



**Aurora**  
TRAINING INSTITUTE

# STUDENT HANDBOOK

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# 1. WELCOME TO AURORA TRAINING INSTITUTE

**Aurora Training Institute** provides you with exceptional education and training choices, whether you are looking for your first job, returning to the workforce, seeking a career change or even a promotion with your current employer.

We are serious about providing you with world-class education and training at every stage of your personal and professional development. Aurora Training Institute is excited to offer you innovative, flexible and supportive education and training.

## **Quality Assurance**

Aurora Training Institute is a leading Australian nationally recognised Registered Training Organisation (RTO) of vocational education and training. We offer an extensive range of courses that are accredited under the Australian Qualifications Framework (AQF), from Certificate through to Diploma level courses.

## **Innovative Choice**

Aurora Training Institute delivers a range of short courses for industry entry and professional development. We also offer higher education qualifications at Certificate and Diploma level for personal development and career advancement.

## **Flexible Learning**

Aurora Training Institute believes in giving you flexible learning options to suit your busy schedule and lifestyle. We offer classroom, workplace and even online learning platforms.

If there's a life you want, we can help you make it happen. No more excuses.

## 2. CONTACT INFORMATION

### Locations

#### Gold Coast Campus

Suite 25 “Acacia Centre Commercial”  
340 Scottsdale Drive  
Robina QLD 4226

#### Brisbane Campus

45 Sanders Street  
Upper Mt Gravatt QLD 4122

#### Toowoomba Campus

566 Ruthven Street  
Toowoomba QLD 4350

**Web:** [www.aurora.edu.au](http://www.aurora.edu.au)

**Email:** [admin@aurora.edu.au](mailto:admin@aurora.edu.au)

**Phone:** 07 55220433

**Mail:** Aurora Training Institute PO Box 2849 Burleigh BC QLD 4220

## 3. CODE OF PRACTICE

### Educational Standards

Aurora Training Institute maintains high standards in the provision of vocational education and training and other client services. We have policies and management practices in place to uphold high professional standards in the marketing and delivery of our services, and which safeguard the interests and welfare of our clients.

At Aurora Training Institute we maintain a learning environment that supports the success of our clients and have the capacity to deliver the nominated course(s), provide adequate facilities, and use methods and materials appropriate to the training being delivered. Aurora Training Institute ensures that the following are the minimum elements of our Code of Practice:

Guarantee	Complaints and Appeals Policy
Legislative Requirements	External Complaint Procedures
Quality Management Focus	Discipline Policy
Language, Literacy and Numeracy Support	Recognised Prior Learning (RPL)/Credit Transfer
Marketing and Advertising	Training and Assessment Standards
Access and Equity	Enrolments
Assessment Criteria	Fees and Charges
Issue of Certificates	Privacy Policy
Client Services, Welfare and Guidance	Refund Policy

## **Quality Management Focus**

Aurora Training Institute is committed to providing a quality service with a focus on continuous improvement. We value feedback from clients, trainers and industry representatives. Wherever possible, we design diagnostic assessment instruments specific to client needs.

## **Marketing and Advertising**

At Aurora Training Institute we market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients has no false or misleading comparisons with other providers or courses and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

## **Guarantee**

Aurora Training Institute will honour all guarantees outlined in our Code of Practice.

## **4. ENROLMENT**

### **Client Selection and Recruitment**

Recruitment of clients will be responsible, ethical and consistent with training package requirements at all times. Aurora Training Institute is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program. Appropriately, qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

### **Entry Requirements**

Please contact Aurora Training Institute to check for any pre-requisites that are required for entry.

### **Enrolment Procedure**

A completed enrolment form is required to advise all details necessary to register a client. All questions should be answered and the client's signature should appear under the certification section or electronic acceptance acknowledged.

The enrolment form may be posted, completed on premises, or submitted online. If a client is completing an apprenticeship or traineeship then additional enrolment forms must be completed. Please speak to a member of our team for further information.

Arrangements are then made for the payment of course fees.

When the completed enrolment information is received, the client is allocated a permanent identification number and enrolled into their allocated course.

A copy of the Student Handbook is available to all clients prior to commencement of study. The Student Handbook also advises about graduate certification procedures, assessment procedures, complaints and appeals procedures, facilities and equipment and student support services.

## **Induction/Orientation**

By the first day of the course (at the latest), clients are to receive induction and/or orientation appropriate to their course, and which ensures they:

- Understand the information contained in the student handbook and course information
- Understand the rules and regulations as set out in this handbook
- Are familiar with facilities and resources
- Have identified the key training, administration and support people
- Have necessary course materials
- Know where to access more information

## **5. APPRENTICESHIPS AND TRAINEESHIPS**

An apprentice or trainee is a person employed under a training contract; apprenticeships and traineeships provide a combination of employment and structured training.

