



AUSTRALIAN INSTITUTE of EDUCATION & TRAINING

RTO ID: 121314



STUDENT HANDBOOK

V.1.4



NATIONALLY
RECOGNISED
TRAINING

Welcome to the Australian Institute of Education and Training

Hi, and welcome to the Australian Institute of Education and Training. Since 2003, the Australian Institute of Education & Training has successfully trained over 20,000 Australians, across a wide range of courses and programs.

Australian Institute of Education & Training programs are designed to support students' learning by using a range of flexible assessment strategies and frameworks, self-assessment & online testing tools, all designed to provide a learning environment that suits their needs.

OUR MISSION, VISION AND VALUES

Mission Statement:

AIET will provide our learners with a range of employment, career and personal development focused programs, facilitated across a variety of teaching and learning systems. Our programs will maintain industry relevance, and give learners the best opportunities possible to engage in employment, further education and the global community.

Vision Statement:

AIET is dedicated to providing today's and tomorrow's learners with training options in career skills, life skills and personal development.

Values:

- Be respectful and work collaboratively with others
- Acknowledge individual's strengths and experiences
- Keep a client centred focus
- Be supportive in the aim to keep moving forward
- Maintain unity and transparency in all forms

OUR TRAINING

Australian Institute of Education & Training programs are:

Versatile

Our programs are designed to cater to learners of all ages and backgrounds, with a wide range of delivery and learning methods.

Holistic

Our programs are designed to draw on the personal and professional skills of the facilitator, while acknowledging each learner's prior experience and transferable skills.

Flexible

Our programs can be accessed in a range of formats, using a variety of assessment strategies, designed to fit around your ever-changing needs.

Learner-centred

Our programs are all designed with the end result in mind. Your dedicated trainer will work with you to understand where your training can lead, while guiding you through your learning.

AIET offers a range of training courses:

Short courses:

TAE40110 Certificate IV in Training and Assessment

HLTAID001 Provide Cardiopulmonary Resuscitation (CPR)

HLTAID002 Provide basic emergency life support (Level 1 First Aid)

HLTAID003 Apply First Aid (Level 2 First Aid)

SITHFAB002 Responsible Service of Alcohol (RSA)

SITXFSA001 Use Hygienic Practices for Food Safety (Food Handling)

CPCCOHS1001A Prepare to work safely in the construction industry (White Card)

ABOUT US

Our Staff

Our experienced team of staff are committed to providing you with a range of practical, skills based training programs, designed to get you where you want to be.

General Information

Office Hours

The administrative office hours are 9.00am to 5.00pm

Training courses may sometimes be held outside these times.

Contact Information

AIET Head Office

Victoria Office

517 Victoria Street

West Brunswick, VIC, 3055

Phone: 03) 9387 2051

Fax: 03) 9387 3470

Website: www.aiet.edu.au **Email:** info@aiet.edu.au

ENROLMENT

All students must enrol prior to the commencement of the course by completing the online registration form on our website.

In 2018 we will be placing a link on the website to enrol. For the moment, please ask your trainer to contact us on (03) 9387 2051 so we can send an enrolment link.

Unique Student Identifier (USI)

Part of the enrolment process asks you to enter your USI. As of the 1st January 2015 every student enrolling into a VET course must have a Unique Student Identifier (USI) number. Without a USI we are not able to issue you with a statement of attainment or certificate of completion. With the USI you can access your USI account, which will contain all your nationally recognised training records and results from the 1st January 2015 onwards.

To apply for a Unique Student Identifier (USI) go to: <https://www.usi.gov.au/students/create-your-usi>

The USI application requires you to provide ONE form of identification.

This can be:

- a. Driver's Licence
- b. Medicare Card
- c. Australian Passport
- d. Visa (with Non-Australian Passport) for international students
- e. Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- f. Certificate of Registration by Descent
- g. Citizenship Certificate
- h. ImmiCard

For more information, and to apply for a USI, please visit: <https://www.usi.gov.au/students/create-your-usi>

You will not be able to register for a course or get a statement of attainment or certificate of completion if you do not have a USI.

