



Student Handbook

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INTRODUCTION

Welcome to Australian Automotive Training (AAT).

This handbook provides information on AAT's policies and procedures and what is expected of you as the apprentice/trainee.

If you have any questions about your apprenticeship/traineeship, please contact your trainer or AAT on (07) 3380 5237.

CODE OF PRACTICE

As a Registered Training Organisation, Australian Automotive Training has agreed to operate within **Standards for RTOs 2015**. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Legislative Requirements

AAT will meet all legislative and regulatory requirements of State and Federal Government that are relevant to its operations and scope of registration. In particular, Work Health and Safety and Workplace Relations Standards will be met at all times.

Legislation and regulations which specifically impact on staff, contractors and visitors and the way work is carried out is addressed through induction training and on-going orientation programs and professional development. Legislation and regulations which specifically impact on the role of our learners is addressed during training. The rights and responsibilities of all parties are explained and adhered to by AAT.

Internal audits are conducted regularly to ensure any potential breaches of legislation are identified and dealt with in an appropriate and timely manner.

The relevant Acts include:

- Anti-Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992
- Privacy Amendment Act 2000
- Work Health and Safety Act, 2011 (QLD)
- The Transport Infrastructure Act 1994
- Personal Property Securities Act 2009
- Fair Trading Act 1989 (QLD)
- Financial Services Reform Act 2001 (Commonwealth)
- Motor Dealers and Chattel Auctioneers Act 2014 (QLD)
- Copyright Act 1968 (Commonwealth)
- National Vocational Education and Training Regulator Act 2011
- Standards for RTOs 2015

Access and Equity

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members

of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

Quality Improvement Focus

Australian Automotive Training has a commitment to providing a quality service and a focus on continuous improvement using the Standards for RTOs 2015. We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs. We employ the Learner Survey and Employer Survey system of seeking a consistent form of feedback.

Interaction and cooperation with the National VET Regulator, the Australian Skills and Quality Authority (ASQA)

AAT agrees to interact and cooperate with National VET Regulator (ASQA) by participating in monitoring and audit processes and actions.

This covers random compliance audits, audit following complaint and audit for the purposes of re-registration. AAT also agrees to supply the following:

- Accurate and timely data relevant to measures of RTO performance
- Information about significant changes to its operations
- Information about significant changes to its ownership.

AAT agrees to abide by the Queensland Training and Employment Recognition Council's (if accessing state government funding – user choice) requirements for the retention, archiving, retrieval and transfer of training and assessment records.

Return of Records to Registering Body if AAT should cease operations

Should AAT cease to operate as a RTO, all hard copy records will be returned; access to archived records will be provided; and VETTRAK access provided to the registering body within 30 days.

Client Service

We have sound management practices to ensure effective client service. In particular Australian Automotive Training has client service standards, in accordance with Standards for RTOs 2015, to ensure:

- The timely issue of trainee/student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy
- A fair and equitable Refund Policy
- A Complaint Policy
- An Appeal Policy
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

Management and Administration

Australian Automotive Training abides by Standards for RTOs 2015. We have a Refund Policy, which is fair and equitable and communicated to all students prior to the commencement of any training and/or assessment. Trainee/student

records are managed securely and confidentially and are available for trainee/student perusal on request. Australian Automotive Training has adequate insurance policies.

Marketing and Advertising

Australian Automotive Training markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of Standards for RTOs 2015.

Training and Assessment Standards

Australian Automotive Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

The following information can be here, in the Code of Practice or as a separate marketing policy statement.

Marketing and advertising

Advertisements and promotional information in any medium (print, television, radio, banners, internet, etc.)

1. AAT uses the NRT Logo to promote nationally recognised training within our scope of registration.
2. AAT ensures that it does not create an impression that may lead an observer to conclude the NRT Logo applies to any non-accredited training it may deliver, or to training that is outside of our scope of registration. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework, or is outside of our scope of registration, AAT will make it clear the NRT Logo is not associated with that training.
3. AAT use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

Student information (brochures, course handbooks, prospectuses, etc.)

