



Australian Employment
Training

Learner Handbook

Australian Employment Training Pty Ltd

RTO Code: 22733

Suite 2, Level 12/190 Queen Street, MELBOURNE VIC 3000

Tel: 1300 360 510

Website: www.aet.vic.edu.au

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Welcome to Australian Employment Training

This information handbook is designed to provide you with information about the services provided by Australian Employment Training Pty Ltd and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about a particular course offered by Australian Employment Training. This information is contained in the Course Outline Brochure which is supplied separately.

Refer to: *Course Outline – Course Code & Title (Course relevant)*

About Australian Employment Training

Australian Employment Training is a Registered Training Organisation (Code: 22733) providing high-quality training to learners in Australia.

Australian Employment Training offers modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about Australian Employment Training at the following websites:

<http://www.aet.vic.edu.au>

<https://training.gov.au>

Australian Employment Training is responsible under its registration with the Victorian Registration and Qualifications Authority (VRQA) for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Our Services

Australian Employment Training provides training and assessment services in support of the following nationally endorsed training products:

- Security industry training: CPP20218 Certificate II in Security Operations
- First aid training: HLTAID011 Provide First Aid
- RSA training: SITHFAB021 Provide responsible service of alcohol

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Our vision, mission and objectives

Our Vision

To provide quality and contextualised training to best prepare graduates for entry and career progression in their chosen industry field.

Our Mission

We are passionate about best preparing candidates to upgrade their skill sets and enter the job market with relevant, positive learning experiences providing transferrable employment skills to meet the needs of the Australian employment market.

Our Values

- **Passion:** We are a team that is ardent and enthusiastic towards lifelong learning and delivery
- **Ethical** Business Practises
- **Respect** for our students and the quality of our training delivery
- **Integrity:** Without compromise
- **Commitment:** We deliver on our promises and aim to help you achieve yours
- **Drive:** We are a team that drive to achieve and advance together
- **Belief:** We are a team that believe in everything we do
- **Results Matter:** We strive to help you work towards your best you

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit, and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

We acknowledge the importance of adult learning principles in the delivery of effective vocational training.

We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

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Acknowledgement of Traditional Owners

'Our training college and the training you are participating in, at Australian Employment Training, is being held on the lands of the Wurundjeri People and we wish to acknowledge them as Traditional Owners.

Australian Employment Training would also like to pay our respects to their Elders, past and present, and Aboriginal Elders of other communities who may be here.

The Wurundjeri People take their name from the Woiwurrung language word 'wurun' meaning the Manna Gum (*Eucalyptus viminalis*) which is common along 'Birrarrung' (Yarra River), and 'djeri', the grub which is found in or near the tree.

Wurundjeri are the 'Witchetty Grub People' and their Ancestors have lived on this land for millennia.

Is all of Melbourne Wurundjeri?

Wurundjeri Willam:

Their territory includes the site of Narm (Melbourne), up to the east side of the Maribyrnong River and its western branch and along to Geboor (Mount Macedon).

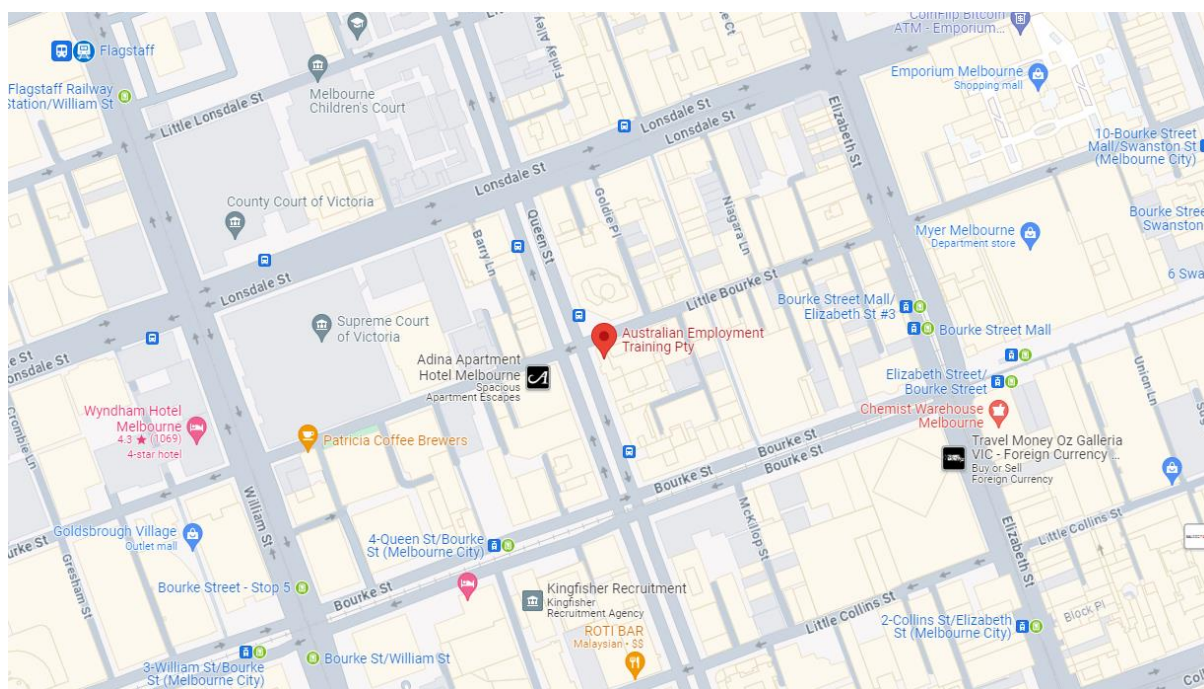
It also includes the western half of country from the Kurrum (Plenty River) to the Maribyrnong River.