Each party involved in an apprenticeship or traineeship has responsibilities which they must fulfil. For full details of the responsibilities of an apprentice or trainee, the employer or the SRTO please refer to the Apprenticeships Info website at <http://www.apprenticeshipsinfo.qld.gov.au/>

## **6. COURSE INFORMATION, CONTENT, AND VOCATIONAL OUTCOMES**

### **Course/Program Information**

Clients will receive the following information prior to enrolment:

- Client selection, enrolment, and induction/orientation procedures
- Course information, including content and vocational outcomes
- Competencies to be achieved through training and the certification to be issued to the trainee on completion or partial completion of the course
- Assessment procedures
- Arrangements for Recognition of Prior Learning (RPL)
- Facilities and equipment
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy, and numeracy assessment
- Client support, including any external support for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and appeals procedures
- Disciplinary procedures
- Any other information specific to their course

### **Certificate 3 Guarantee Program**

The Queensland Government has introduced a “Certificate 3 Guarantee Program” which gives eligible Queenslanders access to a government subsidised training place, up to and including their first post-school certificate level III qualification in priority training areas

Eligibility for Certificate 3 Training Guarantee program:

To be eligible to receive a Government contribution under this program prospective candidates must meet the following criteria:

- The program is for any Queensland resident who does not already hold, or is not already enrolled in, a post-school certificate III or higher level qualification from 01 July 2013 (this includes any equivalent certificate III or higher irrespective of whether this qualification is through a university degree, apprenticeship or traineeship pathway).

Note:

- Certificate III qualifications completed at secondary school are not counted
- Candidates under the Single and Teenage Parent Program may be exempt from criteria relating to previous qualifications attained. Call Aurora Training Institute for further details on this.

Prospective candidates must also:

- Be aged 15 years of age or above
- No longer be at school
- Be a Queensland resident (i.e. Australian citizen or Australian permanent resident residing in Queensland, or New Zealand citizen permanently residing in Queensland)
- Must not already hold a certificate iii qualification, or be enrolled in a post school certificate iii or higher qualification course.

For any fees and charges associated with this program contact Aurora Training Institute

### **Vocational Outcomes**

When graduates have completed their studies with Aurora Training Institute, a register of the competencies achieved by the graduate will be maintained for future reference and evidence archived.

### **Client Resources**

All clients are provided with various resources throughout the duration of their course. It is the client's full responsibility to maintain the resources provided to them by Aurora Training Institute.

Please note that charges will be incurred for replacement of any client resources. Please contact Aurora Training Institute for further information.

## **7. FEES AND CHARGES**

### **Fees and Charges**

A copy of our fees and charges can be obtained by contacting Aurora Training Institute.

### **User Choice**

Co-contribution fees are an apprentices/trainees contribution to the cost of tuition and must be paid in line with Commonwealth Government funding:

- The current fee is \$1.60 per nominal unit hour (each unit you undertake as part of your traineeship or apprenticeship will have a number of nominal hours in which the unit should be completed)
- The contribution fees are payable in instalments for the duration of your training. For example a full time apprenticeship in Certificate III in Hospitality (Commercial Cookery) the 1<sup>st</sup> payment would be due at 3 months after training commencement, 2<sup>nd</sup> payment at 12 months after commencement with a final payment at 24 months after commencement.

The Co-contribution fee can be paid by the Employer on behalf of the client.

Any changes to units of competency in a training plan will cause the Co-contribution fee to be recalculated and any adjustments required must be made to either party.



School-based apprentices or trainees are exempt from the Co-contribution fee.

Where payment of the Co-contribution fee will cause extreme financial hardship the apprentice or trainee may be exempt from paying this fee. Extreme financial hardship is categorised as a situation where the apprentice or trainee would have to forego food, shelter or a basic necessity of living in order to pay the fee. If extreme financial hardship is a consideration, apprentices or trainees are required to communicate this to Aurora Training Institute at time of enrolment for assessment.

- A partial exemption may also apply if the apprentice or trainee meets one of the following exemptions:
- Holds a current health care or pensioner card or (Copy of Health Care or Pensioner Card required and exemption of fees form) – or - is a partner or a dependant of a person who holds a health care or pensioner concession card and is named on the card (Evidence required as per above) or:
- Is under 17 years of age at the end of February in the year Aurora Training provides training and has not completed year 12 (Proof of age is required)
- Can provide Aurora Training Institute with an official form under Commonwealth law confirming that they, or their partner, are entitled to concessions under health care card or concession card.
- Is Aboriginal or Torres Strait Islander person

Please refer to the Apprenticeship Info website for the most up-to-date User Choice Policy <http://training.qld.gov.au/resources/training-organisations/pdf/uc-2010-2015-policy2012.pdf> or click [here](#).

### **Certificate 3 Guarantee Program**

For any fees and charges associated with the Certificate 3 Guarantee Program please contact Aurora Training Institute.

