student to access and participate in education and training on the same basis as students without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the student's disability, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment

Reasonable adjustment activities could involve:

•modifying or providing equipment
•changing assessment procedures
•changing course delivery
•modifying premises.
The determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency

AQF Certification

AIO will issue an AQF certification within 30 calendar days of the student being assessed as meeting the requirements of the qualification in which they are enrolled. This is provided that all agreed fees the student owes to AIO have been paid. Please note that unless AIO has been provided with and verified your USI, we will not be able to release the AQF certification.

AIO Training is required to retain records of qualifications and statements of attainment for a period of 30 years. You can access this information by completing a student request form.

Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment. You will be issued with a statement within 30 days of AIO being advised of your withdrawal or completion of your enrolment.

Reissuing Qualifications

If you need additional copies of your qualification, then application must be made to the Student Administration Officer in writing with proof of identity provided. The application form is available from the administration Officer and website

Student Code of Conduct

AIO is an educational community built on respect for oneself and others. The purpose of this code is to outline the way students enrolled with AIO are expected to conduct themselves during their studies. At AIO, students are provided with a professional learning environment, and it is expected that all students will behave in a mature and responsible manner.

General Guidelines

It is expected that all students will:

- be respectful and courteous to AIO staff, trainer/assessors, and other students
- respect the property of the college and other students
- follow all safety policies and procedures as directed by staff
- notify AIO of change to contact details, including emergency contact
- provide relevant and accurate information in a timely manner.
- make payments for their training within agreed time frames.
- not falsify or attempts to falsify, records or official files/documents.

Classroom behaviour

The classroom is a place of learning. It is expected that all students will:

- notify the College of late arrival/nonattendance
- contribute to their learning in a constructive manner
- show appropriate respect toward the trainer/assessor and fellow students
- not disrupt the class or other students
- only use English as a form of communication
- refrain from eating or drinking in the class
- turn mobile phones on silent mode during class time
- leave the classroom tidy after each lesson
- use AIO resources in a respectful manner so that all students have equal access to these

Food and Drink

To ensure a tidy and comfortable learning environment:

- Food and drinks are to be consumed in the common areas only.
- No food may be consumed in the classrooms and computer lab.

- All rubbish is to be placed in bins provided
- Kitchen areas are to be kept clean and tidy.

Course Progress

It is the students' responsibility to be familiar with their course requirements and prepare a study plan that will assist them (their needs). Students are required to maintain satisfactory course progress and attend scheduled classes each week. Students identified as not meeting satisfactory course progress will be required to participate in intervention strategies.

Students are also required to;

- Attend classes on each day they are scheduled
- Bring the required learning resources, stationery, and materials to each class
- Submit all activities/tasks and assessments by the due date
- Prepare appropriately for all assessment tasks, workplace visits and training sessions
- Approach their course with due personal commitment and integrity.
- Actively participate in class tuition activities.
- Maintain regular contact with their Trainer/Assessor.
- Notify Trainers or support staff if any difficulties arise during their involvement in the course.
- Undertake and submit assessments without plagiarism, collusion or cheating.
- Not participate or act in any other dishonest conduct to gain academic or general advantage.
- Not encourage, persuade or incite any other person to engage in conduct or behaviour constituting non-academic misconduct.
- Respond to and participate in intervention strategies to maintain satisfactory
- attendance and course progress

Assault

Any form of assault in class or outside class is strictly forbidden. This includes assaults of a physical, oral, written, electronic, sexual or racial nature. Assault between students or between student and trainer/assessor will not be tolerated.

Bullying

Bullying is unreasonable behaviour that is intimidating, threatening or humiliating and repeated over time or occurring as part of a pattern of behaviour. Bullying can be physical, verbal or indirect, and creates an unfriendly, threatening or offensive environment.

Examples of behaviour may include, but are not limited to:

- excluding someone from learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse

- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone's work
- 'practical jokes'.

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and trainer/assessor or between staff will not be tolerated.

Cyber-bullying

Cyberbullying is the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, that is intended to harm others.

Students at AIO Training have a responsibility to ensure that they:
- do not participate in cyber bullying
- do not use mobile phones, cameras or other digital devices to record audio and visual material unless they seek and receive authorisation to do so
- do not breach the privacy of students, staff and members of the AIO Training community through any unauthorised recording or filming
- do not disseminate inappropriate information through digital media or other means
- report incidents of cyber bullying to a member of staff
- advise students being victimised by cyber bullying to talk to an adult

Harassment

Harassment is behaviour (through words or actions) based on the personal characteristics listed above that is unwanted, unasked for, unreturned and likely to make AIO Training an unfriendly or uncomfortable place by:
- humiliating (putting someone down)
- seriously embarrassing
- offending (hurting someone's feelings) or
- intimidating (threatening someone so they behave in a certain way).

Some examples of harassment are:
- name calling
- stereotyping jokes
- offensive comments.

Sexual harassment is an unwelcome sexual advance, request for sex or any other sexual behaviour that a reasonable person would know or expect would offend, humiliate, seriously embarrass or humiliate another.

Some examples of sexual harassment are:
- unwanted touching

- unwelcome sexual innuendo or jokes
- displaying sexually explicit material (posters, emails, internet sites).

Racial and religious vilification

Vilification is behaviour (through words or actions) that incites hatred, serious contempt or ridicule of another person or group of people because of their race or religious belief. Some examples of vilification are:

- public threats of harm
- encouraging others to hate someone because of their religion
- racist statements made in a public meeting
- racist graffiti

Discrimination

AIO Training will act quickly to ensure that unlawful discrimination does not occur, or continue to occur in the workplace for trainer/assessors, or in the provision of training and assessment to students. Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws.

Discrimination is unlawful, and will not be tolerated, on the grounds of:

- age
- breastfeeding
- carer status
- disability/impairment
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

Carrying Weapons

Carrying knives and other weapons or objects that may be used as weapons on AIO Training premises and training locations is prohibited and may constitute criminal activity.

Alcohol and Drugs

The consumption of or being under the influence of alcohol or illegal drugs is prohibited at AIO Training

Discrimination and Harassment

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- Age
- Disability/impairment
- Gender
- Marital status
- Physical features
- Political belief of activity
- Race
- Religious belief of activity
- Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Student Administration Officer to get some assistance.