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How to find us

Australian Employment Training is located at:
Suite 2, Level 12/190 Queen Street MELBOURNE VIC 3000



Parking

There are several 'secure parking car parks' within walking distance from the college.

- Secure Parking – 200 Queen Street, Melbourne
- Wilson Parking – 189 Queen Street, Melbourne
- Metro Parking Management Pty Ltd – 3/180 Queen Street, Melbourne
(Car Parking fees vary)

Public Transport

Train Stations:

It is a 7-minute walk to Melbourne Central train station, 8-minute walk to Flagstaff train station and 733m to Flinders Street train station

Bus Stops:

- Little Bourke St/Queen St (Melbourne City) 1 min walk
- Lonsdale St/Queen St (Melbourne City) 2 min walk
- Queen St/Lonsdale St (Melbourne City) 2 min walk
- Bourke St/Queen St (Melbourne City) 2 min walk

Tram Stops:

- 4-Queen St/Bourke St (Melbourne City) 4 min walk
- 3-Bourke Street Mall/Elizabeth St (Melbourne City) 4 min walk
- 4-Queen St/La Trobe St (Melbourne City) 4 min walk

Lunch Options

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If you are looking to buy lunch whilst you are at our premises, we have a large number of eateries close by, we are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from.

Our Trainers

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually kept up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Australian Employment Training we deliver nationally accredited qualifications via training face-to-face. When you study with Australian Employment Training, your Trainer/Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment or email your Trainer /Assessor for advice which means you get the support you need when you need it.

Australian Employment Training trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

Our expectation of you

Australian Employment Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Australian Employment Training.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Australian Employment Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Australian Employment Training staff members and their right to privacy and confidentiality.

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Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time.

If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> on computer or mobile device.

Your safety

Australian Employment Training is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the *Occupational Health & Safety Act 2004* of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions
- No smoking at the training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to the RTO staff
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment
- Keep training and assessment areas neat and tidy at all times
- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

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Electrical equipment

- Electrical equipment that is not working should be reported to Australian Employment Training staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Australian Employment Training will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Australian Employment Training unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

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COVID-19 Protective Measures

Physical distancing:

Physical distancing is important in reducing physical contact and maintaining high standards of hygiene and will help reduce the spread of the virus in the community.

Physical distancing measures include non-contact greetings (no handshakes) and maintaining a distance of 1.5 metres between individuals where possible.

When Australian Employment Training delivers face-to-face training, we will make adjustments to the classroom to create more space between people, for example by ensuring desks/workstations are adequately separated (4 square metres).

Australian Employment Training will also increase cleaning, particularly of classrooms, toilets, common areas, door handles and equipment. Any student who is unwell, or who is required to self-isolate, must not attend class and must be sent home.

How can we help prevent the spread of the infection?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses.

You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your mouth and nose when you cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others (stay more than 1.5 meters from people).

Get tested if you have symptoms. You may need to be tested for COVID-19 if you feel sick. The symptoms of COVID-19 are fever, scratchy or sore throat, cough, a runny nose, feeling short of breath, headache, loss of your sense of taste or loss of your sense of smell. If you have any of these symptoms, you should get tested for COVID-19.

Where can I get more information?

For the latest advice, information and resources, go to www.health.gov.au
Call the National Coronavirus Health Information Line on 1800 020 080.
It operates 24 hours a day, seven days a week.

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Equity and Diversity

Australian Employment Training is committed to ensuring that the training and assessment environment is free from discrimination and harassment.