## **8. WITHDRAWAL PROCEDURE for VET FEE HELP STUDENTS**

### **What happens if I withdraw from a unit?**

#### **a. Before the census date**

If you withdraw from a VET unit of study on or before the census date for that unit of study, 100% tuition fees paid for that unit will be refunded and no VET FEE HELP debt is incurred.

#### **b. After the census date**

If you withdraw from the unit after the published census date, you are still liable to pay the tuition fees of that unit of study and will incur a VET FEE-HELP debt, regardless of whether you attended any classes or handed in any assessment items.

If you withdrew from the unit of study after the census date because you became seriously ill or because of other special circumstances, you can apply to have your VET FEE HELP balance re-credited and your VET FEE HELP debt removed. Contact Aurora Training Institute directly for information on the application process. (See Special Circumstances below).

For more information, refer to the Refund Policy in Section 9: 4.1 – 4.2.13 of the Student Handbook.

### **How do I withdraw?**

To withdraw from a VET-FEE HELP eligible course or unit of study without incurring a VET FEE HELP debt, you need to complete the formal withdrawal application form for every unit of study that you want to withdraw from by the census date, including any units for future study periods.

NOTE: Withdrawal must be made in writing and submitted to Student Services in time for it to be delivered and processed by the census date.

You should keep a copy of your withdrawal documentation as confirmation that you completed the correct procedure.

Contact Aurora Training Institute to ensure you withdraw your enrolment by the census date and in accordance with the required procedures to avoid incurring the cost or debt of the unit.

### **When a student fails a unit of study**

A student still has to pay the debt if they fail a unit of study, regardless of whether they attended any classes. They are also required to pay for that unit a second time if they choose to enrol in it again. If special circumstances apply (see below), the student may apply to Aurora Training Institute for their VET FEE HELP balance to be re-credited, or their VET FEE HELP to be debt removed.

### **Special circumstances**

If you withdraw from a unit after the census date due to serious illness, or for other special circumstances, you can apply to Aurora Training Institute to have your VET FEE HELP balance re-credited and your VET FEE HELP debt removed.

If you withdraw from a unit after the census date because you changed your mind about studying, you will still be required to repay your VET FEE HELP debt.

For Aurora Training Institute to be satisfied that special circumstances apply to you, you must be able to prove that the circumstances:

- Were beyond your control
- Did not make their full impact on you until on or after the census date, and
- Made it impracticable for you to complete your unit(s) of study.

Documentary evidence will be required to support your claim for Special Circumstances, and decisions will be made on an individual basis.

If Aurora Training Institute makes the decision not to re-credit a student's VET FEE HELP balance, the student then has the right to apply for a review of the decision.

NOTE: You need to submit your application for special circumstances to Aurora Training Institute within 12 months of your withdrawal day.

## **9. REFUND POLICY**

All enrolment fees are non-refundable. This excludes enrolments under VET FEE-HELP arrangements where enrolment fees are not applicable.

### **1. Fee for Service Enrolments**

1.1 For enrolments cancelled more than 21 days before program or course commencement:

- 1.1.1 If a client cancels enrolment in a program or course 21 days or more before commencement, Aurora Training Institute will refund the course fees and charges paid by/for the client for a program or course. Aurora Training Institute will also cancel any remaining payments that have been scheduled in respect of the enrolment.

1.2 For enrolments cancelled 21 days or less prior to or after course commencement:

1.2.1 If a client cancels enrolment in a program or course 21 days or less, prior to, or after course commencement, Aurora Training Institute will not refund any fees and charges paid by or for the client.

1.2.2 Fees and charges paid by employers on behalf of clients are non-refundable.

## 2. User Choice Refund Policy

2.1 Provision, under User Choice, is made for refunds as follows:

1.1.1 The provision is for full refunds to participants for student contribution fees charged for training delivery that has not commenced at the time of cancellation of enrolment, or:

1.1.2 The provision of proportionate refunds where the participant has withdrawn from a unit of competency

2.2 Any changes to the units of competency in a training plan will cause the student contribution fee to be recalculated and any adjustments required must be made to either party.

## 3 Certificate III Guarantee Program

3.2 Provision under the Certificate III Guarantee Program, is made for refunds as follows:

3.1.1 Where training has not yet commenced - a full refund, of any monies paid, will be provided to students who have enrolled in a course but subsequently cancelled before training delivery has started.

3.1.2 After course commencement - refunds will be made, proportionately, for any units of competency within a qualification not yet commenced or completed. The full course contribution fee will be divided by the number of units in the full qualification to establish a unit fee. The refund shall be equal to the fee for the number of units not yet commenced or completed.