Privacy & Confidentiality & Records Access

AIO is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it in writing with the Administration Officer with a minimum of 2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

AIO will exercise strict control over confidential information. If a third party requires student information we will require your prior written consent prior to the release of any information.

On your application form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

AIO is bound by the Privacy Act 1988 (Privacy Act). Any personal information we collect from students will be used, disclosed and stored in accordance with the Australian Privacy Principles outlined in the Privacy Act and any applicable state or territory legislation. We will only collect personal information relevant to students' training program and the business activities that support this. In addition to students' contact information, other types of personal information we may collect may include enrolment forms, training schedules, attendance lists and assessment records. It is mandatory for AIO to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes, particularly where funding supports the training.

Educational & Support Services

AIO has a range of support options available for its students to ensure they progress through the program in a confident way, feeling supported at every step of their learning with us.

The support services extended to our students include, but not limited to:

• administrative support

• learning support

• language, literacy and numeracy support;

• work placement support

• reasonable adjustment / disability support;

Learning Support includes provision of study skills, literacy and numeracy support in class and/or referral to other sources of support including external counselling services and external disability liaison officer. Refer to the Student Support Directory in this handbook for samples support mechanisms

Students should in the first instance contact our designated contact officer on campus

Tel: 03 7008 5056

Email support@aiotraining.vic.edu.au

Library

AIO has a collection of reading material relevant to the qualification that students may access as additional learning, material. It is designed to provide a comfortable learning environment that enables and supports students' and trainers' learning, training and research needs. The general collection contains all the required materials, along with additional references that are recommended for each course offered at AIO Training.

Student Support Directory

Area	Support	Description	Resource Links / Contact Details
Academic	Referencing	3-part series by Federation University of Australia	https://www.youtube.com/watch?v=e7t4uVFqAAg
	Libraries	**Google Books** There's a Free Books section to explore with everything from classics to contemporary books to browse. **Open Library** Not only does Open Library have over one million public domain books available as digitised Adobe downloads, but they also now work with libraries and publishers for a book borrowing program in BookReader, PDF, and ePub formats. **Amazon Kindle Store** If you have a Kindle, browse around Amazon to see what's free in the Kindle store.	https://play.google.com/store/books/collection/topselling_free https://openlibrary.org/ https://www.amazon.com.au/s?k=free+kindle+books
	Time Management	Regardless of how much you plan your days and prioritise your tasks, you will still find yourself failing to complete your tasks and achieve your goals if you are unable to manage your time successfully	Speak to the Trainer
	Study Skills	Study skills, academic skill, or study strategies are approaches applied to learning.	Speak to the Trainer
	Unique Student Identifier (USI)	Create your USI. A USI - Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia	https://www.usi.gov.au/ Contact Student Support Officer

Employment	Entitlements	The Fair Work Ombudsman's Top Tools And Resources	https://www.fairwork.gov.au/
	Resume writing	Various styles	Speak to the Student Support Officer
	Record My Hours app	The Record My Hours app assists workers to easily record and store their hours of work. The app is free to download, available for both Apple and Android - available in 18	• www.fairwork.gov.au/app • iTunes store • Google Play
	Job Search	Range of websites to search for employment opportunities	www.seek.com https://jobsearch.gov.au/ https://jobsearch.gov.au/
	Tax File Number (TFN)	Applying for, or forgotten your TFN	https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/
IT Support	Google Docs	How to create word document Commonly used features Navigation tools Automatic save	https://www.youtube.com/watch?v=e771f9YYh4s
	Google Sheets	How to create sheets Commonly used features Automatic save	https://www.youtube.com/watch?v=TzblMvTNWEg

Policies and Procedures

Enrolment Policy and Procedure

Policy

AIO Training (AIO) has a robust enrolment procedure that captures information at different stages of the process. Assessment of applications for enrolment are free of discrimination and conducted by Enrolment/Admin Officers that demonstrates an understanding of the need for cultural sensitivity in dealing with students. All applicants for will be treated fairly and equitably.

During the process, an assessment of experience (if any) Language, Literacy & Numeracy (LLN) \ English proficiency and the suitability of the qualification will be undertaken. Furthermore, any support arrangements such as LLN support, assistive technology, additional tutorials and other mechanism required for the students may also be identified. If an applicant does not meet the course entry requirements, assistance will be provided to identify alternative courses of action.

Procedure

1.1 Information Prior to Enrolment

Prior to enrolment, AIO will provide the following information to students:

a. RTO Code
b. Course Code and Title
c. Course Entry Requirements including Language, Literacy & Numeracy requirements
d. Course Duration
e. Course Fees and Charges
f. List of Units - Core and Elective
g. Work Placement Hours
h. Delivery Mode
i. Assessment methods
j. Delivery Locations
k. Support services available for the students
l. Third Party Arrangement (if applicable)
m. AIO's Obligation to learners
n. Learners' rights and obligations
o. Policies and Procedures including but not limited to:
    i. Complaints and Appeals
    ii. Refund
    iii. RPL or Credit Transfer
    iv. Deferment/suspension/cancellation

Information will be provided to applicants through the Website, Course Flyer and/or the Enrolment Agreement. The CEO will ensure the above information is provided prior enrolment.

1.2. Enrolment Application Form

All applicants must complete all applicable sections on AIO's Enrolment Application Form and forward it to AIO by email, mail or in person. Applicants who wish to apply for credit transfer or recognition of prior learning must obtain and complete the relevant application form from AIO's website or administration staff. Students can apply for a credit transfer upon application or within 4 weeks of the commencement of course

1.3 Supporting documents

The following documents must be supplied with the application form:

- Original or Certified copy of photo ID such as Australian Driving License, or Passport
- Valid Visa if not Australian Citizen
- New Zealand born, provide a New Zealand passport or evidence of Australian Citizenship;
- Internationally born, be Australian Citizens or provide their permanent residency visa.
- Original or certified copies of academic certificates and transcripts (for credit transfer, if applicable)

Important note: All documents supplied in support of an application for enrolment at AIO must be originals or certified copies.

1.4. Checking the Enrolment Form

Applications for enrolment are assessed by the CEO or delegate to ensure that the enrolment application form has been correctly completed, the documentation required to proceed with the processing of the application has been provided.