All Australian Employment Training staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Learners should expect fair and friendly behaviour from Australian Employment Training staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Australian Employment Training that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Australian Employment Training, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Australian Employment Training takes the privacy of learners very seriously and complies with all legislative requirements. These include the *Privacy and Data Protection Act 2014* and the *Privacy Act 1988* and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Australian Employment Training will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the *National VET Data Policy 2020*.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Australian Employment Training is required to securely retain records of any AQF certification documentation that has been issued for a period of 30 years from the date your enrolment has completed.

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The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research (NCVER) or the Victorian Registration and Qualifications Authority (VRQA).
- In all other cases Australian Employment Training will seek the written permission of the learner for such disclosure. Australian Employment Training will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Australian Employment Training is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how Australian Employment Training is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the *Privacy and Data Protection Act 2014* and the *Privacy Act 1988* (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *Privacy and Data Protection Act 2014*) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

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We are also authorised by law (under the *Privacy and Data Protection Act 2014*) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information.

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO, Australian Employment Training using the contact details listed.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

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Contact information

At any time, you may contact Australian Employment Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Tuition Fees

Tuition Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 5 days of receiving notification from Australian Employment Training. For a full list of current fees and charges please request a copy of AET - Schedule of Fees and Charges.

Learner cancellation

Learners who cancel their enrolment part way through a training program must notify Australian Employment Training in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to AET - Schedule of Fees and Charges.

Refunds

Learners, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Australian Employment Training is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training.

Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a learner has purchased a text or training workbooks and subsequently cancels, Australian Employment Training will not refund monies for the text.

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Payment method

Australian Employment Training accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Money Order (made payable to Australian Employment Training)
- Payment in cash is discouraged.

Statutory cooling off period

The AQTF Condition 5 requires a person is to be informed of their right to a statutory cooling off period, if one is applicable. A statutory cooling off period is defined with in the Australian Consumer Law introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing.

A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Australian Employment Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

Our Guarantee to Clients

If Australian Employment Training cancels or ceases to provide training, Australian Employment Training must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is ceased.

Changes to terms and conditions

Australian Employment Training reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from

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the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Accessing your records

You are entitled to have access to your records. These records include your:

- learner file
- learning and assessment record
- administrative records
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training unit of competency. Whilst these records will be retained by Australian Employment Training, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours.

Learners should note that these records cannot be taken away unless a copy is requested.

Where photocopies are requested, Australian Employment Training reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Australian Employment Training. To obtain this you must complete the Student Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued.

AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to Australian Employment Training beforehand and the person must provide photo ID to validate their identity.

Continuous improvement

Australian Employment Training is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

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Suggesting improvements

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee.

Often these reports will be generated after an opportunity for improvement has been identified by a staff member or learner. The Continuous Improvement Report template is available on request. Learners are encouraged to provide feedback to Australian Employment Training so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey.

This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey are important to Australian Employment Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment Methods

At Australian Employment Training assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, and Practical Observation Assessment of performance requirements.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The learner is sometimes required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the learner will largely be specific to their workplace.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Practical Observation:** The learner will be observed performing specific tasks as a part of their performance Assessment. The assessor will observe the learner performing tasks relevant to the units of competency being assessed.

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The learner will be briefed on these observation activities and provided with scenarios that would simulate a workplace situation.

- **Re-assessment:**

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training.

These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Australian Employment Training to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current AET – Schedule of Fees and Charges to identify the re-assessment fee.

Learner's requiring additional learning support are to be brought to the attention of Australian Employment Training management so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

Issuing Qualifications and Statements of Attainment

Australian Employment Training will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete.

Please note however that Australian Employment Training is not obliged to issue a certificate to a completed student if:

- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

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- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Learner support services

During your enrolment, Australian Employment Training will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which also includes a language, literacy and numeracy assessment (LLN test), discussions over the phone, enrolment interview and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What Support is Available?

Australian Employment Training will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the CEO. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Australian Employment Training is committed to our student's welfare both during and after hours of study.

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Your designated learner support officer is:

Ashley Rohamally
Student Support Officer

Telephone: 1300 360 510
Email: info@aet.vic.edu.au

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

Obtaining an acceptable level of literacy and numeracy can greatly improve many factors in your life, including improvements to your social life, education and career prospects. The ability to read, write, and understand information, can hugely affect your employability.

To support this approach, Australian Employment Training will:

- Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available.
- These institutes have specialist teachers to support the learner's development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Australian Employment Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Language, Literacy and Numeracy Assistance Programmes

Skills for Education and Employment (SEE)

The Skills for Education and Employment (SEE) programme provides language, literacy and numeracy training to eligible job seekers to enable them to participate more effectively in training or in the labour force.