## 4 VET FEE HELP Policy

4.1 Students, who are eligible for VET FEE-HELP, do not incur a financial liability for a unit until *after the Census Date*. Refunds for withdrawal from a specified unit of study will be determined as follows:

4.1.1 Prior to Census Date:

- a) full repayment of any up front tuition fees paid for a unit of study that the student is no longer enrolled in at the end of the Census Date
- b) the student will not incur a VET FEE-HELP debt

4.2.1 After the Census Date:

- a) no refund is applicable: and/or
- b) the student will incur a VET FEE-HELP debt

4.2 Re-crediting – reviewing units:

- 4.2.1 A student who has requested loan scheme assistance incurs a debt for each unit immediately after the census date for that unit. If a student withdraws from a unit after the census date, or does not successfully complete the unit, due to special circumstances, he or she may apply to Aurora Training Institute for a re-credit of their FEE-HELP balance and remission of their VET FEE-HELP debt in relation to the unit.
- 4.2.2 The student may apply for a remission or re-credit if they believe that special circumstances apply. The 'FEE-HELP balance' includes both VET FEE-HELP and FEE-HELP debts.
- 4.2.3 The student must apply in writing to the VET FEE-HELP Administrator to have his or her FEE-HELP balance re-credited within 12 months of the withdrawal date for a unit or, if the student has not withdrawn, within 12 months of the end of the period in which the unit was to be undertaken.
- 4.2.4 The aforementioned 12 month period for application may be waived at the discretion of the Managing Director for Aurora Training Institute should it be determined not possible to apply within the 12 month period.
- 4.2.5 The VET FEE-HELP Administrator and Education Manager will review all applications for re-credit within five (5) working days of receipt of application.
- 4.2.6 Aurora Training Institute's Education Manager must be satisfied that "special circumstances" do apply and if so, the student's FEE-HELP balance will be re-credited within twenty eight (28) days of receipt of the application. Special circumstances may include:
  - a. Issues beyond the student's control: and
  - b. Circumstances did not make their full impact on the student until on, or after the census date: and
  - c. Circumstances were such that it was impracticable for the student to complete the requirements for the unit in the period during which the student undertook, or was to undertake, the unit
- 4.2.7 For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
- 4.2.8 Where Aurora Training Institute's Education Manager makes a decision not to re-credit a student's FEE-HELP balance that decision may be subject to review.
- 4.2.9 A student has the right to apply for a review of the decision to not re-credit or remit their loan scheme debt. The application must:
  - a. Be made within 28 days of receipt of the original decision:
  - b. Include the date of the original decision
  - c. State fully the reasons for applying for the review
  - d. Include any additional relevant evidence.
- 4.2.10 Aurora Training Institute has appointed a Review Officer to ensure fair and equitable decisions are made in regards to reviews.

The Review Officer is:

**Mr. Stuart Love**  
**Managing Director**  
**Aurora Training Institute**  
**P.O. Box 2849 Burleigh QLD 4220**

- 4.2.11 Upon receipt of any requests for review of the decision not to re-credit a student's FEE-HELP balance, the student shall receive acknowledgment of the request in writing from the VET FEE-HELP Administrator. This acknowledgment will inform the student that if they have not been advised of a decision within forty five (45) days of receiving the request for review, the Review Officer has taken to have confirmed the original decision.
- 4.2.12 The Review Officer shall:
- a. Seek all relevant information from the person who made the original decision:
  - b. Review the case within three (3) weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.
  - c. Advise the student of their right to apply to the Administrative Appeals Tribunal (AAT) for a review and provide details of the closest AAT and the approximate costs of lodging an appeal.
- 4.2.13 The Secretary of the department representing the Commonwealth of Australia which has the responsibility for administering the *Higher Education Support Act 2003* (the department) or the Secretary's delegate will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of notification from the AAT, the Department will notify Aurora Training Institute that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

*AAT Registry Details*

National phone number: 1300 366 700

Brisbane Registry:

Administrative Appeals Tribunal  
GPO Box 9955  
Brisbane QLD 4001  
Email: [Brisbane.registry@aat.gov.au](mailto:Brisbane.registry@aat.gov.au)

Application forms are available on the AAT website [www.aat.gov.au](http://www.aat.gov.au)

When you apply to the Administrative Appeals Tribunal (AAT) for review of some kinds of decisions, there is no application fee. For the review of other decisions, a fee must be paid.

If a fee is payable, the full application fee is \$861. In certain circumstances, this fee can be reduced to \$100.

If your application will be dealt with in the Small Taxation Claims Tribunal, the application fee is \$85. This fee cannot be reduced.

Your application cannot proceed until you pay the application fee. The AAT may dismiss your application if you do not pay the application fee within six weeks of lodging your application.

If you have paid a full application fee and the application is resolved in your favour, most of it will be refunded. There is no refund if you paid the reduced application fee or if your application was dealt with in the Small Taxation Claims Tribunal.

## **5 Short Course Refund Policy**

5.1.1 Short courses are non-refundable.

## **6 Course Reschedule/Cancellation**

6.1 If a course is rescheduled/cancelled by Aurora Training Institute prior to program or course commencement, then participants will be rescheduled to the next available course date. No monies will be refunded by Aurora Training Institute for any expenses the participant has or may incur as a result of the reschedule.

