



Aurora
TRAINING INSTITUTE

STUDENT HANDBOOK

**YOUR NEW CAREER
YOUR NEW LIFE
STARTS HERE**



Contents

WELCOME	4
EDUCATION AND TRAINING FACTS	4
CONTACT INFORMATION	5
CODE OF PRACTICE.....	6
Educational Standards	6
Quality Management Focus.....	6
Marketing and Advertising	6
Guarantee.....	6
ENROLMENT.....	7
Student Selection and Recruitment.....	7
Entry Requirements.....	7
Enrolment Procedure	7
APPRENTICESHIPS AND TRAINEESHIPS	8
CERTIFICATE 3 GUARANTEE PROGRAM	8
Certificate 3 Guarantee Program.....	8
COURSE INFORMATION, CONTENT AND VOCATIONAL OUTCOMES	8
Course Information.....	8
Student Resources	9
Vocational Outcomes	9
FEES AND CHARGES.....	9
Fees and Charges.....	9
User Choice.....	9
WITHDRAWAL PROCEDURE	10
REFUND POLICY.....	12
LANGUAGE, LITERACY AND NUMERACY (LLN) SUPPORT.....	16
STUDENT SUPPORT	16
Procedure for Student Support	17
Counselling/Personal Support	17
ACCESS AND EQUITY	17
Access and Equity Principles.....	17
Staff Responsibilities for Access and Equity	17
FLEXIBLE LEARNING AND ASSESSMENT	18
Competency Based Training and Assessment.....	18
Training and Assessment Standards.....	18
Flexible Learning.....	18

ASSESSMENT POLICY	19
Apprenticeships and Traineeships.....	20
RECOGNITION OF PRIOR LEARNING (RPL)	20
Recognition of Other Qualifications/Credit Transfer	20
Recognised Prior Learning (RPL).....	20
COMPLAINTS AND APPEALS.....	21
Complaints and Appeals Procedures (Academic and Non-Academic)	22
RULES, REGULATIONS AND DISCIPLINARY PROCEDURES	25
Rules and Regulations.....	25
Discipline Policy	25
HUMAN AND PHYSICAL RESOURCES.....	25
Human Resources	25
Physical Resources.....	26
COMPLETION AND PROCEDURE FOR ISSUING CERTIFICATES.....	26
REFUSAL TO PROVIDE SERVICES	26
PRIVACY POLICY	26
Use and Disclosure of Personal Information	27
Information about Students from Third Parties	27
Receiving Marketing Information	27
Security of Personal Information.....	27
Rights to Access Information	27
Further Information.....	28
Staff Confidentiality	28
Authorised Third Parties	28
LEGISLATION.....	28

WELCOME

Congratulations on your decision to advance your career with Aurora Training Institute!

Aurora 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 online learning platforms.

If there's a life you want, we can help you make it happen.

No more excuses.

EDUCATION AND TRAINING FACTS

It's all about skills

Australia's training system - also known as vocational education and training (VET) – supports economic adaptation and productivity and is focused on delivering the skilled workers that businesses need.

The VET system supports people gaining skills to secure and maintain rewarding and sustainable employment.

Skills and training are at the centre of Australia's economic agenda.

Our VET sector is training over three million students annually, providing students with the opportunity to:

- Gain the skills they need to enter the workforce for the first time
- Re-enter the workforce
- Upgrade their skills for an existing job

- Retrain for a new job
- Gain new qualifications
- Get credit towards higher qualifications

Real skills lead to real outcomes

Information gathered by The National Centre for Vocational Education Research (NCVER) in 2013 shows that graduates of the VET sector (6 months after completing their studies) experienced the following outcomes:

- Graduates working full time after training earned \$57, 400 per year on average
- 78% were employed
- 88% were employed or engaged in further study
- 35% continued further study
- 78% of graduates found the training relevant to their current job
- 88% were satisfied with the overall quality of training
- 82% achieved their main reason for training

Source: Australian Government 'Department of Industry and Science' www.industry.gov.au

CONTACT INFORMATION

Locations:

Gold Coast Campus

Suite 25 "Acacia Centre Commercial"
340 Scottsdale Drive
Robina QLD 4226

Phone:

1300 936 864

Email:

admin@aurora.edu.au

Toowoomba Campus

566 Ruthven Street
Toowoomba QLD 4350

Web:

www.aurora.edu.au

Mail:

Aurora Training Institute
PO Box 2849 Burleigh QLD 4220

CODE OF PRACTICE

Educational Standards

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

The learning environment at Aurora supports the success of our students. We have the capacity to deliver nationally recognised and accredited courses, 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:

Legislative Requirements	Complaints and Appeals Policy
Quality Management Focus	External Complaint Procedures
Language, Literacy and Numeracy Support	Discipline Policy
Marketing and Advertising	Recognised Prior Learning (RPL)/Credit Transfer
Access and Equity	Training and Assessment Standards
Assessment Criteria	Enrolments
Issue of Certificates	Fees and Charges
Student Services, Welfare and Guidance	Privacy Policy
	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 students, trainers and industry representatives. Wherever possible, we design diagnostic assessment instruments specific to student 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 students 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.