1.5. Conducting Pre-Training Review

The CEO or delegate will conduct a Pre-Training Review of the applicant as part of enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. The purpose of the Pre-Training Review is to:

1.5.1 Assess the application against Course Entry Requirements

1.5.2 Conduct an interview using our Pre-Training Review Form

1.5.3 Identify any competencies previously acquired

1.5.4 Identify existing educational attainment and capabilities

1.5.5 Assess the digital capability, where the proposed learning includes portions delivered online and

1.5.6 Identify whether the proposed learning strategies and materials are appropriate for that individual and, where necessary, steps to overcome any barriers.

1.5.7 Arrange for an LLN Assessment

1.6 Conducting LLN Assessment

As part of the Pre-Training Review, the CEO will invite the applicant to undertake the LLN assessment into the online LLN system called "LLN Robot".

AIO uses LLN Robot to determine the LLN abilities of each student to ensure each student enrolled in this course have the required LLN skills to complete the course. LLN Robot is a purpose-built diagnostic tool to determine the ACSF/Core skills level of a Unit of Competency. The LLN Robot Online LLN Assessment has been designed to give an indication of a student's abilities across the 5 Core skills of the ACSF. These are Learning, Reading, Writing, Oral communication and Numeracy. The outcome of the online assessment is the first step in considering the support needs of the student.

LLN robot has two online assessments to choose from based on the requirements of the course of study. One assessment test up to ACSF level 3 while the other tests up to ACSF level 4.

This process addresses a student's LLN suitability prior to the enrolment into appropriate course. In the instance where suitability has not been met, Australia Education Holding Group will collaborate with the prospective student to help find an external provider to help them gain the LLN requirements needed.

Prospective students need to meet certain levels as determined by ACSF. https://www.education.gov.au/australian-core-skills-framework

Individuals who require additional help with Language, Literacy and Numeracy LLN can also access information by calling the Reading Writing Hotline on 1300 655 506 or refer to their website on https://www.readingwritinghotline.edu.au/.

Students must meet the Language, Literacy and Numeracy entry requirement for the course.

Upon analysis, of the Pre-Training Review and the results of the LLN, the CEO or delegate will document why it determined the program was a suitable and appropriate program for that individual

1.7 Enrolment Agreement:

After successfully completing the Pre-Training Review and LLN assessment, the CEO or delegate will generate an enrolment agreement. This agreement will be provided to the student to read, understand, and agree to the terms provided. The enrolment agreement will be mutually signed by the student and the CEO or delegate. AIO accepts agreements from the student's personal email address. AIO accepts the use of docusign for enrolment paperwork and assessments.

The Enrolment Agreement will contain the following:

- Course details for which the agreement is being signed
- Terms of Agreement
    - The Agreement
    - AIO's Obligation
    - Fees
    - Student participation requirements
    - Refund Policy and Procedure
    - Complaints and Appeals Policy

| o   Deferment Suspension and Cancellation Policy |
| o   Link to AIO's policies and procedure |
| •   Parties signing agreement |

1.8 Confirmation of Enrolment

Upon receipt of the Enrolment Agreement the CEO or delegate will finalise the enrolment and send a Welcome Letter to the student prior to the commencement of training. This will contain the following information:

- Course Code & Title
- Course Duration
- Course Start and End Date
- Study Days and Timings
- Study Location
- Study Mode
- Study Load
- Fee Information

1.9 Applying and Verifying Student's Unique Student Identifier (USI)

If the student has provided USI on the enrolment form, the enrolment officer will verify the USI using Student Management System. If the student does not have USI then the enrolment officer will obtain authorisation from student to apply for a USI on student's behalf using USI Permission Form.

1.10 Student Induction

AIO's enrolment officer will arrange induction for student where student will be provided with the compulsory information required before commencement of course. The enrolment/admin officer will complete the *Student Induction Checklist* and the student will sign it as acknowledgment.

2.0 Rejection of Application

Upon receipt of or during the enrolment process, AIO will not offer a place to the applicant in the course in circumstances where it has been identified that;

- incomplete application process (including supporting documentation has not being provided
- documents / not signed etc)
- the applicant is not of a minimum age of 18 years (by the time of the scheduled course commencement date)
- the applicant does not meet the course entry requirements,
- the applicant does not achieve the LLN assessment outcome for the relevant qualification,
- the course has been determined as unsuitable for the applicant (does not align with the students' goals)
- program is at an inappropriate level for that individual

The student will be informed of this outcome verbally or in writing.

3.0 Returning Students

Deferred– Where a student has returned to studies from a deferment there is no requirement for the student to complete any enrolment process or undertake an LLN assessment.

Withdrawal – Where a student has been withdrawn and then decides to resume their studies within the **same calendar year**, there is no requirement for the student to complete any enrolment process or undertake an LLN assessment.

Where a student has been withdrawn and then decides to resume their studies in the **succeeding (following) year/s** of their original enrolment date, students **must** complete AIO's enrolment process including pre-training review. In the case of an LLN assessment, AIO will refer to the completed LLN assessment undertaken within the last 2 years of the student ceasing to be an enrolment at AIO. (Where this is the case, the RTO Manager would be required to review the process and the academic status prior to commencing the enrolment process to determine any required gap training/assessment)

4.0 Training Plan

A Training Plan will be developed and provided to individual Students prior to training commencing, or no later than four weeks after the training has commenced. The Training plan will be consistent with the units of competencies to be attained and will be customised (as required) for the needs of an individual and align with the relevant TAS, or document and justify any variation from the TAS

The information in the Training plan will include;

- the nature of the training and assessment;
  - AIO's name and contact details
  - title and code of program;
  - expected duration of the program;
  - title and code for each unit of competency to be completed as part of the course;
  - Scheduled Hours for unit of competency
  - timeframe for each unit of competency, including the start date and end date of each unit of competency;
  - delivery modes to be used for each unit of competency;
  - method(s) of assessment for each subject;
  - persons responsible for the delivery and/or assessment of each unit of competency
  - record of RPL and credit transfer hours granted, as relevant.
- the respective obligations of AIO and student.

Deferment Suspension or Cancellation Policy and Procedure

Policy

A student's enrolment at AIO Training (AIO) may be temporarily deferred or suspended whether initiated by the student or the College. A student's enrolment at AIO may be cancelled whether initiated by the student or the College.

Definitions.

Deferment: to delay the commencement of a course.

Suspension: to temporarily put studies on hold

Cancellation: termination of enrolment in a course.