## **7 Publication**

7.1 Aurora Training Institute's refund policy and procedures is made available and published by way of:

- a. Aurora Training Institute Student Handbook
- b. Aurora Training Institute website [www.aurora.edu.au](http://www.aurora.edu.au)

## **10. LANGUAGE, LITERACY, AND NUMERACY SUPPORT**

Clients may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

### **Core Skills for Employment and Training (CSET)**

Aurora Training Institute has a program designed to assist students enrolling in lower level qualifications who may require support with LLN.

Individuals may wish to seek additional help with their literacy and numeracy and can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at [www.literacyline.edu.au](http://www.literacyline.edu.au). Any costs incurred will be the responsibility of the client.

## **11. CLIENT SUPPORT**

### **Client Services, Welfare, and Guidance**

Aurora Training Institute uses quality management practices to ensure effective client services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All client results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Clients can access their files by request, with 14 days' notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Aurora Training Institute has client welfare and guidance services relevant to its training products. Where necessary, clients requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the client.

Aurora Training Institute has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

Aurora Training Institute informs clients of all fees and charges prior to enrolment. Clients are also advised of course content, outcomes and assessment procedures before training commences.

Aurora Training Institute's quality focus includes access and equity ensuring that no client is discriminated against. Our focus also allows for recognition of prior learning (RPL), fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the client to the relevant agency or expert.

### **Procedure for Client Support**

Aurora Training Institute is at all times concerned with the welfare of our clients. Staff will counsel clients as appropriate and/or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by clients, and to actively render appropriate assistance.

If you require extra support or counselling, please make contact with a member of our team who will be eager to assist you.

### **Counselling/Personal Support**

If you require counselling or personal support please contact one of the below organisations.

Lifeline – 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue – 1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

## **12. ACCESS AND EQUITY**

### **Access and Equity Principles**

Aurora Training Institute will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equal opportunity without discrimination. Aurora Training Institute offers opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Aurora Training Institute prohibits discrimination towards any group or individuals in any form including:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality
- Age

### **Staff Responsibilities for Access and Equity**

Aurora Training Institute applies access and equity principles to all programs and provides timely information and suitable support to assist clients to identify and achieve their desired outcomes.

Access and Equity issues are considered during training, product development and in training and assessment

## **13. FLEXIBLE LEARNING AND ASSESSMENT**

### **Competency Based Training and Assessment**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training.

Competency-based training programs are made up of units broken into segments which are called elements. These are based on standards set by industry, and assessments are designed to ensure each client has achieved all the elements (skills and knowledge) required by each unit in order to gain their course qualification. Each course is made up of the required number of core units and elective subjects which have been chosen to offer you the best all round knowledge and skills base.

Assessment methods are detailed in the Training and Assessment Strategy (TAS) for each course. Aurora Training Institute applies the principles of validity, reliability, fairness, and flexibility in all assessments.

The objective of assessment is for the client to show that they have achieved competency in the unit(s). Clients may be assessed by one or more of the following methods.

- Observation
- Oral questioning
- Case study
- Multiple choice
- Written short answers
- Project

Or any other method outlined in the Training and Assessment Strategy (TAS).

Clients will be advised of the assessment methodology before training commences.

### **Training and Assessment Standards**

Aurora Training Institute staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessments will meet national assessment principles including recognition of prior learning and credit transfer. Sufficient training materials and physical resources will be provided to you in order for you to achieve the learning outcomes of the training program. Appeals procedures are in place for clients who are not satisfied with assessment or training.

### **Flexible Learning**

Aurora Training Institute provides clients with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements agreed to must never the less adhere to the course assessment standards and requirements.

Structured training may be conducted in a classroom, in the workplace, online or a mix of all methods; it may be delivered in various modes including face to face interaction, online interaction, or correspondence.

Clients should initially discuss possible flexible arrangements with their trainer. If the desired change is deemed feasible, authorisation should then be obtained from the Managing Director.



## 14. ASSESSMENT POLICY

Aurora Training Institute is committed to developing and providing assessment tools of the highest quality to ensure qualification outcomes are met for both our students and that comply with AQF requirements. To this end, Aurora will ensure that:

1. Assessments are developed and implemented in consultation with industry and RTO partners
2. Assessments address the elements, performance criteria, required skills and knowledge as outlined in AQF unit summaries and that the critical aspects of evidence are met.
3. Assessments offer a variety of assessment methods to ensure that all students have the opportunity to demonstrate their competence.
4. Assessments adhere to the:
  - a. Principles of assessment
  - b. Rules of evidence
  - c. Dimensions of competency
5. Assessment tools are validated on a scheduled basis as part of an internal audit process and in line with the Standards for RTOs 2015.
6. Students receive full and detailed instructions on the requirements of each assessment, prior to commencement.
7. In the event of a 'not yet competent' outcome the student will have an opportunity to re-do the assessments for that unit at no cost. Should the result of the resit be an outcome of 'not yet competent' one more resit is allowed at a cost of \$75.00 per assessment. If, after re-doing the assessment(s), the student still does not meet the necessary criteria for competency he/she must redo the entire unit (cost on application) in order to achieve the full qualification. Every effort will be made by the staff of Aurora to ensure a successful outcome for its students.
8. Should a student not agree with the outcome of an assessment or any other issue the appeals procedure is to be followed.
9. For students who are enrolled into Diploma Courses all assessments must be submitted prior to the completion date of the block (unit of study). It is strongly recommended that all assessments are submitted at least four (4) weeks prior to the completion date allowing for trainer feedback and a re-submission if required. Note: only 1 re-submission is allowed and must be submitted prior to the nominated completion date.

### Apprenticeships and Traineeships

At the commencement of an apprenticeship or traineeship, the apprentice/trainee is provided with a training plan which outlines where, when and how the training is to take place.

If an apprentice/trainee exceeds or does not meet the requirement of the proposed training dates, then the training plan must be revised and signed by all parties.

## 15. RECOGNITION OF PRIOR LEARNING (RPL)

### Recognition of Other Qualifications/Credit Transfer

Aurora Training Institute recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisations.

Clients may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competence from a National Training Provider.

- Successful RPL application.

## **Recognised Prior Learning (RPL)**

Clients who have completed appropriate training or who, through prior learning and experience, have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Clients who believe this applies to them, may make an application for RPL.

Aurora Training Institute advises all applicants of RPL opportunities and procedures upon enrolment. The 'performance criteria' of the course module sets the RPL benchmark and evidence for credit of prior learning may include:

- Evidence of current competencies
- Performance, demonstration or skills tests
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

There are a number of stages in the RPL process. These include:

- Information stage
- Initial support and counselling stage
- Application stage
- Assessment stage
- Post assessment guidance stage
- Certification stage

A candidate may appeal and unsuccessful claim (see complaints and appeals).

Suitable, qualified, and experienced Aurora Training Institute staff will manage the RPL process. A candidate may receive recognition for all competencies required for the course module, or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained.

Evidence considered for assessment is the RPL application form plus a wide range of supporting documentation or other evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the Managing Director or a panel consisting of a course/subject expert and the Managing Director.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. A qualified assessor must conduct the assessment.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. 'Top up' learning options or 'Gap Training' prior to a second assessment will be suggested. 'Competent' is recorded on the client's record if recognition is granted.

## 16. COMPLAINTS AND APPEALS

1. As part of Aurora Training Institute's commitment to providing a fair, safe and productive learning environment, students, parents and guardians of students under 18 years of age, and individuals seeking to enrol, have the right to lodge a grievance if they believe they have been treated in a manner which is likely to have an unreasonable negative impact on them. This right applies regardless of the location of the campus at which the grievance has arisen, the Student's place of residence or the mode in which they study.
2. Grievances will be managed equitably, fairly and in a confidential and timely manner. Every attempt will be made to ensure that complainants and respondents are protected from victimisation and discrimination in any of the stages described in the procedure.
3. Grievances may be of an academic or non-academic nature:
  - a. Academic grievances relate to:
    - i. Student learning materials and resources
    - ii. Assessment tools, methods and processes
    - iii. Outcome of assessment processes
    - iv. Training delivery methods
    - v. Quality of training staff
  - b. Non-academic grievances may relate to:
    - i. Administrative processes
    - ii. Customer service related issues
    - iii. Fees and charges
    - iv. Any other issues not directly related to training delivery and assessment
4. Informal processes will be used to resolve issues where possible and prior to initiating formal or external grievance processes.
5. The respondent to a grievance has the right to respond to the matters raised.
6. A person raising a formal grievance has the right to lodge an appeal and students will have their enrolment maintained while the grievance procedure is ongoing.
7. Complainants and respondents to a grievance have the right to be accompanied or supported by a third party at any relevant meeting (including informal and formal) of the procedure.

### **Complaints and Appeals Procedures (Academic and Non-Academic)**

#### **Stage 1: Informal Complaint or grievance**

In the event of a complaint or grievance, the client is required to follow the following procedures to ensure the issue is resolved.

- 1.1 If a student wishes to lodge a complaint they should raise their concerns with the party or parties concerned as soon as possible.
- 1.2 The staff member who receives the complaint should determine, as far as possible, what the complainant wants to achieve: they may wish, for example, simply want to have their point of view heard; or they may wish to take the complaint further.

- 1.3 If the student feels unable to approach the individual/s concerned directly or are not satisfied with the initial response to their grievance, they should then take their complaint to the next, more formal level.