ENROLMENT

Student Selection and Recruitment

Recruitment of students 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 student. All questions should be answered and the student'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 student 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 student is allocated a permanent identification number and enrolled into their allocated course. Students need to provide us with their USI (Unique Student Identifier) number upon enrolment, or give us permission to create a USI on their behalf to enable us to issue them with a certificate at the successful completion of their qualification.

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

Induction/Orientation

By the first day of the course or training session (at the latest), students 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

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 SRTTO please refer to the Apprenticeships Info website at <http://www.apprenticeshipsinfo.qld.gov.au/>

CERTIFICATE 3 GUARANTEE PROGRAM

Certificate 3 Guarantee Program

The Certificate 3 Guarantee program is funded by the Queensland Government to give eligible individuals a government subsidy toward the training costs for a range of Certificate level III qualifications.

Aurora Training Institute is a Pre-Qualified Supplier under this program for the delivery of this Certificate III qualification.

As you can only access the Certificate 3 Guarantee subsidy once, it is important that you consider and compare your training options and ensure they align with your chosen career pathway.

Eligibility criteria:

To be eligible to enrol in the Certificate 3 Guarantee program, you must:

- Be aged 15 years or above and;
- Be no longer at school and;
- Be a Queensland resident permanently residing in Queensland i.e. an Australian Citizen or permanent resident or a New Zealand citizen
- Not have previously completed or currently be enrolled in a Certificate III level qualification (or higher)
** Certificate III Qualifications completed at secondary school are not counted*

COURSE INFORMATION, CONTENT AND VOCATIONAL OUTCOMES

Course Information

Students will receive the following information prior to enrolment:

- Student 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
- Student support, including any external support for students
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and appeals procedures
- Disciplinary procedures
- Any other information specific to their course

Student Resources

All students are provided with various resources throughout the duration of their course. It is the student'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 student resources. Please contact Aurora Training Institute for further information.

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.

FEES AND CHARGES

Fees and Charges

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

User Choice

Student 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 calculated at \$1.60 per nominal hour for each unit of competency delivered/assessed. 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:
 - Commercial Cookery – 4 equal payments at 3, 6, 9 and 12 months
 - Telecommunications – 2 equal payments at enrolment and 6 months
 - Industry based traineeships (which are not Commercial Cookery or Telecommunications) – 2 equal payments at 6 months and 12 months

The student contribution fee can be paid by the Employer on behalf of the student.

Any changes to 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.

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

Where payment of the student 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:

- The Participant was/will be under 17 at the end of February in the year in which training is provided, and is not at school and has not completed year 12;
- The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Participant provides an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Please refer to the Apprenticeship Info website for the most up-to-date User Choice Policy
<https://training.qld.gov.au/providers/funded/userchoice>
<https://training.qld.gov.au/site/providers/Documents/pqs/become/rto-pqs-user-choice-policy-2016-17.pdf>

Certificate 3 Guarantee Program

The Student Contribution Fee under the Certificate 3 Guarantee program is \$15. This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification.

WITHDRAWAL PROCEDURE

Withdrawal Procedure for VET STUDENT LOANS (VSL) Students

How do I withdraw?

Students seeking to withdraw from a VET course or VET unit of study without incurring a VSL debt, must complete the formal Withdrawal Application Form for every unit of study the student wants to withdraw from by the census date, including any units for future study periods.

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

Students should keep a copy of the withdrawal documentation as confirmation that the correct procedure was completed.

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.

What happens if I withdraw from a unit?

a. Before the census date

Students that lodge their Withdrawal Application Form on or before the census date for that unit of study will be granted a withdrawal without penalty. 100% tuition fees paid for that unit will be refunded and no VSL debt is incurred.

b. After the census date

Students that lodge their Withdrawal Application Form after the census date for that unit of study are still liable to pay the tuition fees of that unit of study and will incur a VSL debt, regardless of whether the student attended any classes or handed in any assessment items.

Students who withdrew from the unit of study after the census date because of serious illness or other special circumstances, can apply to Aurora Training Institute to have their FEE-HELP balance re-credited and VSL debt removed. Contact Aurora Training Institute directly for information on the application process. (See Special Circumstances below).

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 FEE-HELP balance to be re-credited, or their VSL debt to be removed.

Special Circumstances

Special Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

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 FEE-HELP balance, the student then has the right to apply for a review of the decision.

