



# AUSTRALIAN ADULT LEARNING INSTITUTE

Postal Address: P.O Box 189 Helensvale QLD 4212 Phone: 1300 735 381 Email: [contactus@aali.com.au](mailto:contactus@aali.com.au)  
Website: [www.aali.edu.au](http://www.aali.edu.au) ABN: 59 160 321 246 RTO Number: 41044

## Student Handbook



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## Introduction

**Welcome to your training program and thank you for choosing the Australian Adult Learning Institute for your learning experience.**

You will be undertaking a competency based course that offers a Nationally Recognised Certificate or Statement of Attainment on completion.

This Student Handbook will provide you with information about your training provider, the program structure and your roles and responsibilities over the duration of your course.

We will be happy to provide you with more information at any time during the course to ensure you successfully complete and meet your learning objectives.

Our Trainer/Assessors will provide you with support and guidance throughout the completion of your qualification.

Our goal at all times is to set you up for success and we will go above and beyond to ensure that your needs are always met.

## Contact Details

### Email Contacts

Student Support  
[studentsupport@aali.com.au](mailto:studentsupport@aali.com.au)

### Postal Address

P.O Box 189 Helensvale QLD 4212

### Phone

National Number: 1300 735 381



## About the Australian Adult Learning Institute

We are known for providing dynamic quality training solutions Online, by Distance Education and Face to Face throughout Australia. With all our training programs, our aim is to set our students up for success and to make the learning experience accessible and rewarding.

Our Team have over 25 years of experience in adult education. We believe our people are our greatest asset, we are diverse, talented and outcome orientated, with a desire to ensure that our students and clients needs are always met.

Whether your goal is career development, professional development or learning something new, a course with the Australian Adult Learning Institute can help you attain your goal with a Nationally Recognised Qualification.

Our goal is to make all training and development needs and requirements supportive from the first contact with our helpful and friendly office staff, through to the successful completion of the qualification or training outcomes.

This Student Handbook has been put together to ensure that you as a student have access to all the information you will need to successfully complete your stream of study.

## Our Commitment to You

The Australian Adult Learning Institute is committed to bringing you the most up to date industry relevant training available Australia wide.

The Australian Adult Learning Institute is committed to completing the outlined training and assessment of the course you have enrolled in.

In the event of a change of your allocated trainer/assessor the Australian Adult Learning Institute will arrange a suitable replacement trainer/assessor to be allocated to you.

The Australian Adult Learning Institute will take every possible action to ensure we support you throughout your training and assessment process.

## Your Commitment to the Australian Adult Learning Institute

Your commitment to studying with the Australian Adult Learning Institute is a commitment you give to your own goals and future. We can help you achieve your goals.

All students are expected to maintain high standards of academic honesty and integrity.

Your active participation throughout your studies will enable you to complete your course within the specified course duration.

It is a condition of enrolment that you actively participate in your studies. Active participation is completing all the assessment tasks on time.

## Enrolment, Payment and Commencement

Enrolment is defined by the Australian Adult Learning Institute as having received and processed your completed enrolment form via the Australian Adult Learning Institute staff or website at [www.aali.edu.au](http://www.aali.edu.au).

Payment then follows via the following payment options:

1. Full payment upon enrolment  
or
2. Two payments – Initial payment of 50% upon enrolment then a final payment of 50% 1 month after your initial enrolment. Should your remaining 50% final payment not be received by the required payment date, your enrolment will be suspended until your outstanding payment has been received. (*Terms and conditions apply to all payment plan arrangements*). For further information about payment plan arrangements, please do not hesitate to contact us.

If you wish to pay over the phone, an Australian Adult Learning Institute representative will complete the payment process with you.

Commencement of a course is defined by the Australian Adult Learning Institute as the dispatch of course materials, or activation of online course units. Course materials will not be dispatched, or the activation of online learning units until you have completed the enrolment process and payment procedure.

## Privacy Statement

Your information is protected under the Privacy Act 1988  
<https://www.oaic.gov.au/privacy-law/>.

The information requested on your enrolment form will be used for the process of enrolment, and for statistical reporting for government agencies only.

All information is kept confidential and access to this information is only available to you, and administration staff at the Australian Adult Learning Institute.