4. When AAT is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses will clearly distinguish between nationally recognised training within the scope of our registration and that which is not nationally recognised.

Corporate stationery, business cards, buildings, training resources and marketing products

5. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, and packaging around products nor learning resources supporting training.

Certificates, Statements of Attainment and other testamurs

6. The NRT Logo will be depicted on all AQF certification documentation issued by AAT. These will only be issued by AAT when the qualification and/or unit of competency are within our scope of registration. The NRT Logo will not be depicted on other testamurs or transcripts of results.

AAT will provide clients and trainees/students with the following fee information relating to courses and training so as to ensure clients and trainees/students are supplied sufficient and clear information to make valid decisions. The fee information will explain:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by AAT to complete the training and/or assessment once the student has commenced study in their chosen qualification or course

- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
- AAT refund policy.
- Where applicable any information about VET Fee Help and the resulting debt incurred from using this method of fee support.

International Students

Australian Automotive Training will be bound to the Commonwealth Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991. AAT does not have overseas students at this stage.

Sanctions

Australian Automotive Training will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

QUALITY POLICY

The purpose of this policy is to confirm Australian Automotive Training's commitment to meeting the quality standards expected by our customers in the delivery of the services that we supply to them.

On 1 July 2012, all QLD RTOs, including AAT came under the jurisdiction of ASQA - The Australian Skills Quality Authority (ASQA). 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.

Our quality system is based on the requirements of the VET Quality Framework - The National Vocational Education and Training Regulator Act 2011, Standards for RTOs 2015 and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation

Other Acts that may impact on Australian Automotive Training's delivery of training and assessment are listed on Appendix A at the end of this manual.

Our quality objectives are to:

- Provide quality training and assessment services
- Ensure continuous improvement
- Recognise Prior Learning (RPL)
- To comply with the relevant Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation
- Listen to our learners and employer partners to continuously improve our services
- Engage and consult with our industry partners to reflect current practice in our training, assessment and RPL processes

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality management system will provide mechanisms for detecting system shortfalls and for stimulating continuous improvements.

The Quality Manual describes the mechanisms by which these improvements are achieved and how compliance to requirements is achieved.

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Australian Automotive Training has designated the Principal, with direct access to the RTO's Chief Executives, who has defined responsibility and authority to:

1. Ensure that AAT complies with the VET Quality Framework - The National Vocational Education and Training Regulator Act 2011, Standards for RTOs 2015 and all legislation or regulatory requirements under which it is registered, across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
2. Ensure that AAT provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of audit;
3. Report on compliance with the VET Quality Framework - Standards for RTOs 2015, for review and as a basis for improvement;
4. Ensure all training and assessment strategies and tools meet the requirements of the Training Package or accredited course and that the strategies are clearly informed by industry consultation.
5. Monitor AAT's plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on our scope of registration:
 - a) when assessment validation will occur;
 - b) which training products will be the focus of the validation;
 - c) who will lead and participate in validation activities; and
 - d) how the outcomes of these activities will be documented and acted upon.
6. Ensures each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on our scope of registration, including those risks identified by the VET Regulator.
7. Systematically conduct validation activities to confirm assessment judgements are being made correctly. Validation will be undertaken via a valid sampling approach to allow a reasonable inference to be made that assessment judgements have been valid overall.

Validators will be independent of delivery and assessment of the training product being validated and the assessment judgements being considered to maintain professional distance and integrity.

People involved in validation must have:

- appropriate vocational competencies
 - current industry skills and knowledge
 - an appropriate training and assessment qualification or assessor skill set, and
 - current knowledge and skills in vocational teaching and learning.
8. Apply to the State or Territory registering body that has registered it for any extension to scope of registration;
 9. Provide details, upon the request of the registering body of all operations within its scope of registration including operations in other States or Territories and outside Australia;
 10. Advise the registering body that AAT has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and
 11. Provide the National VET Regulator (ASQA) with accurate and timely information regarding registration and compliance (including major changes to AAT system or staffing profile, relocation of AAT, financial difficulties and transfer of client records).