LANGUAGE, LITERACY AND NUMERACY

Part of the enrolment process also involves completing an LLN test. You need to do this at the time of enrolment. For 2018 a link will be added to the enrolment form for you to click on.

FEES AND CHARGES

Students must pay for courses in advance. Statements of attainment and certificates of completion will not be provided to students who have not paid all invoices.

AIET will not issue an invoice to a student for more than \$1000. Where a course has a fee of greater than \$1000, students are required to pay \$1000 before commencement of the course, and the balance within two weeks of course commencement.

WITHDRAWALS AND REFUNDS

Any student wishing to withdraw from a course will need to complete the Withdrawal Form found on our website.

Where a client or individual has signed a contract or other documentation such as enrolment or registration form for services in training or assessment, the following refund policy will apply:

Withdrawal from course:

- After it has started – No refund
- Less than 1 weeks' notice - 25% refund less the administrative cost of \$50
- 1 – 2 weeks notice' - 50% refund less the administrative cost of \$50
- More than 2 weeks notice' – 100% refund less the administrative cost of \$50

RECOGNITION OF PRIOR LEARNING -RPL

All Registered Training Organisations (RTO's) are required to provide recognition for participants who may have already attained competence through a combination of:

- Training completed through another RTO. (Credit Transfer)
- Work experience
- General life experience

Currently AIET does not offer RPL to VET in Schools students as in general students do not have the work or life experience to apply for RPL.

ATTENDANCE

Students are expected to attend each day of the course.

ORIENTATION

Students should be provided with an orientation upon commencement of a course.

In the first session trainers should:

- introduce themselves
- introduce all students to each other
- provide the necessary course details including information on the:
 - course duration
 - assessment requirements
 - structure of the course/training
 - facilities and resources required
 - attendance and break times
 - emergency procedures and OHS / WHS issues

RIGHTS AND RESPONSIBILITIES

Students have the right to:

- Be treated equally and with respect by trainers and other students
- Learn in a safe environment
- Not be subjected to bullying and harassment
- Be supported in their learning
- Be informed of their progress and results in a timely and professional manner
- Have their personal records and information kept private and confidential
- Be provided with quality training and assessment

Students are responsible for:

- Treating trainers and students with respect
- Being punctual and regular in attendance
- Their own learning
- Contributing positively to the class and to group discussions and work
- Respecting other people's cultures and views
- Working safely and ensuring the safety of others and reporting any hazards
- Dressing in an appropriate and inoffensive manner according to the uniform / dress code of the school
- Looking after the facilities, equipment and resources
- not bully or supporting bullying or harassment of others
- not attending under the influence of drugs or alcohol
- not using offensive language
- not copying or plagiarising work

POLICIES AND PROCEDURES

Work Health and Safety

Under WHS and OHS legislation everybody has a duty of care to ensure a safe and healthy workplace for everyone. Health and safety is everyone's responsibility.

Students have an obligation to work safely and to help to maintain the safety and wellbeing of others and to behave in a safe and cooperative manner.

You should:

- Be aware of and report any potential hazards in your training environment
- Be aware of fire exits and emergency evacuation procedures
- Report any incidents and accidents that occur
- Work safely
- Ensure desks and chairs are ergonomic and that you take appropriate breaks from the computer and work to stretch
- Use all equipment appropriately and not damage resources and facilities
- Cooperate with health and safety directives given by trainers
- Don't take any risks
- Ask if unsure

Access and Equity Principles

Participant's rights and responsibilities that fall under access and equity, are covered under relevant regulations and legislation all Registered Training Organisations must follow. Therefore AIET will be responsible for access and equity of participants enrolled in programs.

Discrimination, Sexual Harassment and Bullying

AIET is committed to providing a working environment free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken. You are required to follow AIET's Discrimination, Sexual Harassment and Bullying policies.

Confidentiality and Privacy

AIET will only use personal information provided to it for the purposes for which it has been collected, and will not disclose the personal information to any third party without the written consent of the individual involved.