The Australian Adult Learning Institute requires a written letter of consent if a third party requests student information. Your written consent will be obtained prior to any of your information being released, unless required by law.

The Australian Adult Learning Institute takes all reasonable steps to protect the personal information it holds from misuse and loss, and from unauthorised access, modification or disclosure.

The Australian Adult Learning Institute is subject to audit by government agencies. For the purpose of these audits your training file may be given to officers from agencies such as Australian Skills Quality Authority (ASQA).

## Student Records

You can request to review your training records.

If you wish to review your records, or request that updates be made to information regarding your records, this can be done by contacting Student Support by emailing [studentsupport@aali.com.au](mailto:studentsupport@aali.com.au). There is no fee for this service.

You must promptly notify the Australian Adult Learning Institute of any change of name, address or contact details. The accuracy of these details are important as they will be used to issue your certificate or statement of attainment if eligible.

Under no circumstances are you authorised to provide your login details, password information, or access to your online learning space to a third party without written consent from the Australian Adult Learning Institute.



## Course Duration

All courses at the Australian Adult Learning Institute have an agreed duration from the time of enrolment. For further information please refer to your welcome email and/or assessment plan. If you do not complete your course within this timeframe your enrolment will expire. If you require a course extension this can be done by completing and submitting the online extension form found on our website at [www.aali.edu.au](http://www.aali.edu.au), select the “Student Resources” within the menu, and then select “Course Extension Form”.

An extension fee will apply according to the extension time that you require. *(Please refer to “Fee Schedule” within the Student Handbook)*

## Refund Policy

The Australian Adult Learning Institute is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable, acknowledging your rights as a consumer, in accordance with Standards for RTO’s clause 5.3. Please note, you are required to declare that you have read and understood the terms and conditions before you can complete the enrolment process.

This policy outlines the circumstances under which a student may receive a full or partial refund of their course fees.

It is your responsibility to ensure that you are enrolling in the correct course, and that you have the ability to complete the course.

Please note the Australian Adult Learning Institute is not required to offer a refund if you have changed your mind, or have already completed this course through another Registered Training Organisation.

We encourage all potential students prior to enrolling and paying for a course to consider whether the chosen training course is appropriate for their needs.

- All refund requests are considered on an individual basis by the National Operations Manager when agreed services have not been provided
- Any refunds that are approved by the National Operations Manager will be subject to the non refundable course administration fee. *(Please refer to “Fee Schedule” within the Student Handbook)*
- If you withdraw from a course after commencement of your course work, or after 7 days from your enrolment date, you will not be entitled to a refund.

A statement of attainment will be issued for any units that have been satisfactorily completed.

For a refund request please state in an email to: [studentsupport@aali.com.au](mailto:studentsupport@aali.com.au) the reason for your request.

Please be sure to read our refund policy before applying for a refund. Refund requests will be forwarded on to the National Operations Manager for consideration. You will be notified of the outcome at the National Operations Manager's earliest convenience.

You have rights as a consumer in accordance with the Australian Consumer Law and the Australian Competition and Consumer Commission (ACCC).

## Deferral

Course deferment is only considered in cases of illness/injury or extenuating circumstances that prevent course participation or completion. Deferral is granted at the National Operations Manager's discretion.

An application for deferment can be done by emailing Student Support at [studentsupport@aali.com.au](mailto:studentsupport@aali.com.au).

An administration fee may apply at the discretion of the National Operations Manager. *(Please refer to "Fee Schedule" within the Student Handbook).*

## Courses cancelled by the Australian Adult Learning Institute

Should the Australian Adult Learning Institute cancel a course that you are completing, the Australian Adult Learning Institute will make a full refund, or proportionate refund of the course fees paid, according to your duration of enrolment, and/or completion of the course content.

## Your Trainer / Assessor

When you enrol with the Australian Adult Learning Institute you will be assigned a dedicated trainer/assessor. This trainer/assessor may not be the same trainer/assessor who assesses every unit in your course due to subject expertise and availability. If you are allocated a different trainer/assessor, you will be notified by Student Support.

If you require assistance from your Trainer/ Assessor, please allow 1 - 5 business days for replies to emailed questions. On a majority of occasions replies will be within 24 hours, although during public holidays the reply time may vary.