12. Maintain a current scope of registration and ensure that AAT delivers the most current and up to date training products.
13. Ensure that AAT has current endorsed or accredited training products on their scope of registration at all times.
14. Ensure that the scope of registration remains up to date at all times by applying for registration for another accredited course or training package which has current accreditation or endorsement if the accreditation of a course delivered by AAT expires or a training package delivered by AAT becomes superseded.
15. Ensure that where AAT delivers an accredited course or qualification, that AAT upgrade to qualifications and competencies within a corresponding national training package within six months and no later than twelve months of one being endorsed and available.
16. Ensure that AAT upgrades to any revised edition of a training package in line with the training package requirements and transitional arrangements or an accredited course as directed the National VET Regulator (ASQA).
17. Ensure that the AAT transition to training package qualifications occurs within six months and no later than twelve months of the publication of any relevant new training package in accordance national vocational education and training policy.
18. Ensure that AAT maintains current training package qualifications by monitoring the review of any relevant Training Packages and when a package is reviewed, endorsed and released, and the original package becomes superseded, implement the reviewed training package within six months and no later than twelve months of the date of its release and publication by the Industry Skills Council or other representative industry training body.
19. Ensure that when AAT applies for registration for any course or qualification, that the application is for the most up to date and current qualification or course.
20. Ensure that AAT continues to cooperate with the registering body in all aspects of its operations.
21. Ensure that all RTO records are maintained according to prescribed procedures and that reporting to the registering authority occurs at prescribed times
22. Ensuring all eligible students have a Student Identifier and verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose.

AAT has designated the Director (or their authorised representative) with defined responsibility and authority to:

- i) Ensure financial viability is maintained through sound business planning processes and continuing to have AAT accounts certified by a qualified accountant to Australian Accounting Standards annually.
- ii) Ensure that the RTO complies with its financial management policies;
- iii) Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and
- iv) When requested by the National VET Regulator (ASQA) AAT will participate in Financial Viability Risk Assessments to prove that AAT is in a sound financial position to meet its scope of registration and scale of operations.

COURSE ADMISSION POLICY

All potential course participants are encouraged to check the units of competency in the course/ qualification to ensure they understand the performance requirements prior to enrolment. If there is some doubt as to the requirements or outcomes of a course, please ask Australian Automotive Training for assistance in clarifying the suitability of the course to your skill development requirements.

The training costs and fees associated with the courses offered by Australian Automotive Training are outlined in this Handbook and are provided to the applicant at the time an initial inquiry is made. This cost is also declared on the enrolment form.

ISSUING QUALIFICATIONS POLICY

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. A Statement of Attainment can be used to gain a credit for the competency(s) with Australian Automotive Training, or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course at a later time.

Issuing of qualifications on completion of course

The purpose of this policy is to confirm that on successful completion of a course or nationally recognised training package qualification, within 30 days of completion participants will be awarded with the approved qualification (Certificate or Statement of Attainment) outlined on the relevant course information. A list of all units of competency completed will be included on, or attached to the qualification.

A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. The statement will be awarded within 30 days of completion.

Australian Automotive Training will only issue a Statement of Attainment or qualification for a course that it is registered to deliver.

Australian Automotive Training will issue AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

All AQF certification documentation issued by Australian Automotive Training will meet the requirements of quality *Procedure 20 'issuing AQF qualifications'*.

Australian Automotive Training will issue AQF certification documentation to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

Australian Automotive Training accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar.

The required reports to National VET Regulator (ASQA) on the attainment of units of competency and qualifications will be forwarded on or before the due reporting date of each year.