AIET is bound by the National Privacy Principles contained in the Commonwealth Privacy Act. In relation to health records, AIET is also bound by the Victorian Health Privacy Principles that are contained in the Health Records Act 2001.

AIET may, from time to time, review and update this Privacy Policy to take in to account new laws and technology, changes to AIET's operations and practices and to make sure it remains appropriate to our changing environment.

What kind of personal information does AIET collect and how does AIET collect it?

The type of information AIET collects and holds includes (but is not limited to) personal information, including sensitive information, about:

- Students that enrol in AIET courses and qualifications
- Student results

Personal Information provided by the above:

AIET will generally collect personal information held about an individual by way of registration forms filled out by the students when enrolling in courses. On occasions people, other than students, provide personal information (such as Centrelink and welfare and employment agencies).

How will AIET use personal information as provided by or for a student?

AIET will use personal information it collects for the primary purpose of registration in courses and sending out statements and certificates, or correspondence relevant to this, and for such other secondary purposes that are related to the primary purpose of collection and reasonably expected, or to which the student has consented.

Who might AIET disclose personal information to?

AIET may disclose personal information, including sensitive information, held about an individual to:

- Government departments as directed and required
- Medical practitioners as directed and required
- People providing services to AIET, including trainers
- Anyone the individual authorises AIET to disclose information to.

Management and security of personal information

AIET's staff is required to respect the confidentiality of students' personal information and the privacy of individuals.

AIET has in place steps to protect the personal information AIET holds from misuse, loss, unauthorised access, modification or disclosure by use of various methods including; locked storage of paper records and password protected access rights to computerised records.

Updating personal information

AIET endeavours to ensure that the personal information it holds is accurate, complete and up-to-date. A person may seek to update their personal information held by AIET by contacting the Administrative Officer of AIET during office hours.

The National Privacy Principles and the Health Privacy Principles require AIET not to store personal information longer than necessary. Students have the right to check what personal information AIET holds about them.

Under the Commonwealth Privacy Act and the Health Records Act, an individual has the right to obtain access to any personal information which AIET holds regarding them and to advise AIET of any perceived inaccuracy. There are some exceptions to this right set out in the applicable legislation. To make a request to access any information AIET holds about a student, the individual is required to contact the Administrative Officer in writing.

If you wish to have access to your records, AIET requires you to provide a written request, and verify your identity, and specify what information you require. AIET may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing, copying and mailing out to you any material requested.

Change of address

If you change your address or personal details, it is your responsibility to contact us to notify us of the changes. This is especially important if you contact us to request a copy of your statement of attainment or certificate of completion.

Cheating and Plagiarism

Definitions

Cheating is the actual or attempted practice of seeking to obtain an unfair advantage in an examination assessment or in other written or practical work required to be submitted or completed by a student for assessment.

This includes:

- Submitting an assignment or other piece of assessable work which was written in conjunction with another student and without the prior permission of the trainer.
- Submitting work that has been stolen, purchased, borrowed or has fabricated data or that has been fabricated from other students without their knowledge.
- Copying Assessment Tasks and answers from other students.
- Changing assessment sheets to suit the student's own advantage.

Plagiarism means to take and use another person's ideas or work and pass these off as one's own, by failing to give appropriate acknowledgement.

This includes:

- Assembling parts from various works and submitting the assignment or assessment paper as your own creation.
- Fabricating data from other students' assignments or assessments and using for the students own advantage.
- Using materials from any source including the Internet without full acknowledgement and proper referencing.

AIET endeavours to ensure the integrity of its assessment processes always and this includes monitoring student submissions for cheating and plagiarism. Students found to be cheating or plagiarising may face action such as cancellation of results.

ASSESSMENT

AIET believes in the concept of a fair and equitable assessment system for all students.

Students' work is assessed on a regular basis and progress towards competency is noted. Students can check their progress at any stage.

At the end of the training program the assessor makes a final determination as to the competency of the student. This is recorded in the Summary Assessment sheet.

If students are assessed as Not Yet Competent, comments and feedback are provided to the student detailing their requirements to achieve competency. A timeline will be negotiated with the student to achieve competency.