When submitting your completed units, please allow 10 working days for assessments to be assessed.

## Competency Based Assessment

Competency based assessment is very flexible and can be tailored to meet the needs of each individual student. It is evidence based, which means that you provide evidence of your competence to the assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Written assignments
- Role Plays
- Questioning
- Projects
- Self reflections
- Presentations
- Recognition of Prior Learning (RPL).

The training you undertake contains a set of employability skills. Employability skills are skills that apply across a variety of jobs and life contexts and range from communication through to self-management.

They are defined as “skills required not only to gain employment, but also to progress within an enterprise so as to achieve one’s potential and contribute successfully to enterprise strategic directions”.

## Assessments

### Assessment instructions

#### Overview

Prior to commencing the assessments, each assessment task will be explained including the terms and conditions relating to the submission of your assessment task. Please consult with your trainer/assessor if you are unsure of any questions. It is important that you understand and adhere to the terms and conditions, and address fully each assessment task. If any assessment task is not fully addressed, then your assessment task will be returned to you for resubmission. Your trainer/assessor will remain available to support you throughout the assessment process.

#### Written work

Assessment tasks are used to measure your understanding and underpinning skills and knowledge of the overall unit of competency. When undertaking any written assessment tasks, please ensure that you address the following criteria:

- Address each question including any sub-points
- Demonstrate that you have researched the topic thoroughly
- Cover the topic in a logical, structured manner
- Your assessment tasks are well presented and well referenced (if applicable)
- Handwritten assessments will not be accepted (unless, prior written confirmation is provided by the trainer/assessor to confirm this).

## **Requirements for satisfactory completion**

You must answer all questions to a satisfactory standard. For a satisfactory result:

- Submit typed (not hand-written) responses
- Respond using complete sentences, making direct reference to the question
- Responses are correct, and cover all parts of each question
- Respond using your own words—when occasionally quoting information from another source, you must acknowledge that source
- Unless specified, each response is about **100-200** words long—this is an average only; some questions will require longer responses, some shorter
- Your responses match instructions provided about terminology (see below).

## **Terminology used in the questions—how to respond**

### List

In bulleted, numbered or paragraph form, **provide a number of consecutive items**—if paragraph form, use commas (,) to separate items.

### Describe

In paragraph form, **give a full account of an event, idea or concept**—include all relevant circumstances and details.

### Explain

In paragraph form, **describe—in enough detail to clarify or justify**—an idea, concept, situation, action taken, insight or challenge.

### Define

In paragraph form, **explain the meaning** of a term or concept—use your own words to define the term or concept, or quote an accurate, published definition (in this case, note the source).

### Summarise

In paragraph or list form, explain the **key points or insights** derived from a text, event or situation.

### Compare

List, describe or explain the **similarities and differences** between two (or more) ideas, concepts, events, situations, challenges or insights.

### **Active participation**

It is a condition of enrolment that you actively participate in your studies.

Active participation is completing all the assessment tasks on time.

Further information about the recommended completion time for unit(s) of competency is contained within the Assessment Plan provided to you upon enrolment.

### **Additional evidence**

If we, at our sole discretion, determine that we require additional or alternative information/evidence in order to determine competency, you must provide us with such information/evidence, subject to privacy and confidentiality issues. We retain this right at any time, including after submission of your assessments.

### **Confidentiality**

We will treat anything, including information about your job, workplace, employer, with strict confidence, in accordance with the law. However, you are responsible for ensuring that you do not provide us with anything regarding any third party including your employer, colleagues and others, that they do not consent to the disclosure of. While we may ask you to provide information or details about aspects of your employer and workplace, you are responsible for obtaining necessary consents and ensuring that privacy rights and confidentiality obligations are not breached by you in supplying us with such information.

### **Competency outcome**

There are two outcomes of assessments: S = Satisfactory and NS = Not Satisfactory (requires more training and experience).

Once the learner has satisfactorily completed all the tasks required the learner will be awarded "Competent" (C) or "Not Yet Competent" (NYC) for the relevant unit of competency.

You are provided with three (3) attempts to demonstrate a "Competent" result for the relevant unit of competency.

If you are deemed “Not Yet Competent” on your first attempt, you will be provided with feedback from your assessor and will be given another chance to resubmit your assessment task(s).