National Recognition Policy

To maintain the integrity and national recognition of training products, AQF certification must be consistent in presentation and RTOs must accept the certification issued by other RTOs.

This is the purpose of nationally agreed requirements about the nature of certification content and presentation and maintenance. Learner needs should be met through timely issuance of AQF certification documentation and access to their records.

RTOs are not obliged to issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.

This policy is to confirm that National Recognition is available to any student enrolling with AAT.

National recognition applies nationally and means the recognition and acceptance by a Registered Training Organisation (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTO's. This procedure enables individuals to receive credit for their achievements.

This means credit towards a qualification is granted to students on the basis of outcomes gained by the student through participation in courses or training packages with another Registered Training Provider.

All applications for National Recognition (Credit) will be processed within 21 days of receipt of a completed National Recognition application form.

All qualifications, not issued by AAT, will be verified and decisions will be supplied in writing to the student.

CREDIT POLICY

For fee for service students, Australian Automotive Training is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Australian Automotive Training.

FEES

Financial Management, the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500.

AAT offers flexible delivery tailored to individual learner needs. Factors such as RPL and previous experience may affect individual learner's tuition fees. Prior to enrolment, each individual learner will be given the exact fee amount tailored to their needs. This will be written on the trainee induction sheet that you will be asked to sign prior to your commencement. AAT has the unique selling point that we offer you, the learner, face to face training and assessment which means you receive the support and guidance you need to succeed and achieve your desired outcome.

Exemptions

Usually students are required to pay a co-contribution fee. AAT may provide either a partial or full exemption for a student in respect to the co-contribution fee. Please see the [User Choice Policy](#) for further information on fee exemptions.

REFUND POLICY

A full refund of enrolment fees will be made if a fee for service course is cancelled by Australian Automotive Training for any reason.

An application for refund of fee for service course fees under any other circumstance must be made in writing to Australian Automotive Training. An eighty five percent (85%) refund is available up to ten working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a fifteen percent (15%) administration fee.

No refund is available where cancellation is made less than ten (10) working days prior to the commencement of a course. However participants will be provided with an option to transfer to a course being offered at an alternate time.

No refund is available where participants leave prior to completing the course. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time initial payment is made.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Australian Automotive Training.

In all other cases, refunds are at the discretion of the Manager, Australian Automotive Training and may be negotiated on an individual case-by-case basis.

RECOGNITION OF PRIOR LEARNING POLICY

Recognition of Prior Learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Australian Automotive Training has a Recognition of Prior Learning (RPL) ENROLMENT form for you to read, which will explain in more detail the brief points below. Please request this at anytime from your trainer/assessor or AAT Management.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through our appeals process.

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning is a means of measuring skills acquired through work or life experiences or through qualifications obtained from formal studies or training.

Benefits

If your RPL application is successful you may:

- Finish your course earlier
- Reduce your study load

How to apply

Step 1

- Provide information on your skills and experience, using RPL application form.

Step 2

- Obtain evidence to support your application e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be discussed with you by your Course Co-ordinator.

If submitting qualifications or similar, the original document(s) must be sighted by the Australian Automotive Training Administration Manager or certified copies attached.

Step 3

- Practical demonstration of your skills.

Some hints and tips for you

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any business offices or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level.
5. Collect any certificates from in-house training or formal training you have done in the past.

RPL decisions

1. Request granted
 - Application accepted and prior learning recognised.
 - Study requirements may be reduced if this decision is made.
2. Request for partial exemption granted
 - Your prior learning does not totally match the competency content in the course.
 - You may be required to complete an assignment, or undertake alternative study to gain recognition for the complete unit of competency.
3. Request denied
 - Your prior learning has not been recognised as relevant to the course.
 - The usual study requirements of the course must be completed.

RPL notification

You will be formally notified of the outcome of your RPL application your trainer/assessor or by the Australian Automotive Training Manager.