Procedures

1.0 Cancellation of Enrolment

Students, who wish to cancel their enrolment, will be required to submit a Course Variation Form (Deferment/Suspension/Cancellation) to AIO via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, and the relevant form has not been submitted this is recorded on the Student Management System.

AIO will process the student request and notify the student of the outcome within 10 working days upon receipt of the application. The outcome will be provided via email or post.

2.0 Deferment or Suspension of Enrolment

Suspension

At times, during a student's enrolment, compassionate and compelling circumstances may arise, and the student is required to suspend (temporarily put studies on hold) for a period of time. AIO will allow a maximum of 3 months at any given time. Should a student require additional time at the end of the 3-month period, this must be requested in writing.

Students will be required to submit a Course Variation Form (Deferment/Suspension/Cancellation) via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, and the relevant form has not been submitted the suspension will be recorded on the Student Management System.

AIO will process the student request and notify the student of the outcome within 10 working days upon receipt of the application. The outcome will be provided via email or post.

Deferment

At times, prior to the commencement date of the course (as stipulated on the welcome letter), compassionate and compelling circumstances may arise, and the student is required to defer (delay the commencement of a course). Should a student require postpone the commencement date, this must be requested in writing.

Students will be required to submit a Course Variation Form (Deferment/Suspension/Cancellation) via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, and the relevant form has not been submitted the suspension will be recorded on the Student Management System.

AIO will process the student request and notify the student of the outcome within 10 working days upon receipt of the application. The outcome will be provided via email or post.

3.0 College Initiated Suspension/Cancellation

AIO may initiate the suspension or cancellation of a student's enrolment where;

- the student is in breach of a condition of ongoing enrolment
- the student fails to meet the attendance policy requirements
- the student fails to meet the course progress policy requirements
- there is evidence that the student has been involved in academic misconduct /misbehaviour
- the student has been in breach of AIO's Student Code of Conduct
- the requirement to pay agreed tuition fees by the agreed dates
- non-payment of fees
- AIO has determined that the student has provided a threat to the well-being of other students or staff
- AIO has assessed the student as behaving in a way such as to constitute serious misconduct

AIO will also cancel the enrolment of the student, if AIO

- is unable to contact student for a period of 4 weeks
- does not receive any response from student to (phone calls, emails or messages) sent by AIO for a period of 4 weeks

AIO will send Notice of Intent to Suspend or Cancel Enrolment to the student via email or post

If the student does not respond to Notice of intent to cancel within 14 working days, AIO will proceed with the cancellation. AIO will notify the student of the outcome via email or post.

AIO will record the status in the student management system

4.0 Appealing against Apparent Withdrawn

The student can appeal against the AIO's Notice of Intent to Suspend or Cancel Enrolment by completing the complaints and appeals form or by contacting AIO directly. The student can appeal against the decision within 10 working days of receiving the Notice of Intent to

Suspend or Cancel Enrolment. The 10 working days begins from a date specified in the letter which allows for reasonable time for delivery. The appeal process will be conducted in line with AIO's Complaints and Appeals Policy

5.0 Informing Students

AIO provides all students with clear information on the circumstances, in which they may defer, suspend or cancel their enrolment and the circumstances in which AIO can suspend or cancel the student's enrolment.

AIO provides information on deferment, suspension and cancellation in the Student Handbook and on AIO's website

Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook. These standards will indicate to students what acceptable and unacceptable behaviour is and inform them of the circumstances in which AIO may suspend or cancel their enrolment.

Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.

Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file.

6.0 Refunds

If the student believes he/ she is due or according to the policy is entitled for a refund, the student is advised to make an application for refund.   Applications for a refund must be made using AIO's Refund Application Form. This is available from the Administration Officer or AIO's website. All due fees must be paid up to date before applying for a refund. Refund requests for full or partial refund will be processed in line with AIO's Refund Policy.

7.0 Filing documents

All documentation relating to the deferment suspension or cancellation of a student's enrolment will be retained in the student's file, including;

- the application for deferment, suspension or cancellation
- the outcome of the application
- copies of documents submitted in support of the application (if applicable)
- any appeals and related outcomes

FEES AND CHARGES POLICY

Policy

This policy is designed to provide information to prospective and current students relating to tuition and non-tuition fees associated with enrolment. Students are also provided with information in the student handbook, website, and fee schedule.

1. **Information about fees and charges**

AIO Training (AIO) does not require a student to pay more than $1500 in advance for services not yet provided, prior to course commencement or at any stage during their course. Fees will be paid during the course in instalments according to a set payment plan.

Fee information relevant to a course is detailed on the Fee schedule available on AIO's website or in welcome letter issued to students confirming enrolment. Information relating to fees and charges is provided prior to enrolment.

Fee information includes:

All costs related to the course including application and material fees

Additional fees and charges

Tuition payment terms

2. **Course Fee Inclusions**

Course and tuition fees include:

- o   the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wishes to purchase such materials.
- o   up to two (2) attempts at assessment per unit/cluster. Where an additional assessment is required in order to achieve competency, AIO reserves the right to charge a student, an additional re-assessment fee in accordance with the student's Enrolment Agreement and the table below
- o   Issuance of Testamur (certificate) and Record of Results (upon successful completion) and/or a Statement of Attainment (partial completion).

Additional Fees and Charges:

Additional fees and charges may be incurred during enrolment, for additional fees and charges please refer to the following table

Particulars	Fee
Re-Issuance of Testamur/Statement of attainment	$50.00
Reassessment fee (after second attempt)	$200.00
Re-enrolment of unit/cluster	$1,200.00
Replacement Student ID card	$20.00
RPL assessment (per unit of competency)	$500.00
Incomplete work placement Hours. If you have not completed these hours within the expected duration of the course	$500.00
Late payment of fees (per instalment)	$250.00

3. Payments

Students must pay the required amount (as indicated on the statement of fees) in full on or before 5 pm of the due date.

Payments made after due date will incur a compulsory late fee, please refer to "Additional Charges".

AIO reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be cancelled from their course if payments have not been received and no alternative arrangements for payment have been made.

4. Terms and Methods of Payment

AIO provides students with payment options, including per study period or setting up an agreed and signed payment plan.

Students who enter into a payment plan will be provided with a payment schedule and must ensure fees are paid on or by the due date. Students opting to pay their fees per study period must do so upon commencement of the study period.

Payments are accepted by electronic transfer. Please remember to reference your student number. Payments by credit card will incur a 2.0% surcharge.