At the end of a training program the assessor transfers the final results to our student management system and a Certificate of Completion or Statement of Attainment is produced.

At any stage of the assessment process the student can appeal an assessment decision. First, the student should discuss the nature of the appeal with the assessor. If the student is not satisfied with the decision, you are encouraged to contact AIET to request an Appeals Form.

RESULTS

Student results are held by AIET for a period of 30 years.

Should you require a new copy of your certificate, you will need to complete the Request for Replacement Certificate Form found on our website. There is a charge of \$20 plus postage associated with re-issuing certificates.

In the event that AIET is no longer acting in the capacity of a Registered Training Organisation, all student results will be sent to the ASQA (Australian Skills Quality Authority), and any query regarding the re-issuing of a certificate should be directed to them.

STUDENT SATISFACTION

Student Feedback Surveys are conducted at least once per year. The completion of the Student Feedback Form is conducted with the principles of confidentiality and privacy of the individual students in mind. The outcomes of the survey are intended to provide AIET with information about quality delivery of training and assessments undertaken by the trainer of the program, and are used as part of our policy of Continuous Improvement.

Your trainer will provide you with the link to access the online Feedback Form; we ask that you complete this to assist us in continuing to provide great support, training and service for our students. The Feedback Form can be completed anonymously.

AIET will then compile a summary of the feedback and provide it to the school and trainer. No names or individuals will be identified in the summary of the feedback.

COMPLAINTS

If a student has a complaint, it is best to try to discuss the matter with the persons involved and attempt to resolve any problems.

If the complaint is with the trainer, the trainer and the student are encouraged to resolve the matter informally. If the matter cannot be resolved informally, the student is encouraged to discuss the issue with the CEO of AIET.

The matter will be dealt with in accordance with AIET's Complaints policy and procedure.

Each complaint will be acted on, and the results of all complaints will be communicated to the student(s) and the trainer/assessor, and will be kept on file.

APPEALS

Students have the right to appeal against an assessment decision.

You are encouraged to discuss your appeal in the first instance with the assessor who assessed your submission.

If you are still unhappy with the outcome, we encourage you to call us on (03) 9387 2051.

STUDENT SUPPORT

AIET cares about the needs of our students and will provide support for students where possible.

If a student has a specific individual need you should, in the first instance, discuss them with your trainer.

The trainer may be able to provide reasonable adjustments such as:

- Using teaching materials appropriate to the student
- Providing flexible learning materials
- Providing study materials in an appropriate format
- Adjusting teaching strategies
- Adapting assessment procedures.

Support may also be provided by:

- In class support
- Out of class help
- Through referral to other support services.



SUPPORT SERVICES

Literacy support

The Australian Council for Adult Literacy

provides information on current literacy and numeracy projects and services in Australia.

www.acal.edu.au

AMES

assists with literacy support and literacy programs.

www.ames.net.au

Cambridge College

provides literacy programs.

www.cambridgecollege.com.au

Learning Difficulties Australia

Provides information, resources and state services to assist people with all learning difficulties

<https://www.ldaustralia.org/>

Translating Services

The Department of Immigration and Citizenship (DIAC) www.immi.gov.au provides the TIS National interpreting service for people who do not speak English

Phone 131-450 to gain access to an interpreter in your own language. (This is a FREE service)

<https://www.tisnational.gov.au/>

VITS is Language Services provider

Specialising in Interpreting, Translations, Multilingual and Bi-Cultural services for the legal, medical, corporate, mental health, education and community sectors.

www.vits.com.au/

Disabilities

Health Direct

Provides practical health information and advice. Supported by governments of Australia.

<https://www.healthdirect.gov.au/>

Vision Australia

Supports people who are blind or have low vision to live the life they choose.

www.visionaustralia.org.au

Deaf Australia Inc.

Supports people who are deaf and has resources and services that can be accessed in all states.

<http://deafaustralia.org.au>

The Victorian Deaf Society (Vicdeaf),

is a non-profit organisation and is the primary source of reference, referral, advice and support for deaf adults.