RPL appeal process

If you are dissatisfied with the level of credit obtained, discuss the assessment with your trainer/assessor. If you are still dissatisfied, please contact the General Manager Australian Automotive Training within seven days of receipt of the RPL notification and request a review of the decision. The General Manager's decision will be final. No further appeals are possible.

RPL fee

RPL fees are negotiated on an individual basis depending on your level of RPL. Please speak directly to your trainer/assessor for exact fees.

COMPLAINTS AND APPEALS PROCEDURES

The following procedure explains how we ensure any complaint or appeal is dealt with in a fair and timely manner.

Appeal process

A participant enrolled in a course, who is seeking to appeal against an **academic decision** or other procedural matter, will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a request is to be made to Australian Automotive Training, in writing, for a facilitator who has not been involved in the original decision, to review the decision.
4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal may be lodged with Australian Automotive Training, requesting an independent review by an external appeal consultant.

Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. Participants will be notified of the outcome of their appeal in writing within 21 days of a decision being reached.

All appeals received will be recorded for Management Review follow up at the next meeting.

Complaint procedure

A participant enrolled in a course who has a complaint, on any matter, **other than academic decisions**, will be given the opportunity to present their case. The participant should undertake the following steps:

1. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to Australian Automotive Training, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with Australian Automotive Training requesting an independent review by an external consultant, or appropriate body.
 - A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
 - A complaint can be forwarded directly to Australian Automotive Training's Manager by telephone on 07 3380 5226.
 - Any complaint received by the Administration Manager or made directly to Australian Automotive Training office, will be written into the Improvement Log by the Administration Manager.

- Where possible the complaint will be dealt with immediately by the Administration Manager. In all other cases the complaint will be referred to the RTO General Manager.
- All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
- All complaints will be recorded on an Improvement Log for Management Review follow up at the next meeting. Improvement Logs will be dealt with as detailed in the improvement procedure.

4. External consultant appeals

- Mutual agreement is to be reached between Australian Automotive Training and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.
- Where participants wish to use an external consultant who is not approved by Australian Automotive Training they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

5. Appeal decisions

- All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

RECORDS MANAGEMENT

Privacy and personal information protection in Australian Automotive Training

When you enrol with Australian Automotive Training you may be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations on Australian Automotive Training in its collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections.

We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment, and study records.

Access to Records

Students may access their own personal records by submitting a written request to Australian Automotive Training. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within Australian Automotive Training may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Manager, and DET auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required Australian Automotive Training policies and procedures. All authorised personnel are required to ensure

information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

Should you wish to access your own records, an application should be made in writing to the General Manager Australian Automotive Training.

ACCESS, EQUITY AND DIVERSITY POLICY

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

To achieve these aims Australian Automotive Training will:

- Ensure access and equity issues are considered during curriculum development;
- Ensure the requirements of individual learners are accounted for in the strategic and operational planning processes;
- Provide learners with the opportunity to be involved in the planning and decision making processes on matters that affect them;
- Provide flexible training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high quality support services that account for the diversity of clients and the needs of people;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;
- Provide access to staff development to assist facilitators.

Australian Automotive Training recognises that fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate Australian Automotive Training's commitment to State and National equity legislation and policy requirements including:

- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

Equity

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. AAT will ensure equity across all of its operations by offering equal opportunity, clearly written and explained policies and procedures and listening to learners and key stakeholders for changes required.

Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- prior educational experience
- cultural diversity
- language and / or learning styles
- goals and expectations
- motivation
- work and social experiences
- gender
- values and beliefs
- religion
- income
- age
- geographic location

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with Australian Automotive Training including specific equity groups such as:

- women
- Indigenous Australian peoples
- people with a disability
- people from non-English speaking backgrounds
- people with English literacy and numeracy needs
- residents of rural and remote communities

Beyond these groups, and in recognition of diversity, Australian Automotive Training aims to respond to the needs of the local community for example:

- young and mature age people;
- people in transition from institutions;
- people who are socioeconomically disadvantaged; and
- people with family responsibilities

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of Australian Automotive Training's planning and operations, evidenced by our extreme flexibility in delivery of training/assessment and RPL.