Where AIO may utilise agents for the purpose of recruitment, they will not be involved in the collection, management or refunding of a student's fees. This is a matter between AIO and the student.

5. Late Payment

Where a student is more than 15 days overdue with payments, AIO reserves the right to suspend training services until payment is made to bring fees up to date.

Where students have made late payments, additional charges will apply

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

6 Non-Payment of Fees

It is the responsibility of the student to ensure that fee payments are made promptly in accordance with the enrolment agreement or payment plan

Failure to pay fees may result in any or all of the following until payment of dues to date has been received:

- Suspension from attending classes or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Cancellation of enrolment

If tuition fees are not paid by the due date:

- AIO will issue the student with an initial warning letter for non-payment of fees within 10 days from payment due date and may include an intent to suspend enrolment
- A further warning letter for non-payment of fees will be issued if AIO has not received any correspondence from the student after the initial warning letter was sent, providing the student with an additional 5 days
- A final letter for non-payment of fees will be issued if AIO has not received any correspondence from the student following the second warning letter was sent including AIO's intention to cancel enrolment due to non-payment of fees and will include the student's

The student is informed of their right to appeal the decision within 10 working days of receipt of the letter of intent to cancel.

For long-term outstanding amounts, AIO utilises the services of a debt recovery agency to ensure the collection of all fees. In the event that a student has not paid his or her applicable tuition fee the amount AIO Training may retain shall be a debt that is due and payable by the student together with any expenses, costs or disbursements incurred by AIO Training in recovering outstanding monies, including but not limited to debt collection agency fees and legal costs.

7. Written Agreements

AIO must enter into an Enrolment Agreement with the prospective student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fee. The agreement outlines the tuition, non-tuition fees and relevant policies.

Where fees are received without the Written Agreement being signed, AIO will inform the student that the payment cannot be processed until the signed Enrolment Agreement is received.

8. Informing Students

AIO will publish in a prominent place on its website the following:

Tuition fees payable for each qualification

Non-Tuition Fees for each qualification

The following caveat will be displayed with all fees: *The student tuition fees as published are subject to change given individual circumstances at enrolment*.

REFUND POLICY

All applications for a refund are to be made to the CEO on the refund application form. The refund application form can be accompanied by any evidence you wish to present to support your application.

Applying for a refund

All applications for a refund must be made using AIO's Refund Application Form. This is available from the Administration Officer or AIO's website. All due fees must be paid up to date before applying for a refund.

Refund requests for full or partial refunds must:

- be made in writing on the Application for Refund Form,
- set out the reasons for the request;
- be accompanied by supporting documents as may be appropriate; and
- be forwarded to:
    CEO

    AIO Training Pty Ltd

    Suite 302D @ Corporate One,

    84-90 Hotham Street, Preston VIC 3072

Information provided by the student on the Refunds Application Form must include:

- date of the claim
- full name of student
- course in which the student was enrolled
- basis for making the claim
- amount claimed
- student's payment details
- student's signature
- documents relevant to consideration of the claim (if applicable)

Refund of fees other than tuition fees

- Application fees are non-refundable.
- Material fees are refundable if enrolment is cancelled more than 5 weeks prior to the agreed commencement date

Refunds of tuition Fees

The refund amount in the table below is based on any tuition fees collected from a student. Any commission paid to an agent in relation to the student's recruitment shall be deducted from the refund.

Situation	Refund
Where AIO Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.	Full
If enrolment is cancelled **10 weeks prior** to the agreed commencement date	80%
If enrolment is cancelled **5 weeks prior** to the agreed commencement date	50%
If enrolment is cancelled **less than 5 weeks prior** to the agreed commencement date	NIL
After the commencement date.	Any tuition fee paid for the subsequent term will be fully refunded
AIO Training fails to provide the agreed services	100%
If a student provides, fraudulent or misleading information or documents for enrolment	NIL
Where a student refused to accept the allocation of work placement and does not meet the requirements of the course in the course duration	NIL
Where AIO Training initiates an enrolment cancellation for failure to comply with the enrolment agreement, AIO Training Student Code of Conduct, misconduct or not meeting satisfactory course progress requirements	NIL
A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment	NIL
Recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student	NIL

NB. Commencement date refers to the first day of the course as indicated in the welcome letter

Payment of refunds, to students who are entitled to a refund, are in accordance with the

following;

a) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion Course Variation Form.
b) Should there be a need for AIO Training to cancel a course, instead of providing a refund, AIO Training may offer an alternative course for the student to attend.
c) AIO Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
d) If AIO Training cancels a course, students do not need to apply for a refund, AIO Training will process the refunds automatically.
e) The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note.

f) Students who are not satisfied with the outcome of the refund process may access our complaints and appeals process.
g) All date calculations are based on the date the form is received by AIO Training, not the date the student has completed the form

Recording and payment of refunds

a) AIO Training will only provide refund to the student unless a written request has been provided to pay the refund to a third person
b) Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Consumer protection laws

The agreement of the student to the conditions stated in the Enrolment 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.

Other legal remedies

These Terms and Conditions do not circumscribe the student's right to pursue any other legal remedies.

COMPLAINTS AND APPEALS POLICY

This policy and procedure underline the process by which AIO Training (AIO) will manage and respond to complaints and appeals received by students with regard to their dealings with AIO, its trainers/assessors, other staff, it's agents or another learner. It provides opportunity for students to formally present their case at minimal or no cost. AIO will take all complaints and appeals seriously and will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

Information about the complaints and appeals process

AIO provides a publicly accessible system for the receiving and management of complaints or appeals. These are comprehensible and embraces the principles of fairness and transparency throughout all stages of the process.

All students or intending students are provided with information about the complaints and appeals process through the Student Handbook, and AIO's website. Students are also provided with information about the complaints and appeals process during orientation. The CEO is responsible for ensuring that all staff at AIO are made aware of the policies and procedures relating to complaints and appeals. This information is disseminated through the staff handbook and during the induction process.

Definitions

Complainant - The person raising the complaint.

Appellant - The person appealing a decision

Appeal - request by a student to reconsider a result or decision.

Complaint - Dissatisfaction expressed by a Complainant about a product or service provided requiring resolution.

What can a complaint be about?

A complaint may include but not limited to:

- the service provided, or not provided by AIO
- aspect of training and assessment
- conduct or decisions made by staff
- conduct or decisions made by Trainers/Assessors
- services provided by a third party (agent)
- conduct of other students in the College

What can an appeal be about?