## **Stage 2: Formal complaint or grievance**

- 2.1 Where an informal complaint cannot be resolved, the student must bring the matter to the attention of:
  - their trainer, or
  - the Aurora administration staff, or
  - the Aurora training manager
- 2.2 The student is required to lodge their complaint in writing. A “Student Complaint Form” is available on request from Aurora administration staff. The student must:
  - a. Fill out all required details on the form and attached any relevant documentation.
  - b. Submit the form to Aurora Training Institute via the contact email or postal address provided on the form.
- 2.3 All internal investigations of complaints, reviews and appeals are provided at no cost to the complainant.

## **Stage 3: Internal review**

### **3 Investigation of the complaint or grievance**

- 3.1 Upon receiving the student’s completed Student Complaint Form Aurora staff will investigate the student’s claim.
- 3.2 The initial investigation will conclude with a recommended course of action that specifically addresses the grievance within five (5) working days of receipt of the complaint.
- 3.3 Where necessary a meeting between complainant and any other stakeholders involved will be arranged to endeavour to resolve the matter.
- 3.4 Where such a meeting takes place, Aurora Training Institute agrees that the complainant may be accompanied and assisted by a third party.
- 3.5 Where the matter cannot be resolved by relevant staff member, the company Director may be asked to assist in the resolution process.
- 3.6 A written statement documenting the outcome of the complaint, including details of the decision made, will be provided to the complainant within five (5) working days of the resolution being determined or as agreed to between both parties.
- 3.7 A written statement documenting the outcome of the complaint including the details of the reasons for the outcome will be provided to the complainant and kept on record for continuous improvement processes.
- 3.8 Aurora Training Institute seeks to prevent appeals by ensuring clients are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealing with clients. Should a complaint never the less be made, this will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

#### **Stage 4: Appeals and external review**

Should a complainant not agree with the complaint resolution, an appeal may be lodged:

- 4.1 If the aggrieved party is dissatisfied with the resolution, they have the right to appeal. Appeals must be made within twenty one (21) days of receiving the complaint resolution. The circumstances of any appeal are analysed by an independent senior manager of Aurora Training Institute (this person will have no previous connection or involvement with the original complaint). A written statement documenting the outcome of the appeal will be provided to the complainant within five (5) working days of receipt of the appeal.
- 4.2 Should the student continue to be dissatisfied with the outcome of a complaint and appeal they may request that matter be referred to an external dispute resolution process by a body appointed for this purpose. The details for the external body are:

##### **LEADR**

Association of Dispute Resolvers  
Level 1, 13-15 Bridge St, Sydney NSW 2000  
Ph: (02) 9251 3366 Fax: (02) 9251 3733  
Freecall: 1800 651 650 Email: [leadr@leadr.info](mailto:leadr@leadr.info)

- 4.3 The process of external dispute resolution has associated costs and it is recommended that complainants inquire about this liability prior to progressing to this stage. Aurora Training Institute can provide details of this cost upon inquiry.
- 4.4 Upon resolution Aurora Training Institute will take the necessary steps to implement any recommendations arising from the external dispute resolution process within ten (10) working days.

#### **Stage 5: Record keeping**

- 5.1 A full and detailed record of the complaint process, including all documentation and meeting minutes will be kept on the student file. Documented records are maintained by Aurora Training Institute for a period of no less than five (5) years.
- 5.2 Records can be accessed by the student by written request
- 5.3 All student records are confidential and private.

#### **Stage 6: Publication**

Aurora Training Institute's complaints and appeals policies and procedures is made available and published by way of:

- 6.1 Aurora Training Institute Student handbook
- 6.2 ATI website: [www.aurora.edu.au](http://www.aurora.edu.au)

## **15. RULES, REGULATIONS AND DISCIPLINARY PROCEDURES**

### **Rules and Regulations**

The following apply to all persons, staff and clients:

- An individual's property is to be respected and not interfered with without consent of the owner. Look after your own possessions. Aurora Training Institute accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another person's ability to learn, through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Alcohol and other drug use in training facilities or while undertaking Aurora Training Institute activities is not permitted.
- Intoxicated persons and persons affected by other drugs are not permitted inside training facilities and will be asked to leave.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate to the course being undertaken and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

### **Discipline Policy**

Clients at all times must maintain appropriate behaviour and follow Aurora Training Institute rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach.

In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the client may be requested to leave the course.

The Managing Director will oversee all disciplinary matters.

## **16. HUMAN AND PHYSICAL RESOURCES**

### **Human Resources**

Aurora Training Institute is committed to a high standard of training through association with high quality trainers and assessors with:

- A thorough knowledge of their subjects through formal study and practical on-the-job learning
- Extensive experience in industry in their field
- Appropriate qualifications and experience in training and assessment.

Trainers maintain their currency with industry developments by working in industry and participating in industry training programs. In addition, they participate in ongoing training to enhance their training and assessment skills.