If you are deemed “Not Yet Competent” on your second attempt, you will be provided with feedback from your assessor and will be given another chance to resubmit your assessment task(s).

If you are still deemed as “Not Yet Competent” on your third attempt, the Senior Directors of the Australian Adult Learning Institute will be notified, and you will be contacted accordingly to discuss your assessment results and options available to you for further assessment. The options available, and the terms and conditions relating to additional assessments are determined on a case by case basis.

### **Assessment appeals process**

If you feel that you have been unfairly treated during your assessment, and you are not happy with your assessment and/or the outcome as a result of that treatment, you have the right to lodge an appeal. You must first discuss the issue with your trainer/assessor. If you would like to proceed further with the request after discussions with your trainer/assessor, you need to lodge your appeal by emailing [studentsupport@aali.com.au](mailto:studentsupport@aali.com.au). You will be required to appeal the decision within 20 working days after the assessment decision has been made, outlining the reason(s) for the appeal.

### **Special needs**

Candidates with special needs should notify their trainer/assessor to request any required adjustments as soon as possible. This will enable the trainer/assessor to address the identified needs immediately.

### **Assessment requirements**

Assessment can either be:

- Direct observation
- Product-based methods e.g. reports, role plays, work samples
- Portfolios – annotated and validated
- Questioning
- Third party evidence.

If submitting third party evidence, the Observation/Demonstration Report must be completed by the agreed third party.

Third parties can be:

- Supervisors
- Trainers
- Team members
- Clients
- Consumers.

The third party observation must be submitted to your trainer/assessor, as directed.

The third party observation is to be used by the assessor to assist them in determining competency.

The assessment activities and tasks that are required to be completed, assess aspects of all the elements, performance criteria, skills and knowledge, foundations skills, and performance requirements of the unit(s) of competency.

To demonstrate competence you must undertake all activities required and have them deemed satisfactory by the assessor. If you do not answer some questions or perform certain tasks, and therefore you are deemed to be Not Yet Competent, your trainer/assessor may ask you supplementary questions to determine your competence. Once you have demonstrated the required level of performance, you will be deemed competent.

Should you still be deemed Not Yet Competent, you will have the opportunity to resubmit your assessments or appeal the result.

As part of the assessment process, all learners must abide by any relevant assessment policies as provided.

If you feel you are not yet ready to be assessed or that this assessment is unfair, please contact your assessor to discuss your options.

You have the right to formally appeal any outcome and, if you wish to do so, discuss this with your trainer/assessor.



# Language Literacy & Numeracy Support

## Educational & Support Services Overview

In accordance with the *Standards for RTOs 2015*, at a minimum, support should include:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) learners would need to complete each course, and
- Developing strategies to make support available where gaps are identified.

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials, and/or
- Other mechanisms, such as assistance in using technology for online delivery components.

The following support will be available to students:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials, and/or:
  - Other mechanisms, such as assistance in using technology for online delivery components
  - External resources and disability services (National Relay Services <https://relayservice.gov.au> and Reading Writing Hotline <https://www.readingwritinghotline.edu.au> etc).

At the Australian Adult Learning Institute we make every effort to ensure that we can accommodate a student's specific needs.

Sometimes the LLN needs of the student are beyond the assistance that can be provided by the Australian Adult Learning Institute.

Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

## Change of Details

You must inform us of any changes in your address or contact details as outlined in the enrolment form. You must also inform us of any other change that may be relevant to your training status as a student. This prevents you from missing any relevant correspondence sent to your address and/or ensures you can be contacted at all times.

## Your Rights and Responsibilities

As a student enrolled in one of our training programs, you have rights and responsibilities governed by State and Federal legislation.

### Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- Access the information held about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to us on the client services, training, assessment and support services they receive.

## **Student responsibilities (Online/Correspondence)**

All students, throughout their training and involvement, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Respect the opinions and backgrounds of others
- Report any perceived safety risks as they become known
- Notify us if any of their personal or contact details that are required to be changed
- Provide relevant and accurate information to their training provider in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or breach of copyright
- Submit/hand in all assessment tasks, assignments and other evidence of their work
- Make regular contact with their Trainer/Assessor
- Progress steadily through their course within the agreed course time frame
- Prepare appropriately for all assessment tasks
- Notify the Training Provider if any difficulties arise as part of their involvement in the program
- Notify the Training Provider if they are unable to complete the course
- Make payment for their training within agreed timeframes.