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What kind of training is offered through the SEE programme?

You can get up to 800 hours of free accredited training, starting at your own level and working at your own pace. Training is delivered flexibly through full-time or part-time hours, via face-to-face or distance training which allows you to still look for work or care for your family. A work experience component can also be included in some cases.

Who is eligible?

You are eligible for the Skills for Education and Employment programme if you:

- are 15 to 64 years old
- are registered as a job seeker with Centrelink
- are not a full-time student
- meet the rules on visa status and benefits.

Where can you do training?

There are training organisations all around Australia that provide Skills for Education and Employment training. They are called 'providers'. Providers consist of community organisations, public training providers, such as technical colleges, private providers and universities.

Go to this webpage for further information:

<http://www.industry.gov.au/skills/ProgrammesandAssistance/SEE/Pages/dESlult.aspx>

Reading Writing Hotline

The Reading Writing Hotline (the hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice and support.

The hotline provides information on:

- adult reading, writing and numeracy classes held locally across Australia or via correspondence
- becoming a literacy volunteer
- adult language, literacy and numeracy teaching and learning resources
- Commonwealth-funded programs for Centrelink clients
- Commonwealth-funded English as a second language programs for migrants
- literacy and numeracy in the workplace for employers.

Further information is available at the Reading Writing Hotline website or phone 1300 655 506.

<http://www.readingwritinghotline.edu.au/>

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Making complaints & appeals

Australian Employment Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required.

To make a complaint or an appeal, you are requested to complete one of the following forms:

- AET – Complaints Handling Form
- AET - Request to Appeal a Decision

These forms are available via our website at the following address:

- www.aet.vic.edu.au

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

- Postal address – Suite 2, Level 12/190 Queen Street MELBOURNE VIC 3000
- Email – info@aet.vic.edu.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

- Telephone – 1300 360 510

What is a complaint?

A complaint is negative feedback about services, staff or another student which has not been resolved locally. A complaint may be received by Australian Employment Training in any form and does not need to be formally documented by the complainant in order to be acted on.

Complaints may be made by any person but are generally made by learners and/or employers.

What is an appeal?

An appeal is where a client of an RTO, or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO's operations.

An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Australian Employment Training within 28 days of the learner being informed of the decision or finding.

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Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible.

Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

Australian Employment Training applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Australian Employment Training website or at the front desk at the college.
- A person who makes a complaint or an appeal must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the complaint or the appeal is received.
- The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Australian Employment Training including all details of lodgement, response and resolution.
- Australian Employment Training will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.

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- Where a complaint or appeal is made about or involves allegations about another person, Australian Employment Training is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via an electronic means. Australian Employment Training will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence.
- Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome.
- A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within sixty (60) days** of the complaint / appeal being initially received. Where Australian Employment Training Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required.
- As a benchmark, Australian Employment Training will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Australian Employment Training and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Australian Employment Training shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

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- Complaints / appeals are to be handled in the strictest of confidence. No Australian Employment Training representative will disclose information to any person without the permission of Australian Employment Training Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply.
- The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Australian Employment Training to hear both sides of the matter before making any judgements about how the complaint should be settled.

A person who will be affected by a decision made by Australian Employment Training as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond.

The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Australian Employment Training also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Australian Employment Training.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Australian Employment Training to investigate the matter, then in these circumstances Australian Employment Training reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

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Review by an independent third party

Australian Employment Training provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person.

Before a person seeks a review by an independent person, they are requested to first allow Australian Employment Training to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Australian Employment Training Chief Executive Officer will advise of an appropriate party independent of Australian Employment Training to review the complaint (and its subsequent handling) and provide advice to Australian Employment Training in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where Australian Employment Training appoints or engages an appropriate independent person to review a complaint / appeal, Australian Employment Training will meet the full cost to facilitate the independent review.

Independent Third-Party appointment

The independent third-party that Australian Employment Training will engage is the Security Trainers Association. Security Trainers Association (STA) has provided a notification to confirm.

Security Trainers Association – Independent Third Party

The Security Trainers Association has accepted the role as the Independent Third Party where a person making a complaint is not satisfied with the handling of the matter by Australian Employment Training. The person will have the opportunity for the Security Trainers Association to act independently of Australian Employment Training to review his or her complaint following the internal completion of complaint handling/appeals process. Before a person seeks a review by an independent third party, they are requested to first allow Australian Employment Training to fully consider the nature of the complaint and to respond to the person in writing.