An appeal can be about any decision made by AIO which has an impact on a student. These may include:

- assessment decisions/outcomes

Grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) may include the following;

- o The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- o The judgement was not made in accordance with the marking criteria;
- o Alleged incorrect information from the assessor regarding the assessment process;
- o Alleged inappropriate assessment process for the particular competency;
- o Faulty or inappropriate equipment; and/or inappropriate conditions.
- course admissions
- response to a complaint
- other general decisions made by AIO (suspending or cancelling enrolment)
- services provided by a third party (agent)

Procedure

AIO encourages that in the first instance, the complainant/appellant, discuss with the person(s) concerned as a means of resolving the issue before escalating the matter to a formal complaint or appeal.

Students have access and opportunity to discuss the matter with their Trainer, RTO Manager or the CEO.

Where resolution cannot be achieved, the complainant has access to the formal complaints and appeals process. At any time through the complaints and appeals process, where AIO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant/appellant will be advised in writing with the provision of reason and be provided with regular updates on the progress of the matter. AIO will respond to any complaint or appeal the student makes regarding his or her dealings with AIO, it's staff, another student at AIO, or it's education agents.

AIO will maintain the enrolment of the student during the complaints and appeals process, unless there are extenuating circumstances relating to the student's welfare;

Extenuating circumstances relating to the welfare of the student may include, but are not limited to;

The student;

- has medical concerns, severe depression or psychological issues which lead AIO to fear for the student's wellbeing
- has engaged, or threatens to engage in behaviour that is reasonably believed to endanger the student, other students or staff
- any other reason deemed necessary by CEO to ensure the wellbeing of its staff and student

Formal Review (internal)

1. In order to commence the formal review, a complaint must be received using AIO's complaint or appeal form, available from AIO website, reception desk or from the Administration Officer. Students can submit the completed form formally presenting their case, accompanied by any supporting documentation in person or via email to info@aiotraining.vic.edu.au.
2. AIO staff will refer all complaints and appeals to the RTO Manager who will, upon receipt of the complaint/appeal, provide written acknowledgement to the

complainant/appellant within 5 working days. This may include the request for further information.

3. The RTO Manager will commence assessing the complaint or appeal within 10 working days of it being made (receipt) in a professional, fair and transparent manner in line with this policy and finalise the outcome as soon as practicable

4. During the review, the complainant will be contacted and a meeting arranged to discuss the matter. The complainant/appellant may be accompanied and assisted by a support person. A record of the meeting discussions will be maintained, including considerations to resolve the complaint/appeal

5. The RTO Manager will determine the outcome and advise the complainant in writing of their decision within 20 working days of receipt of the complaint, including reasons of the outcome.

6. If the outcome of the process is favourable to the complainant, AIO will provide the student with a written statement of the outcome, including detailed reasons for the outcome and implement any decision and/or corrective and preventative action required.

7. Where the complainant is not satisfied with the outcome, they will be advised of their right to an internal appeal at no cost.

8. Where an appeal has been made in relation to assessment decisions/outcomes, an investigation into an assessment appeal may result in one of the following outcomes:

   a) The Appeal being upheld; in this event the following options will be available:
      i. The original assessment will be re-assessed, potentially by another assessor.
      ii. A new assessment shall be conducted or arranged.

   b) The Appeal being rejected, or not upheld in accordance with AIO's Training and Assessment Policy in which case, the student will be required to:
      i. Undertake further training or experience prior to further assessment; or
      ii. Re-submit further evidence; or
      iii. Submit or undertake a new assessment.

Internal Appeals

1. If the complainant/appellant is not satisfied with the outcome of the complaint, they may lodge an appeal in writing by completing and submitting the Appeal Form.

2. An internal appeal must be made in writing addressed to AIO's CEO. Where this occurs, the CEO will contact the complainant/appellant to arrange a meeting for further discussion. The complainant/appellant may be accompanied and assisted by a support person

3. The CEO will take into consideration matters arising from the complaint/appeal, including all discussions held and determine the outcome of the appeal. The appellant will be advised in a written statement of the outcome within 20 working days of receipt of the Internal Appeal, including detailed reasons for the outcome.

4. If the outcome of the process is favourable to the appellant, AIO will implement any decision and/or corrective and preventative action required

5. If the student is not successful in AIO's internal complaints handling and appeals process, AIO will advise the student within 10 working days of concluding the internal review of the student's right to access an external complaint handling and appeals process at minimal or no cost. AIO will provide the student with the contact details of the appropriate complaints handling and external appeals body.

External Appeals

If the appellant is not satisfied with the outcome of the Internal Appeals Process, they have the right to access an external appeal. Once a student has applied all steps of AIO Complaints and Appeals process and they are still dissatisfied about a decision made or action taken.

Complaints can be made externally through the following avenues:

- National Training Complaints Hotline:
- The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.
- Consumers can register a complaint with the National Training Complaints Hotline by:

  Phone: 13 38 73, Monday - Friday, 8am to 6pm nationally.

  For more information about the National Training Complaints Hotline, refer to the following webpage: www.dewr.gov.au/national-training-complaints-hotline

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to RTO'S registering body: Australian Skills Quality Authority (ASQA). However, ASQA will only use the information you provide to inform its regulatory approach. ASQA is not a consumer protection agency and cannot act as an advocate for individual students.

For more information, refer to the following webpage: https://www.asqa.gov.au/about/complaints/complaints-about-training-providers

Record Keeping and Continuous Improvement

AIO will securely maintain records of all complaints and appeals and their outcomes. If the internal or external complaints handling or appeal process results in a decision or recommendation in favour of the student, AIO will immediately implement the decision or recommendation, and/or take the preventive or corrective action required by the decision, and advise the student of that action. AIO will also identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence These will be added to the continuous improvement register.