The diversity of client/learner needs may be addressed through planning areas such as:

- resource allocation;
- support personnel;
- staff training;
- curriculum product development and delivery;
- marketing and promotion; and
- research

Australian Automotive Training will monitor and review its equity performance in order to:

- comply with national and state legislation and policies;
- meet national and state reporting requirements; and
- modify and improve performance to better achieve access, equity and diversity objectives

Reasonable adjustment

Social justice embodies the concept of equality of access as people take advantage of the opportunity to enter the education system to gain the skills, knowledge and attitudes they require to function effectively in life and work. Learners in the groups listed below have been shown to experience significant disadvantage in higher education, including vocational education.

- Learners from socio-economically disadvantaged backgrounds
- Learners from a non-English speaking background
- Learners with disabilities
- Learners from rural and/or isolated areas
- Aboriginal and Torres Strait Islander learners
- Women in non-traditional fields of study

The intention is to improve the access, participation, success and retention rates of learners in these six equity groups.

The specific needs of the above groups must be considered during course development. Trainer/assessors must be as inclusive as possible in the design and delivery of training and assessment, drawing on a wide range of strategies.

Any opportunity to improve the delivery of training and assessment services to any of the groups listed above is to be brought to the attention of management.

Reasonable adjustment refers to measures or actions taken in order to provide a learner the same education and training opportunity as anyone else. For adjustments to be reasonable they need to be appropriate for the particular learner in a particular situation. Reasonable adjustment activities could include:

- Modifying or providing equipment
- Changing assessment procedures
- Including other training delivery modes
- Modifying premises

Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with special needs, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

Anti-Discrimination

It is the policy of Australian Automotive Training to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

Australian Automotive Training is an equal opportunity employer. All appointments are made on their merits, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain Organisational standards or service.

The Organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

Sexual Harassment

The policy of Australian Automotive Training is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

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Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

All Australian Automotive Training employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

What is Discrimination?

Discrimination occurs when someone is treated unfavourably because of one of their personal characteristics. Discrimination may involve:

- Offensive “jokes” or comments about another worker’s racial or ethnic background, sex, sexual preference, age, disability or physical appearance;
- Display of pictures or posters which are offensive or derogatory;
- Expressive negative stereotypes of particular groups, e.g. “married women shouldn’t be working”.
- Judging someone on their political or religious beliefs rather than their work performance.
- Using stereotypes or assumptions to guide decision – making about a person’s career;
- Undermining a person’s authority or work performance due to dislikes of one or more of their personal characteristics.

What is Sexual Harassment?

Sexual harassment is any form of sexual attention that is unwelcome. It may be unwelcome touching or other physical contact, remarks with sexual connotations, smutty jokes, requests for sexual favours, leering or the display of offensive material.

Sexual harassment can be a single incident, it depends on the circumstances. Obviously some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated.

Other single incidents, such as an unwanted invitation out or compliment, may not constitute harassment if they are not repeated.

There is not onus on the person being harassed to say he/she finds the conduct objectionable. Many people find it difficult to speak up. All students are responsible for their own behaviour. If you think the behaviour may offend, then don’t do it.

If another person’s behaviour towards you is sexual in nature and makes you feel frightened, offended, angry or humiliated, then you are being harassed. Sexual harassment can happen to anyone, regardless of his or her sex or age.

Sexual harassment does not apply to normal friendships or relationships based on mutual attraction. The attention must be unwarranted for it to be harassment.

Australian Automotive Training will not tolerate discrimination or harassment. Australian Automotive Training will seriously and confidentially investigate each complaint of discrimination or harassment received. Any person who is proven to have discriminated or harassed another student of Australian Automotive Training may face disciplinary measures. Likewise, disciplinary action may be taken against any person who victimizes a person involved in making a complaint.