Following an independent review, advice received from the independent person is to be accepted by Australian Employment Training as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

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Where a complaint is received by Australian Employment Training and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Australian Employment Training, they have the opportunity for a body that is external to Australian Employment Training to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by Australian Employment Training may refer their matter to the following external agencies:

- In relation to consumer related issues, you may refer their complaint to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, you may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au>
- In relation to matters relating to privacy, you may refer their complaint to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au> or call on 1300 363 992.

Withdrawing from a course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment.

A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

Learner who is not contactable or not responding

Where a learner is not contactable or fails to respond to requests by Australian Employment Training, the learner's enrolment may be terminated in absentia. This action may only be taken where Australian Employment Training has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course.

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Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Office Manager if the learner makes contact.

Recognition of Prior Learning

In accordance with the requirements of the AQTF Essential Conditions and Standards, Australian Employment Training provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

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Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in Australian Employment Training's scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records
- Records of workplace training
- Assessments of current skills
- Assessments of current knowledge
- Third party reports from current and previous supervisors or managers
- Evidence of relevant unpaid or volunteer experience
- Examples of work products
- Observation by an assessor in the workplace
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own.

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When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Australian Employment Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the AQTF Essential Conditions and Standards, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for examination to Australian Employment Training.

These documents will provide the detail of what units of competence you have been previously issued.

You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.

You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in Australian Employment Training scope of registration.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer and Australian Employment Training does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

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Legislative and Regulatory Responsibilities

Australian Employment Training is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Australian Employment Training has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Australian Employment Training.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

OHS requirements

Each state has its own OHS laws and a regulator to enforce them. The OHS framework for each state includes:

- Act – outlines your broad responsibilities.
- Regulations – set out specific requirements for particular hazards and risks, such as noise, machinery, and manual handling.
- Codes of practice – provide practical information on how you can meet the requirements in the Act and Regulations.
- Regulating agency (regulator) – administers OHS laws, inspects workplaces, provides advice and enforces the laws.

Victorian OHS Act and Regulations

The Occupational Health and Safety Act 2004 and related regulations aim to keep Victorian workplaces safe.

Occupational Health and Safety Act 2004

The Occupational Health and Safety Act 2004 (OHS Act) is the main workplace health and safety law in Victoria. It sets out key principles, duties and rights about OHS and who the OHS Act protects.

The OHS Act seeks to protect the health, safety and welfare of employees and other people at work. It also aims to ensure that the health and safety of the public is not put at risk by work activities.

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Privacy Act 1988

The Australian Privacy Principles (or APPs) are the cornerstone of the privacy protection framework in the Privacy Act 1988 (Privacy Act). They apply to any organisation or agency the Privacy Act covers.

There are 13 Australian Privacy Principles, and they govern standards, rights and obligations around:

- the collection, use and disclosure of personal information
- an organisation or agency's governance and accountability
- integrity and correction of personal information
- the rights of individuals to access their personal information

The Australian Privacy Principles are principles-based law. This gives an organisation or agency flexibility to tailor their personal information handling practices to their business models and the diverse needs of individuals.

They are also technology neutral, which allows them to adapt to changing technologies.

A breach of an Australian Privacy Principle is an 'interference with the privacy of an individual' and can lead to regulatory action and penalties.

The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds
- how the entity collects and holds personal information
- the purposes for which the entity collects, holds, uses and discloses personal information
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Privacy and Data Protection Act 2014

The PDP Act re-enacts the Information Privacy Principles (IPPs) in full; these were established by the Information Privacy Act 2000 (Vic). The IPPs set out minimum enforceable standards with which the Victorian public sector must comply when collecting and handling personal information about individuals.

If your digital service collects, uses or discloses personal information, then the PDP Act and the 10 IPPs apply.

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Equal Opportunity Act 2010

The legislation protects people from discrimination on the basis of their individual attributes in certain areas of public life and provides redress for people who have been discriminated against.

It also aims to eliminate, as far as possible, discrimination, sexual harassment and victimisation.

Competition and Consumer Act 2010

The object of this Act is to enhance the welfare of Australians through the promotion of competition and fair trading and provision for consumer protection

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

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Fair Trading Act 1999 (VIC)

What is the Fair Trading Act Victoria?

The law that protects consumers in Victoria is the Australian Consumer Law and Fair Trading Act 2012. Consumer laws put restrictions on your business to ensure you're fair in the way you: trade (online and in-person) advertise.

Student Identifiers Act 2014

Generally, a registered training organisation must not issue a VET qualification or VET statement of attainment to an individual after 2014 unless the individual has a student identifier.

Education and Training Reform Act 2006

The main purpose of this Act is to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians.

*Thank you for taking the time to read the
Australian Employment Training Learner Handbook
– enjoy your training!*

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