Monitoring Attendance and Course Progress Policy and Procedure

Policy

1. AIO Training (AIO) will maintain accurate, current and complete records of student attendance and participation in their course.
2. AIO's Training Attendance Record. This record will contain the names of students attending the session, be signed by the Trainer/Assessor who conducted the training session, and show their name, the date of the training session; and the unit/s that were delivered at the point at which the student is marked on the roll as having attended.
3. Where work placement is a component of the course, attendance will be captured on attendance records which include the date of attendance, the hours of attendance, the start and end time for the day, and the signature of the workplace supervisor.
4. AIO Training student support officers / trainers and assessor will contact students who have been absent for two consecutive classes or more without approval.
5. AIO Training student support officers will offer support to students who are identified as at risk for non-attendance/irregular attendance patterns

Procedures

1.1. Students are provided with information about attendance requirements prior to enrolment or at the commencement of the training.
1.2. While minimum attendance is not necessarily a requirement, students need to be aware that significant non-attendance may seriously jeopardise their chances of success in the unit/cluster and potentially the course.
1.3. Details of attendance requirements and potential consequences of non-attendance are included in the Student Handbook.
1.4. Details of any additional attendance requirements related to the status of a student enrolment will be provided to the student e.g. support sessions / additional classes at the time of enrolment or commencement of training.

2. Recording attendance

2.1. Students are expected to attend scheduled classes for each unit within the course.
2.2. Student attendance at each class or work placement for the day are recorded, using AIO's Training Attendance Record.
2.3. The attendance will be recorded in the following manner:

Symbol	Meaning/Purpose
Student Signature	Student sign beside of his/her name on training attendance form
P	**Student Present.** Trainer/assessor writes "P" if student forgets to sign the attendance form
A	**Student Absent.** The trainer/assessor will use this symbol if student is absent for face to face

3. Student absences

3.1. Students who are absent from class are:

    3.1.1.   to notify AIO Training or Trainer/Assessor as early as possible and preferably prior to the class commencing

    3.1.2.   to provide a reason (such as medical certificate in case of illness) if absent for a scheduled assessment

    3.1.3.   to make contact with the trainer/assessor to reschedule an assessment that is missed

    3.1.4.   responsible for obtaining any class information missed from the trainer/assessor

3.2. Non-attendance at a scheduled assessment, without notification and a medical certificate, will result in a not-satisfactory result of that assessment.

3.3. Where a medical certificate is provided for an absence, this must be recorded on the student management system.

4. Addressing non-attendance

4.1. Where a student is absent for four consecutive classes without approval/notification, the student support officer will attempt to contact the student to determine the cause and counsel them in regards to attendance requirements.

4.2. The student support officer with the trainer and assessor may discuss and determine if additional support is needed to assist the student in achieving satisfactory attendance.

4.3. Where a student continues to be absent from classes, the RTO Manager must address the non-attendance in accordance with the Monitoring Course Progress Procedure below.

5. Students arriving late or leaving early

5.1. Students who arrive late to class:

    5.1.1.   must not act in a manner that creates disruption to the class

    5.1.2.   are responsible for obtaining any class information missed from the trainer/assessor

    5.1.3.   may be requested by the trainer/assessor to not enter the classroom until the next class break to avoid disruption to a class activity or assessment

5.2. Students leaving early are:

    5.2.1.   to advise the trainer/assessor at the commencement of the class or as early as possible

    5.2.2.   to leave in a manner that does not disrupt the class

    5.2.3.   responsible for obtaining any class information missed from the trainer/assessor

Monitoring Course Progress

1. Students are expected to make satisfactory progress in their course of study with the support and assistance from AIO's trainers and assessors.
2. Students are expected to complete their course of study within the specified time period outlined in the training plan.
3. At AIO Training, students are treated equitably, fairly and impartially during the process of managing their course progress to satisfactory completion.
4. Students are provided with timely, clear and accurate advice regarding their satisfactory or unsatisfactory course progress.
5. AIO Training will maintain accurate and complete records of monitoring and managing a student's course progress e.g. file notes, letters, emails, notification to students, intervention notes and outcomes.
6. Students at risk will be given every support and reasonable opportunity to achieve success in their course of study with appropriate and timely interventions.
7. Appropriate support strategies will be developed, implemented and monitored for students at risk, by the Student Support Officer, RTO Manager and Trainer/Assessor.
Students are provided with information about AIO's Complaints and Appeals policy and procedure

Procedures

1. Early identification and management
1.1. The trainer/assessor review the student progress sheet on a monthly basis with regard to:
    1.1.1. Attendance and participation in learning
    1.1.2. Submission of assessment tasks by the due date i.e. within two weeks following the delivery of unit of competency
    1.1.3. Satisfactory completion of assessment tasks
1.2. The trainer/assessor is to discuss the students' performance with the RTO Manager/student support officer if the student is at risk of unsatisfactory course progress.
1.3. The student will be notified by telephone, letter or e-mail that they are at risk of making unsatisfactory course progress and will be informed to meet the RTO Manager and trainer/assessor.
1.4. RTO Manager and trainer/assessor are to meet with the student to discuss the concerns and implement support strategies to assist the student in meeting their course requirements.

2. Intervention
2.1. The student will be notified of the requirement to attend an intervention meeting with the RTO Manager and the Trainer/assessor, in writing or email.
2.2. During the meeting, an intervention strategy will be established that will detail the actions provided to and required of the student to progress satisfactorily in the course e.g.
    a. Attending literacy and numeracy support
    b. Referral to counselling for personal reasons
    c. Opportunity for re-assessment
    d. Attendance at one-on-one tutorials, practical skills sessions
    e. Attendance at monthly support sessions
    f. Behaviour conditions
    g. Class attendance requirements
    h. Outstanding assessment submission dates
    i. Undertaking a reduced study load e.g. to part-time studies

2.3. The intervention will be agreed to by the student, RTO Manager and Trainer/assessor including a date for review.

2.4. A copy of the intervention plan will be provided to the student and stored in the students' academic file.

2.5. It is the student's responsibility to adhere to the intervention plan and maintain contact with the RTO Manager and Trainer/assessor.

3. Complaints and Appeals

3.1. A student has the right to lodge a complaint if they feel AIO Training has not followed this policy and procedure.

3.2. A student has the right to appeal against any decision made by AIO Training in relation to this policy and procedure.

Student Support Policy and Procedure

Policy

AIO Training is committed to supporting students through their educational journey to achieve their learning goals and outcomes, and to achieve satisfactory progress. AIO provides support and referral to welfare services which are useful, efficient, timely and effective. AIO will provide current and accurate information about the services available to them through orientations and/or support services directory. The support services are free of charge, however there may be fees and charges involved where an external service is used by the student.

