



AUSTRALIAN  
INSTITUTE  
OF SKILLS

KNOWLEDGE | HUMILITY | DISCIPLINE

ABN: 65 603 494 613

# STUDENT HANDBOOK

---

Australian Institute of Skills Pty Ltd  
REGISTERED TRAINING ORGANISATION: 41344

**AIS**



## Copyright

© 2015 Australian Institute of Skills Pty Ltd

All Australian Institute of Skills Pty Ltd training resources are subject to copyright. In accordance with the Copyright Act 1968, Australian Institute of Skills Pty Ltd reserves all rights regarding production, duplication and repurposing of this document, including total or partial reproduction or adaptation, without written permission from the management of Australian Institute of Skills Pty Ltd.

## Table of Contents

1. ABOUT AUSTRALIAN INSTITUTE OF SKILLS .....	4
2. CONTACT INFORMATION .....	4
3. CODE OF PRACTICE .....	5
4. ENROLMENT .....	5
5. COURSE INFORMATION, CONTENT, AND VOCATIONAL OUTCOMES .....	6
6. FEES AND CHARGES .....	7
7. REFUND POLICY .....	7
8. LANGUAGE, LITERACY, AND NUMERACY SUPPORT .....	9
9. CLIENT SUPPORT .....	9
10. ACCESS AND EQUITY .....	10
11. FLEXIBLE LEARNING AND ASSESSMENT .....	10
12. RECOGNITION OF PRIOR LEARNING (RPL) .....	12
13. COMPLAINTS AND APPEALS .....	13
14. RULES, REGULATIONS AND DISCIPLINARY PROCEDURES .....	15
15. HUMAN AND PHYSICAL RESOURCES .....	15
16. COMPLETION AND PROCEDURE FOR ISSUING CERTIFICATES .....	16
17. REFUSAL TO PROVIDE SERVICES .....	17
18. PRIVACY POLICY .....	17
19. LEGISLATION .....	19



## 1. ABOUT AUSTRALIAN INSTITUTE OF SKILLS

Welcome to Australian Institute of Skills.

Australian Institute of Skills is a progressive Registered Training Organisation (RTO) that specialises in delivering quality training solutions across Queensland, Australia.

We understand the need of formal qualification with experience as well as with training that is why we offer a Diploma of Management.

Whether you are looking to study online, certificate level, or even diploma level business courses, our team will provide you with the guidance and support needed to gain nationally recognised qualifications and real results.

From your initial enquiry, through to enrolment, and on to completion of your study with Australian Institute of Skills, there will always be a supportive team member to assist you. Why do people choose to study with Australian Institute of Skills?

- Nationally Recognised - Registered Training Organisation (RTO)
- Innovative training and education program
- Flexible online or on-site study options
- Supportive, industry qualified trainers

## 2. CONTACT INFORMATION

### Head Office: Brisbane

Physical Address: 16 Natalie Close, Rowville, VIC 3178

Postal Address: 16 Natalie Close, Rowville, VIC 3178

Phone: 1300 AUSKILLS (287545)

Fax: 1300528800

Email: [info@auskills.edu.au](mailto:info@auskills.edu.au)

Website: [www.auskills.edu.au](http://www.auskills.edu.au)

### 3. CODE OF PRACTICE

#### Educational Standards

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

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

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li><b>Guarantee</b></li> <li><b>Legislative Requirements</b></li> <li><b>Quality Management Focus</b></li> <li><b>Language, Literacy and Numeracy Support Appeal</b></li> <li><b>Marketing and Advertising</b></li> <li><b>Access and Equity</b></li> <li><b>Assessment Criteria</b></li> <li><b>Issue of Certificates</b></li> <li><b>Client Services, Welfare and Guidance</b></li> <li><b>Refund Policy</b></li> </ul> | <ul style="list-style-type: none"> <li><b>Complaints Policy</b></li> <li><b>External Complaint Procedures</b></li> <li><b>Discipline Policy</b></li> <li><b>Policy</b></li> <li><b>Recognised Prior Learning (RPL)/Credit Transfer Training and Assessment Standards</b></li> <li><b>Enrolments</b></li> <li><b>Fees and Charges</b></li> <li><b>Privacy Policy</b></li> </ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### Quality Management Focus

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

#### Marketing and Advertising

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

#### Guarantee

Australian Institute of Skills will honour all guarantees outlined in our Code of Practice.

### 4. ENROLMENT

#### Client Selection and Recruitment

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

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program. Appropriately, qualified persons will assess

the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges as they come due.

### **Cooling Off Period**

All Clients do have cooling off period of 7 days after signing up for the course.

### **Entry Requirements**

Please contact Australian Institute of Skills to check for any pre-requisites that are required for entry.