## **Student responsibilities (Face to Face)**

All students, throughout their training and involvement, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details are required to be changed
- Provide relevant and accurate information to their training provider in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or breach of copyright
- Hand in all assessment tasks, assignments and other evidence of their work.
- Make regular contact with their Trainer/Assessor
- Progress steadily through their course within the agreed course time frame
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify the Training Provider if any difficulties arise as part of their involvement in the program
- Notify the Training Provider if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking at training venues and on the premises of the training provider
- Make payment for their training within agreed timeframes.

## Access and Equity

We apply access and equity principles and will provide information, advice and support services to assist students to identify and achieve their desired outcomes.

We are committed to providing an environment, which is free from discrimination and harassment. Students will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, political belief or activity, parental status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A student should never feel that they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members within the Australian Adult Learning Institute.

This policy sets out the Access and Equity principles and processes to which we are committed in operating as a Registered Training Organisation (RTO), and is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome within vocational education and training for all people, without discrimination
- Access for all people to appropriate quality vocational education and training programs and services. The intention of this policy is that all participants have an equal opportunity to successfully gain skills, knowledge and experience through training and assessment services.

## Work Health and Safety

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- To not wilfully or recklessly interfere or misuse anything provided by us in the interests of health, safety or welfare
- To co-operate with health and safety directives given by staff
- To ensure that you are not, by the consumption of drugs or alcohol, in such a state as to endanger your own health and safety or the health and safety of another person.

We recognise the importance of providing a safe and healthy environment for students, contractors and visitors during their participation in work and training activities with the organisation.

We strive for excellence in workplace health and safety and are committed to providing an environment that is free from risks and conducive to the productivity and efficiency needs of its students and others.

### **Compliance with Legislation**

We meet the requirements of the Workplace Health and Safety Act 2011 and comply with all other relevant legislation, codes of practice, advisory and best practice standards as well as organisational policies and procedures.

## Respect for others

You will be expected to treat our team members and fellow students with respect.

Inappropriate language, threats both personal and/or business related, and aggressive actions will not be accepted, nor tolerated. This may result in the instant cancellation of your enrolment without refund.

In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to:

- Race
- Gender
- Marital, domestic or relationship status
- Pregnancy or potential pregnancy
- Sexual orientation
- Gender identity
- Age
- Disability
- Carer's or family responsibilities
- Association with someone who has one of these characteristics a person's culture, background, disability, gender, sexual orientation, religion or age.

Harassment and intimidation of staff or fellow participants will not be tolerated under any circumstances by the Australian Adult Learning Institute.

## Behaviour

Students are expected to participate in all training activities and carry out any tasks within reason that may be requested by your trainer/assessor. You should complete these tasks to the best of your ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of your training. Your trainer will then discuss an action plan with you to address the performance issue, and provide you with opportunities to recommence training.

Consumption of or being under the influence of, alcohol or illicit substances during training hours is unacceptable and will result in training being terminated, or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards at all times. Students should be punctual to all training sessions. If you are late you may be marked as not having attended a training session, and this may affect your overall result.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) and Credit Transfer (CT) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students seeking recognition of prior learning will be provided with a copy of an RPL application form. Our trainers will assist students in the process of understanding RPL, gathering evidence and demonstrating competence.

You will be asked to record on the application form the details of your past experience that is relevant to your training program. You will then be asked to attend an interview with an appropriately skilled program (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most appropriate method of verifying the competencies claimed according to the assessment criteria.

Following your submission of an evidence portfolio and completed application form, the assessor will assess your current competence against the performance criteria, or learning outcomes of the unit or module for which skill recognition is being sought, and you will be informed of the assessment outcome. You may be asked to provide additional information or attend a second interview at a later date where applicable credit may be given for the relevant outcome(s)/unit(s).

Students that are successful in the RPL application and who meet all the requirements (*i.e. have provided adequate evidence of competency*) will be advised of this outcome.

Students may appeal any decision.