Procedures

Once a student has been enrolled at AIO, all students will be required to attend a compulsory orientation before the commencement of the course. The orientation will be conducted in an age and culturally appropriate manner. The purpose of this session is to enable students to familiarise themselves with the campus, facilities, the surrounding area and amenities available and meet AIO key personnel. Students who are unable to attend on the scheduled day will be contacted by the Administration Officer by telephone or email. An alternative date and time will be scheduled for the student's orientation. This will take place as soon as possible.

Student will be unable to commence their course without attending orientation. The RTO Manager, together with the Student Support Officer, will co-ordinate and arrange the orientation session. Students are provided with an orientation feedback form. This form is used to guide the students through the information and confirm acknowledgement of the necessary information pertaining to their enrolment and where they can obtain further information. A copy of the completed checklist will be placed in each student's file.

Student Orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of most aspects of life at AIO and to provide an introduction to studying. In addition College staff will be introduced, a tour of AIO and the local area will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, and your enjoyment at AIO College.

Orientation Program

Before course commencement an orientation program will be provided to all students. The orientation program will cover the following information

- Student support services
- Fees and refunds
- Training and Assessment
- Recognition of prior learning / credit transfer
- Complaints and appeals
- Student code of behaviour
- Attendance and course progress requirements

- College facilities and resources
- A tour of the college
- Other related policies

Educational & Support Services

All staff at AIO including contracted trainers/assessors act as student support officers and are able to refer students to appropriate external support providers as appropriate. AIO has a range of support options available for its students to ensure they progress through the program in a confident way, feeling supported at every step of their learning with us. The support services extended to our students are, but not limited to:

The support services extended to our students are, but not limited to:

- administrative support
- learning support
- study techniques / time management and support
- language, literacy and numeracy support;
- work placement support
- reasonable adjustment / disability support;
- Employment search support;
- Additional equipment, resources;
- Access to further learning resource centres;
- Referrals to mediation, counselling services;
- Referral to other external support services (no charge for referral, however services will be at the students cost)
- Flexible scheduling and delivery of training and assessment;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print/diagrams and
- Any other services that AIO considers necessary to support learners to achieve competency

Determining the most appropriate staff member/referral to provide support

AIO have nominated personnel who are the official point of contact for students –**Student Support Officer (SSO) and the RTO Manager**

The SSO will determine who, is the most appropriate personnel to provide the student with the advice and support required, subject to the enquiry. The SSO will make an appointment for the student to meet with that person. Alternatively, if the SSO determines that the student needs to be referred to the external organisation such as counselling, the SSO will arrange a referral in consultation with the RTO Manager. This may incur additional cost to student, and will need to be paid directly to the services being rendered

Student Support

The Student Support Officer (SSO) is the designated member of staff to be the official point of contact for students who require or request support. In the absence of Student Support Officer, the RTO Manager will be the official point of contact. The SSO maintains current up to date details of the support and welfare services available to AIO students and assist student to access study support and welfare related services.

Student Support Officers are available Monday to Saturday from 9:am to 5:00pm. These hours align with our scheduled class timetable and are different to office hours

The Student Support officer is responsible for continually networking, compiling and maintaining a list of referral services in and outside the local community for all campuses within the support services directory. This will be made available to students in the handbook and emailed as, and when updates occur.

Administrative support services
Learning Support includes provision of study skills, literacy and numeracy support in class and/or referral to other sources of support including external counselling services and external disability liaison officer.
Students who identify a need for additional support in any aspect of learning and assessment meet with the CEO to enable specific learning strategies are developed e.g. electronic programs to enhance readability of documents

Language, Literacy and Numeracy
AIO uses LLN Robot to determine the LLN abilities of each student to ensure each student enrolled in this course have the required LLN skills to complete the course. LLN Robot is a purpose-built diagnostic tool to determine the ACSF/Core skills level of a Unit of Competency. The LLN Robot Online LLN Assessment has been designed to give an indication of a student's abilities across the 5 Core skills of the ACSF. These are Learning, Reading, Writing, Oral communication and Numeracy. The outcome of the online assessment is the first step in considering the support needs of the student.
LLN robot has two online assessments to choose from based on the requirements of the course of study. One assessment test up to ACSF level 3 while the other tests up to ACSF level 4.
This process addresses a student's LLN suitability prior to the enrolment into appropriate course. In the instance where suitability has not been met, AIO will collaborate with the prospective student to help find an external provider to help them gain the LLN requirements needed.
Prospective students need to meet certain levels as determined by ACSF.
https://www.education.gov.au/australian-core-skills-framework
Individuals who require additional help with Language, Literacy and Numeracy LLN can also access information by calling the Reading Writing Hotline on 1300 655 506 or refer to their website on https://www.readingwritinghotline.edu.au/.

Note: AIO Training will ensure the ethnic, cultural and intellectual aspects of the target groups have been considered in the selection of appropriate delivery and assessment modes for this training course.

Academic Support:

AIO will identify the student learning needs during orientation and advise the trainer/assessor as such. AIO Trainers/Assessors are also responsible for identifying any additional learning needs that may arise during the progression of student's course and provide the necessary academic support. The trainer/assessor will ensure that all the students have access to the learning facilities, resources and support services consistent with the requirements of the course. The students can contact their trainer/assessor to discuss any items related to the course. Records of discussion and support provided will be maintained on the File Note, which will be entered in the Student Management System and kept in the student academic file.

Confidentiality

AIO will ensure that advice and support provided to students will remain confidential and maintain secure records.

College Specific Responsibilities

All staff at AIO including contracted trainers/assessors act as student support officers. The following table will guide you in where to gain assistance for the provision of information and support services. This table is not intended to be restrictive or prevent you in approaching any one of AIO's team.

	CEO	RTO MANAGER	Student Support Officer	Trainer/ Assessor	ADMIN
Information and advice about AIO 's policies and procedures	✓	✓	✓	✓	✓
Assistance in making appointments with relevant professionals		✓	✓		
AIO facilities and resources			✓	✓	
Personal, educational, and practical welfare needs			✓	✓	
Orientation program		✓	✓		
Learning, study skills I.T support, LLN			✓	✓	
Avoiding Plagiarism			✓	✓	
Career, Industry coaching and reference				✓	
CV development, Interview techniques and Job searching			✓	✓	
Referral to the external bodies	✓	✓	✓		
Complaints and Appeals	✓				
Admissions	✓				✓
Deferment/Suspension/Cancellation		✓			
Work Placement Support			✓	✓	