### **Enrolment Procedure**

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

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

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

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

### **Induction/Orientation**

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

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

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

### **Course/Program Information**

Clients will receive the following information prior to enrolment:

- Client selection, enrolment, and induction/orientation procedures
- Course information, including content and vocational outcomes

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

### **Vocational Outcomes**

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

### **Client Resources**

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

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

## **6. FEES AND CHARGES**

### **Fees and Charges**

A copy of our fees and charges will be provided with letter of offer, which will be provided prior to enrolment.

## **7. REFUND POLICY**

All enrolment fees are non-refundable.

### **Fee for Service Enrolments**

- If Client withdraws in writing, 21 calendar days or more prior to the course commencement 100% of the course fee (paid by the client).

- If Client withdraws in writing, within seven (7) calendar days prior to the course commencement, 75% of the full course fee paid (regardless of how much the Client has already paid).
- If Client withdraws in writing, less than 24 hours prior to course commencement there will be no Refund.
- If Client is withdrawn from the course by AUSTRALIAN INSTITUTE OF SKILLS, after course commencement, due to inappropriate behaviour there will be no refund.
- Course cancelled by AUSTRALIAN INSTITUTE OF SKILLS will refund the 100% of the course fee (paid by the client).

### **Short Course Refund Policy**

Short courses are non-refundable.

### **Material Fees**

- No refunds will be given for printed or electronic materials that are considered to be used. Materials will be considered “used” when;
- The client has accepted the materials and begun their training
- The client has signed their acceptance of the materials

### **Course Reschedule/Cancellation**

If a course is rescheduled/cancelled by Australian Institute of Skills prior to program or course commencement, then participants will be rescheduled to the next available course date.

Any changes to a training program, services or third party provider will be advised to clients, as soon as possible prior to the date the change is to occur. This will be done by most applicable method which will be done by:

- Verbal confirmation via phone call or face to face.
- Email

### **Where training has not yet commenced;**

A full refund, of any monies paid, will be provided to students who have enrolled in a course but subsequently cancelled before training delivery has started.

### **After course commencement;**

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

### **Applicability**

The Australian Institute of Skills Managing Director is responsible for implementing the refund policy. Applications for refunds must be made in writing to the Managing Director of Australian Institute of Skills and the decision of the Managing Director is final.



The policy of Australian Institute of Skills is at all times to be fair and equitable to registered clients. For full details on fees, charges and payments contact Australian Institute of Skills.

## 8. LANGUAGE, LITERACY, AND NUMERACY SUPPORT

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

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

## 9. CLIENT SUPPORT

### Client Services, Welfare, and Guidance

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

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

Australian Institute of Skills has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

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

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

### Procedure for Client Support

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

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

### **Counselling/Personal Support**

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

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

Beyond Blue – [1300 224 636](http://1300224636) or [www.beyondblue.org.au](http://www.beyondblue.org.au)

## **10. ACCESS AND EQUITY**

### **Access and Equity Principles**

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

Australian Institute of Skills prohibits discrimination towards any group or individuals in any form including:

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

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

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

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

## **11. FLEXIBLE LEARNING AND ASSESSMENT**

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

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

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

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

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

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

Or any other method outlined in the Training and Assessment Strategy (TAS). Clients will be advised of the assessment methodology before training commences.

### **Training and Assessment Standards**

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

### **Flexible Learning**

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

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

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

### **Assessment Presentation**

Written assessment documents such as projects and research reports must be submitted electronically and in accordance with the Institutes standards. This can be done via email or submitted on disk. Where this is not possible speak to your trainer.

### **Reasonable Adjustment**

Where clients are unable, due to physical or mental disabilities, ill health or family emergency, to undergo assessment as outlined in each subject alternative forms and times of assessment may be negotiated with the trainer prior to the assessment date. In the event that illness is the reason why an assessment cannot be completed a doctor's certificate must be supplied.

### **Resitting Assessments**

In the event of a 'not yet competent' outcome the client will have an opportunity to re-do the assessments for that unit at no cost. Should the result of the resit be an outcome of 'not yet competent' one further resit is allowed at a cost of \$75.00 per assessment. If, after re-doing the assessment(s), the client still does not meet the necessary criteria for competency he/she must redo the entire unit (cost on application) in order to achieve the full qualification. Every effort will be made by the staff of Australian Institute of Skills to ensure a successful outcome for its clients.

## **12. RECOGNITION OF PRIOR LEARNING (RPL)**

### **Recognition of Other Qualifications/Credit Transfer**

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

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

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

### **Recognised Prior Learning (RPL) and Recognised Current Competencies (RCC)**

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

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

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

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

- Information stage
- Initial support and counselling stage

- Application stage
- Assessment stage
- Post assessment guidance stage
- Certification stage

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

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

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

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

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

## 13. COMPLAINTS AND APPEALS

### Complaints

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

- The complainant must try to resolve the problem with the person concerned.
- The complainant must seek the assistance of their Australian Institute of Skills Trainer.