## Plagiarism and Copyright

We are committed to upholding standards of participant integrity and honesty in regards to the assessment of their work, and places value in the declarations of authenticity made by participants.

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

Students have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such. Plagiarism is copying another's work and claiming this as your own, cheating and collusion in any form are unacceptable and will be treated seriously.

### **Plagiarism**

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a learner's exclusion from a course. When you have any doubts about including the work of other authors in your assessment, please consult your trainer/assessor. The following list outlines some of the activities for which a learner can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another learner
- Presenting the work of another individual or group as their own work
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet
- Never use essay or course answer websites, as this can easily be detected.

**"An average answer in the student's own words is infinitely better than a perfect answer copied directly from the internet."**

- When using websites during your research, cite the URL or text book eg [www.aali.edu.au](http://www.aali.edu.au) (last visited 29 mar 19)
- Use Australian authoritative sites during your research
- If the question says list 6 things and there are 6 in the textbook - then it is really hard to reword these - so you are able to use this as your answer. If

is says list 6 things and explain them, you are required to provide an explanation in your own words.

If it is identified that you have plagiarised within your assessment, then this will be addressed with you initially with your AALI Trainer/Assessor, and then referred to a Senior Member of the Australian Adult Learning Institute, where further action will be taken accordingly.

### **Collusion**

Collusion is the presentation by a learner of an assignment as their own that is, in fact, the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more learners in plagiarism or other forms of academic misconduct and, as such, both parties are subject to disciplinary action. Collusion or copying from other learners is not permitted and will be marked as a “0” completion, and deemed Not Yet Competent (NYC).

### **Copyright**

All Learning Materials, Learning Resources, and Assessment Activities are subject to Copyright.

The copyright law of Australia defines the legally enforceable rights of creators of creative and artistic works under Australian law. The scope of copyright in Australia is defined in the Australian Copyright Act 1968, which applies the national law throughout Australia.

Any breach of Copyright will be treated seriously.

## **Assessment Appeals**

If you feel at any point that you have been assessed unfairly please speak to your assessor and he/she will discuss the decision with you.

If you are unsatisfied with the decision please contact Student Support via email at [studentsupport@aali.com.au](mailto:studentsupport@aali.com.au) ,or by phone on 1300 735 381.

They will discuss your case with you and then investigate the assessment in detail. A second assessment will then be arranged. The result of the second assessment will determine your level of competency and will be recorded on your file.

Please note that you have a period of 20 working days from the publication of the assessment results to make an appeal against that result. Appeals must be in

writing. You will be provided with a written statement of the appeal outcomes, including the reasons for the decision.

## Withdrawal

If you wish to terminate your participation in the training program, please inform your trainer or Student Support immediately and complete a withdrawal form.

This will ensure that your Certificate/Statement of Attainment can be awarded to you promptly for unit/s that have been successfully completed.

Withdrawal from a course after the cooling off period has lapsed, or you have already commenced your course is not subject to a refund.

## Completion

We will issue a full Certificate and Record of Results that show the following:

- Name of the provider as shown on the Certificate of Registration
- Name of the person receiving the qualification
- Name of the course/Training Package qualification as shown on the Scope of Registration
- Date issued
- Authorising signatory
- Nationally recognised training logo where courses are nationally recognised
- Units of competence achieved on any certification issued in relation to courses based on national competency standards.

## Partial Completion

Statements of Attainment will be issued to students who satisfactorily complete either units of competency from a Nationally Recognised Qualification, or a module from an accredited course that is within our Scope of Registration.

## National Recognition

We recognise and accept the credentials issued by another registered training organisation based in any state of Australia. This can include a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as a certificate or diploma.

## Grievance Procedures

We will ensure that students have access to a fair and equitable process for dealing with grievances and to appeal against decisions, which affect them. Grievances may be communicated directly to the trainer or to Student Support via email at [studentsupport@aali.com.au](mailto:studentsupport@aali.com.au), or by phone on 1300 735 381.

We advocate a harmonious environment where students are encouraged to participate in professional and social interaction. All grievances will be treated with seriousness and every effort will be made to resolve grievances.

Students may raise any concerns relating to, for example, training delivery or assessment, the quality of training, amenities, discrimination or sexual harassment. Students should not instigate grievances that are frivolous or malicious. All students are expected to participate in the grievance resolution process in good faith. All grievances are recorded in writing.