They also provide an interpreting service:

Vicdeaf Auslan and Interpreting Services (VAIS)

TTY: (03) 9473 1199

Ph: (03) 9473 1111

Fax: (03) 9473 1122

Toll free for country callers

TTY: 1300 780 235

Ph: 1300 780 225

Email: info@vicdeaf.com.au

The Australian Disability Clearinghouse on Education and Training (ADCET)

Provides information about inclusive teaching and support services for people with disabilities. It provides information and resources to support the work of disability practitioners in the postsecondary education and training sector.

www.adcet.edu.au

GENERAL SUPPORT SERVICES

Centrelink

Provides support to Victorians in a variety of areas, including: finding jobs and obtaining funding for a variety of programs including Disabled Australian Apprentice Wage Support Program, Indigenous programs, family assistance, multicultural programs, etc. Ph:

<https://www.humanservices.gov.au/customer/dhs/centrelink>

Lifeline Australia

Provides 24hr crisis support such as suicide prevention, domestic and family violence, crisis support and mental health services. **Phone 13 11 14.**

<http://www.lifeline.org.au>

Kids Helpline

A 24/7 counselling service specifically for children and young people aged 5 to 25 years. Services include counselling, helplines, crisis care, education and training, employment, parenting help, mentoring, social development and life skills.

Phone 1800 551 800

<https://kidshelpline.com.au>

Relationships Australia:

Offer services around the country that include counselling, family dispute resolution (mediation) and a range of family and community support and education programs.

Phone 1300 364 277

<https://www.relationships.org.au/>

Legal Aid

In each state and territory, legal aid commissions deliver a wide range of legal assistance services in criminal, family and civil law matters. Some legal assistance is available free-of-charge to everyone, including through free brochures, information sessions or telephone legal advice.

To be eligible for a grant of legal assistance for legal representation, you must satisfy the means and merits tests, and meet the relevant legal aid commission's guidelines.

Select your state or territory for specific legal aid information.

<http://www.australia.gov.au/content/legal-aid>

Women's Legal Services Australia

For women who need legal advice and information or referral irrespective of income or assess.

<http://www.wlsa.org.au/>

Men's Referral Service

This service is for men by men in areas of men who might be using controlling or violent behaviour towards a partner or family member, men who have been victimised by a partner or family member, women seeking information about male family violence, friends, family or colleagues of people who are using or experiencing family violence and Professionals wishing to support a client using or experiencing family violence.

It provides a central point of contact for men who seek help in the above areas.

Phone: 1300 766 491

<http://www.mrs.org.au/>

Indigenous Support Services

Indigenous Support Services provides services and support for Aboriginal and Torres Strait Islander people and organisations in areas such as: Health and Wellbeing, work readiness, business planning, crisis intervention, etc.

www.indigenoussupportservices.com/

Indigenous.gov.au

Connecting Aboriginal and Torres Strait Islander people with government programs, support services, health, education etc. in all areas of Australia.

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

On the Line

Professional counselling and support services include telephone support, real-time online text counselling, video counselling, call back services, social media monitoring and moderated forums. 24/7.

<https://www.ontheline.org.au/>

Beyond Blue

Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Phone 1300 224 636 24hrs/7 days a week

<https://www.beyondblue.org.au/>

The Smith Family

Is a children's charity helping disadvantaged Australian children to get the most out of their education, so they can create better futures for themselves.

www.thesmithfamily.com.au

QUALIFICATIONS

AIET currently has a diverse range of courses on their scope of registration. All course details, including units currently offered, are available on our website http://www.aiet.edu.au/AIET_courses.html.

All information in regards to training packages, units of competencies and assessments are available from <http://training.gov.au>.

If you have any queries about your enrolment, please discuss it initially with your trainer. If you have further queries, that have not been clarified, please contact us at AIET.

Thanks for studying with AIET.

FURTHER INFORMATION

Melbourne

517 Victoria Street

Brunswick West, VIC 3055

Ph. 03 9387 2051 Fax. 03 9387 3470

Online

Email: info@aiet.edu.au

Web: <http://www.aiet.edu.au>



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