Should the problem still be unresolved, the following procedure must be followed:

1. Request a *Student Complaint Form* from your trainer, or contact Australian Institute of Skills to obtain a copy of the form.
2. Fill out all required details on the form and attached any relevant documentation.
3. Submit the form to Australian Institute of Skills via the contact email or postal address provided on the form.
4. Upon receipt Australian Institute of Skills will address the issue.

5. The client will receive a written statement of the outcome from the Trainer and/or Managing Director within 14 days of the complaint being received.

If the complaint will take in excess of 60 calendar days to finalise AUSTRALIAN INSTITUTE OF SKILLS will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.

All records of any complaints are kept on file. If the complaint is still unresolved, our clients may lodge a complaint with the Australian Skills Quality Authority (ASQA): **1300 701 801** or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

### Appeals

Australian Institute of Skills seeks to prevent appeals by ensuring clients are satisfied with the training and assessment process. All staff is expected to be fair, courteous and helpful in all dealing with clients.

Should a complaint about any assessment never the less be made, this will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

The circumstances and results of any appeal are analysed by the Managing Director and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receiving the complaint. All records of any appeals are kept on file.

### Appeal Procedure

1. Request a Student Appeal Form from your trainer, or contact Australian Institute of Skills to obtain the form.
2. Fill out all required details on the form and attached any relevant documentation.
3. Submit the form to Australian Institute of Skills via contact email or postal address provided on the form.
4. Upon receipt Australian Institute of Skills will address will review the appeal.
5. The client will receive a written statement of the outcome from the Trainer and/or Managing Director within 28 days of the complaint being received.

If the appeal takes in excess of 60 calendar days to finalise **AUSTRALIAN INSTITUTE OF SKILLS** will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.

If the appeal is still unresolved, the client may contact any relevant Government Department that may be able to assist. Clients may also seek legal redress through the usual court processes if they feel unsatisfied.

### External Complaints or Appeals

For assistance with lodging an external complaint or appeal please contact the Australian Skills Quality Authority (ASQA): **1300 701 801** or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au). If ASQA finds your complaint is justified, the conclusions are reported to you and to the relevant Department of Education, Training and Employment regional office.

## 14. RULES, REGULATIONS AND DISCIPLINARY PROCEDURES

### Rules and Regulations

The following apply to all persons, staff and clients:

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

### Discipline Policy

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

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

The Managing Director will oversee all disciplinary matters.

## 15. HUMAN AND PHYSICAL RESOURCES

### Human Resources

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

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

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

### Physical Resources

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

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

## 16. COMPLETION AND PROCEDURE FOR ISSUING CERTIFICATES

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

A Statement of Attendance may be issued where appropriate.

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



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

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

## 17. REFUSAL TO PROVIDE SERVICES

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

## 18. PRIVACY POLICY

Australian Institute of Skills complies with the Privacy Act 2001. Information collected on clients is only used for the purpose of delivery or our services.

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

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

- Providing the training services.
- Informing clients about additional or upcoming courses available.
- Gathering feedback from clients regarding training for Australian Institute of Skills' market analysis and course development.

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

### **Information about Clients from Third Parties**

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

### **Receiving Marketing Information**

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

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

### **Security of Personal Information**

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

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

### **Rights to Access Information**

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

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

### **Further Information**

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

### **Staff Confidentiality**

Staff must be aware of the Privacy Act 2001, and its requirements, and must at all times ensure client information remains confidential.

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

### **Authorised Third Parties**

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

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

## 19. LEGISLATION

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

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

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

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

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

### **Privacy Act 1988**

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

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

### **Copyright Act 1968**

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to: [www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

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

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information, visit: <http://www.comlaw.gov.au/Details/C2012C00143>

### **Anti-Discrimination Act 1991**

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

[http://www.legislation.qld.gov.au/Acts\\_SLs/Acts\\_SL\\_A.htm](http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm)

### **Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information, visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

### **Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information, visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

### **Commission for Children and Young People and Child Guardian Act 2000**

The object of the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland. For more information:

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CommisChildA00.pdf>

For further information regarding the above legislation or to search for other legislation, visit the Office of the Queensland Parliamentary Counsel (OQPC).

These various acts are accessible on the Internet at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) or at the Australian Legal Information Institute web site [www.austlii.edu.au](http://www.austlii.edu.au). Staff and clients should keep aware of the above requirements through such means as orientation, staff and client meetings, handbooks, bulletin and notice boards.

*Again, Thank you for choosing to study with Australian Institute of Skills.  
The Sky is no longer the limit!*