### **Physical Resources**

Where appropriate, clients have access to, or provision of, the necessary facilities/materials/equipment. These may include (but are not limited to):

- Training Room Facilities
  - Adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods.
  - Provision of comfortable chairs, designed for use over a sustained periods.
  - Adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli.
  - Tables that are suitable for writing and which do not cramp clients for space.
  - Clear sight and hearing from all points and to the point of presentation.
  - Audio visual equipment that is not intrusive.
  - Strategically placed power points.
  - Clearly accessible amenities such as toilets and drink stations.
  - Telephones placed away from training rooms.
  - Rooms located away from external noise of any kind likely to disturb proceedings.
  - Pleasing overall aesthetics.
  - Shape and size of the room(s) and the type of furniture conducive to varied layouts.
- Resources in line with the field of study being undertaken
- Reference Materials
- Refreshment Facilities

## **17. COMPLETION AND PROCEDURE FOR ISSUING CERTIFICATES**

A client will be issued with a certificate on completion. If a client completes only one or more units of competency but not a complete qualification, a Statement of Attainment will be issued.

A Statement of Attendance may be issued where appropriate.

Before certification is issued the Managing Director verifies competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order, the Managing Director authorises issue of the relevant certificate.

When a client has completed their course and a certificate has been issued, the client's file is archived. A reference is made of the client name, client number, and certificate number in the archive filing register.

At the end of an apprenticeship or traineeship, all parties share the responsibility of ensuring the qualification is issued and notification is given to the Department of Education, Training and Employment for the issue of the completion certificate.

## **18. REFUSAL TO PROVIDE SERVICES**

Aurora Training Institute has the right to refuse to provide services (including training, assessment, and course materials) to clients who have outstanding accounts. Aurora Training Institute shall not be liable for any failure to provide services.

## **19. PRIVACY POLICY**

Aurora Training Institute complies with the Privacy Act 1988. Information collected on clients is only used for the purpose of delivery or our services.

## **Use and Disclosure of Personal Information**

Sensitive personal information will only be collected, as required, from clients. Such information is treated as confidential within Aurora Training Institute and is used for the purpose for which it was collected or for a related purpose. This includes:

- Providing the training services.
- Informing clients about additional or upcoming courses available.
- Gathering feedback from clients regarding training for aurora training institute's market analysis and course development.

Aurora Training Institute does not disclose sensitive personal information to other third parties without permission or instruction from the client unless required by Law to do so.

## **Information about Clients From Third Parties**

Aurora Training Institute may need to source or verify information about clients from a third party. Wherever possible this will be done with the client's authorisation, or if not possible, Aurora Training Institute will inform the client when such information is collected.

## **Receiving Marketing Information**

With client's consent, Aurora Training Institute may provide them with information from time to time about new courses available to them.

Client's consent to this will be implied unless they notify Aurora Training Institute that they do not wish to receive this information. You may do this by advising the Managing Director in writing that you do not wish to receive marketing information.

## **Security of Personal Information**

In line with new technology, Aurora Training Institute continually improves the security of personal information collected. Aurora Training Institute takes all reasonable steps to protect the personal information of persons by:

- Securing all files with personal information in locked cabinets
- Only providing authorised staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to date virus software
- Password access to the computer systems
- Not releasing information to third parties without prior written authorisation

## **Rights To Access Information**

Under the Privacy Act, clients have the right to access personal and course progression information held about them. If the information is incorrect, they have the right to require Aurora Training Institute to amend the information.

To access the information and course progress clients are required to contact the Managing Director in writing requesting access. The Managing Director must verify the client's identity through either presentation of appropriate identification or answering a series of specific security questions. Both the client and the Managing Director, as an official record of the access and identity verification, must sign the request for access form. There may be a waiting period of up to seven (7) days before access is granted.



## **Further Information**

To obtain further information about the Privacy Policy or access to personal information, please contact the Managing Director.

## **Staff Confidentiality**

Staff must be aware of the Privacy Act 1988, and its requirements, and must at all times ensure client information remains confidential.

No staff member is to release any information about clients to any third party unless prior written authorisation is obtained from the client or disclosure is required by law.

## **Authorised Third Parties**

Clients may nominate third parties they wish to access their records. The Managing Director ensures a *third party access form* is completed and the details for the third party are obtained. These details will be entered into the client's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

## **20. LEGISLATION**

Aurora Training Institute is committed to complying with relevant State or Territory laws including Commonwealth or State legislation. If you would like to know more information on how legislation affects your participation in education and training please contact Aurora Training Institute. Legislation we are subject to includes (but is not limited to):

### **Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces.

The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

### **Privacy Act 1988**

The **Privacy Act 1988** makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit:

<http://www.privacy.gov.au>.

### **Copyright Act 1968**

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to:

<http://www.comlaw.gov.au/Details/C2014C00291>

## **National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit:

<http://www.comlaw.gov.au/Details/C2015C00186>

## **Anti-Discrimination Act 1991 (QLD)**

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by QTS Education Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

<https://www.legislation.qld.gov.au/legisln/current/a/antidiscrima91.pdf>