What to do if you are Discriminated Against or Sexually Harassed

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from Australian Automotive Training.

Or

- Make a complaint under Anti-Discrimination Legislation to the

Anti-Discrimination Commission Queensland:

Street address

Level 17
53 Albert Street,
Brisbane
(cnr Albert and Margaret Streets
near the City Botanic Gardens)

Postal address

City East Post Shop
PO Box 15565
City East QLD 4002.

Office hours: 9am to 5pm Monday to Friday

Contact details

Telephone: 1300 130 670 (Toll Free)
TTY: 1300 130 680
Fax (07)3247 0960

HEALTH & SAFETY POLICY

Workplace Health & Safety Responsibilities:

Students have an obligation under the Workplace Health and Safety (WH&S) Act 2011.

- Students MUST NOT act in a manner which endangers the health and safety of themselves or any other person while at a course being run by Australian Automotive Training.
- Students MUST carry out safety directions given by members of Australian Automotive Training;
- Students MUST NOT wilfully or recklessly interfere with anything provided in the interests of health and safety at Australian Automotive Training.

NOTE: *Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.*

STUDENT SUPPORT SERVICES POLICY

AAT will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

AAT will systematically assess training and learning support needs to identify and provide access to appropriate support services, ensuring the necessary services are provided for participants, so learners will have every reasonable opportunity to complete their training program. Training, assessment and learning support services provided to each client will be

relevant to and reflective of the training and assessment strategy/s which relate to the individual learner's learning program pathway.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the programs offered by AAT.

AAT has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

In addition to client support AAT provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate, AAT will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Adult English Language, Literacy and Numeracy:

TAFE Queensland Language & Literacy Services

Phone: 3234 1666

Or contact your nearest TAFE Institute.

STUDENT RULES

Australian Automotive Training aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities.

When you sign your enrolment form, you agree to follow Australian Automotive Training Student Rules.

STUDENT RIGHTS AND RESPONSIBILITIES

Change of Personal Details

It is your responsibility to notify Australian Automotive Training if you change your name or address after enrolment. This is critical to receive important information from Australian Automotive Training (e.g. Results of Assessments). Please contact AAT by phone, email or mail with any change in your contact details – see page 2 for AAT contact details.

Mobile Phones and Pagers

The staff at Australian Automotive Training make provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/trainees must leave the room to answer calls.

Drugs, Alcohol and Articles Considered Dangerous

Australian Automotive Training prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by Australian Automotive Training. The penalties for serious misconduct range from exclusion from Australian Automotive Training courses for a period of time to 'Removal of Academic Privilege'.

Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by Australian Automotive Training.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Australian Automotive Training courses for a specific period of time.

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the General Manager for appropriate action as outlined in disciplinary action.

Misconduct

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Australian Automotive Training operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

Vandalism / Theft

- Defaced equipment, furniture or fixtures on premises under the control of Australian Automotive Training
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply With Directions:

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- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of Australian Automotive Training
- Intoxicated and disorderly on premises under the control of Australian Automotive Training Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of Australian Automotive Training
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Australian Automotive Training

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any Australian Automotive Training meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any Australian Automotive Training property or the property within premises under the control of Australian Automotive Training personnel
5. Assaulting or attempting to assault any person within Australian Automotive Training
6. Drunken and disorderly behaviour on premises under the control of Australian Automotive Training
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on Australian Automotive Training operations
11. Possession of prohibited or dangerous articles

12. Breaching Workplace Health & Safety responsibilities

Disciplinary action

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties.

(Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Manager, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Australian Automotive Training.

The student/trainee will be advised of the time to attend a meeting with the Manager and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Manager, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Manager immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Manager.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Manager, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.
6. The Manager shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge

- Reprimand and warn the student/trainee against repetition of the breach of discipline
- Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
- Remove Academic Privilege