No person should be victimised because they raise a complaint or are associated with a grievance.

All details of grievances and actions will be documented from the initial stage of notification until resolution, and thereafter kept on file. All grievance discussions are confidential. Details of a grievance will not be shown to a third party without the student's permission.

We will attempt to resolve all grievances through discussion and conciliation.

If you believe that your grievance has not been addressed, you are able to raise your grievance further with Colin Bailey-Smith (National Operations Manager) by phone on 1300 735 381, or via email at [colin@aali.com.au](mailto:colin@aali.com.au).

Anyone lodging a complaint must follow the complaints procedures before making a complaint to ASQA.

## Record Keeping / Confidentiality

At all times, we comply with the Privacy Amendment (Private Sector) Act 2000. The Privacy Amendment (Private Sector) Act 2000 prevents us from providing any student details to any person other than the student. As such, all matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter of permission allowing access to the student's information is provided by the student for their file.

Requests to view student files need to be made in writing.

All personal and company details provided to us by students will remain confidential. Records containing personal and company details will be stored

securely with limited access to appropriate personnel. The student's records may be used by us and other relevant authorities, for statistical analysis purposes.

We will keep complete and accurate records of the admission, academic progress and graduation of its students, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to students on request.

## Privacy Act

Students should be familiar with the Privacy Act Legislation, which is relevant in all dealings with customers, students and internal suppliers and peers. This legislation is detailed on the website [www.oaic.gov.au](http://www.oaic.gov.au).

The requirements of the registering authority may require the release of your personal information for the purpose of audit.

Under the National Privacy Principles you can access personal information held on you and you may request corrections to information that is incorrect or out of date. Students also authorise the RTO to release information to government departments, apprenticeship authorities and sponsor if any.

## Evaluations

We are continuously improving our courses and so you will be asked to provide feedback periodically with regard to all aspects of your training experience, including feedback on your Trainer/Assessor, course content and assessment, facilities, our team and so on. Feedback received forms part of the continuous improvement process to ensure we provide quality training and assessment.

We must also provide a summary report of the feedback to the registering body to provide an indication of our performance. This is a condition of registration.

## Nominal Hours Recommended

All qualifications offered by the Australian Adult Learning Institute have an agreed duration to complete from the date of enrolment. For further information about the duration of your course, please refer to your welcome email and/or assessment plan.

We recommend completing 1 unit of competency per month.

Depending on the Nationally Recognised Qualification you are completing, the

nominal hours recommended will range from 30 hours for an individual unit of competency, to 600 - 1700 hours for an entire qualification. These hours are based on students who do not have prior skills, knowledge or experience in the industry in which the qualification is being completed. The hours mentioned cover all training/support, learning, reading required, completion of assessment activities, and project work required to demonstrate competence. The nominal hours recommended will depend upon the qualification you are completing and do not take into consideration any potential recognition of prior learning (RPL) that may be awarded based on your existing skills, knowledge and experience.

For further information regarding Nominal Hours, please feel free to contact us.

## Fee Schedule

Fee Type	Price
<p><b><u>Administration</u></b></p> <p>Course Administration fee <i>(Included within course price advertised)</i></p> <p>Replacement Certificate / Statement of Attainment</p>	<p>\$280.00</p> <p>\$60.00</p>
<p><b><u>Course Deferral</u></b></p> <p><i>(To recommence your course <u>after</u> a 12 month period)</i></p> <p>Deferral for 12 months</p>	<p>\$400.00</p>
<p><b><u>Professionally Printed Learning Materials</u></b></p> <p>Professional printing of your Online Course Materials.</p> <p><i>(A postage fee of \$20.00 per order applies regardless of the number of units you would like to be professionally printed.)</i></p>	<p>\$25.00 (Per Unit of Competency)</p>
<p><b><u>Course Extension (1 - 12 months)</u></b></p> <p>Extension of 1 month</p> <p>Extension of 3 months</p> <p>Extension of 6 months</p> <p>Extension of 12 months</p>	<p>\$150.00</p> <p>\$250.00</p> <p>\$350.00</p> <p>\$400.00</p>