Students need to submit their application for special circumstances to Aurora Training Institute within 12 months of the withdrawal day.

For more information, refer to the Refund Policy below.

REFUND POLICY

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, less our administration fee of \$300.00. Aurora Training Institute will also cancel any remaining payments, after processing our administration fee of \$300.00 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:

2.1.1 The provision is for full refunds to participants for co-contribution fees charged for training delivery that has not commenced at the time of cancellation of enrolment, or;

2.1.2 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 co-contribution fees to be recalculated and any adjustments required must be made to either party.

3 Certificate 3 Guarantee Program

3.2 Provision under the Certificate 3 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 Student Loans Policy

- 4.1 Students, who are eligible for VET Student Loans (VSL), 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:

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 VSL debt

After the Census Date:

- a) No refund is applicable; and/or
- b) The student will incur a VSL 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 VSL 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 the VSL debt.
- 4.2.3 The student must apply in writing to the VSL 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 Chief Executive Officer for Aurora Training Institute should it be determined not possible to apply within the 12 month period.
- 4.2.5 The VSL Administrator will review all applications for re- credit within five (5) working days of receipt of application.
- 4.2.6 Aurora Training Institute's Administrator 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 Administrator 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
Chief Executive Officer
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 VSL 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

Application forms are available on the AAT website 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 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

LANGUAGE, LITERACY AND NUMERACY (LLN) SUPPORT

Students 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.

Foundation Skills

Aurora Training Institute has a program designed to assist students enrolling in lower level qualifications who may require support with LLN. Students complete a Pre-Training Assessment tool and from this we establish the student's specific needs and requirements. Once the required units are completed or students feel confident enough, students will be able to progress into a Certificate III qualification.

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. Any costs incurred will be the responsibility of the student.

STUDENT SUPPORT

Student Services, Welfare and Guidance

Aurora Training Institute uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students 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 student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

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

Aurora Training Institute informs students of all fees and charges prior to enrolment. Students 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 student 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 student to the relevant agency or expert.

Procedure for Student Support

Aurora Training Institute is at all times concerned with the welfare of our students. Staff will counsel students 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 students, 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

www.lifeline.org.au

Beyond Blue
1300 224 636

www.beyondblue.org.au

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 students to identify and achieve their desired outcomes.

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

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 student 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 student to show that they have achieved competency in the unit(s). Students 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).

Students 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 students who are not satisfied with assessment or training.

Flexible Learning

Aurora Training Institute provides students 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.

Students 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.

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, performance evidence, knowledge evidence and assessment conditions as outlined in AQF unit.
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.

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.

Students 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)

Students 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. Students 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 student's record if recognition is granted.

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 student 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

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 students are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealing with students. 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:

Resolution Institute
Level 2, 13-15 Bridge St, Sydney NSW 2000
Ph: (02) 9251 3366 Fax: (02) 9251 3733
Freecall: 1800 651 650 Email: infoaus@resolution.institute

- 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 policy and procedure is made available and published by way of:

- 6.1 Aurora Training Institute Student handbook
- 6.2 ATI website: www.aurora.edu.au

RULES, REGULATIONS AND DISCIPLINARY PROCEDURES

Rules and Regulations

The following apply to all persons, staff and students:

- 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

Students 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 student may be requested to leave the course.

The Managing Director will oversee all disciplinary matters.

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

- Training Room Facilities, including all the necessary facilities for a productive learning environment
- Resources in line with the field of study being undertaken
- Reference Materials
- Refreshment Facilities

COMPLETION AND PROCEDURE FOR ISSUING CERTIFICATES

A student will be issued with a certificate on completion. If a student 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 administration and compliance team verifies competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order by the compliance team, the Chief Executive Officer authorises issue of the relevant certificate.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student 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.

REFUSAL TO PROVIDE SERVICES

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

PRIVACY POLICY

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

Use and Disclosure of Personal Information

Sensitive personal information will only be collected, as required, from students. 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 students about additional or upcoming courses available.
- Gathering feedback from students 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 student unless required by Law to do so.

Information about Students from Third Parties

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

Receiving Marketing Information

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

Student'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, students 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 students are required to contact the Managing Director in writing requesting access. The Managing Director must verify the student's identity through either presentation of appropriate identification or answering a series of specific security questions. Both the student 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 student information remains confidential.

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

Authorised Third Parties

Students 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 student'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.

LEGISLATION

Aurora Training Institute is committed to complying with relevant Commonwealth, Federal, State or Territory legislation and regulatory requirements.

Legislation we are subject to includes (but is not limited to):

- Work Health and Safety Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Standards for Registered Training Organisations (RTOs) 2015
- Anti-Discrimination Act 1991 (Qld)

If you would like to know more information on how legislation affects your participation in education and training please contact Aurora Training Institute.