Australian Careers Education Student Handbook

Disclaimer

Australian Careers Education Pty. Ltd. ("ACE") strives to ensure the accuracy and reliability of the information contained in this student handbook distributed by ACE or information stored on the web pages of the ACE.

The handbook serves as a guide to all domestic students either funded through VTG or Fee for Service basis to undertake a prescribed and approved course. It is not intended to form part of a legal and binding contract between ACE and the approved student. ACE cannot be held responsible for any unintentionally false representation.
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Welcome to Australian Careers Education Pty Ltd. We are a Registered Training Organisation (RTO) committed to helping you achieve your study and career goals. Our aim at ACE is to ensure you benefit from quality training with relevant hands on learning which are responsive to the industry needs so that you enter the workforce with full potential. A special welcome is extended to all our students. I trust that we can assist you to make your studies here more fulfilling.

Learning is a life-long pursuit and we are proud to accompany you on part of that journey. We wish you much career success upon your graduation from ACE.

Regards,

Garry Ghattas

Chief Executive Officer
Australian Careers Education
ACE’s Education Commitment

ACE is committed to provide quality training and assessment to all domestic students enrolled with ACE ensuring compliance with the VET Quality Framework, VET Funding Contract 2016 (for Victorian Training Guarantee (VTG) funded students); Victorian Training Guarantee - 2016 Guidelines about Determining Student Eligibility and Supporting Evidence; Victorian Training Guarantee - 2016 Guidelines about Fees; USI Registry requirements and the Standards for Registered Training Organisations (RTOs) 2015.

ACE’s Expectation from Students

We hold our students in high regard. Likewise, we have certain expectations of you, the student, to ensure we maintain compliance with the VET Quality Framework, VET Funding Contract 2016, USI Registry requirements and the Standards for Registered Training Organisations (RTOs) 2015

Your responsibilities include but not limited to:

- Meeting the terms of the written agreement with ACE.
- Maintaining satisfactory course progress
- Notifying ACE if you change your address or other contact details within 14 days.
- Participating in a NCVER—National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review when requested
- Providing ACE with a Unique Student Identifier (USI) number if not already provided.

Changes to Agreed Services

ACE shall notify students of any changes that may affect their enrolment as soon as practicable. This includes any changes to agreed services, including changes such as any new third party arrangements, a change in ownership, or changes to existing third party arrangements.

For further information, please refer to ACE’s Reporting & Ensuring Compliance with VET Funding Contract Policy and Procedure as in this handbook on Page 84.

General Information

ACE Contact details:

Head Office:
347-351 Victoria Street, Brunswick, Victoria 3056
Telephone: +61 3 9380 1414
Facsimile: +61 3 9380 1811
Email: info@ace.vic.edu.au
Web: www.ace.vic.edu.au

Donald Street Campus (Aurora Building):
149-151 Donald Street
Brunswick East, Victoria 3057

Victoria Street Campus:
347-351 Victoria Street, Brunswick, Victoria 3056

Work-Based Training Location (Hospitality only) – Aurora Receptions
149-151 Donald Street
Brunswick East, Victoria 3057
**Head Office Staff @ ACE**

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<thead>
<tr>
<th>NAME</th>
<th>POSITION</th>
<th>PHONE/EMAIL</th>
<th>LOCATION</th>
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<tbody>
<tr>
<td>Garry</td>
<td>Chief Executive Officer</td>
<td>P:+61 3 9380 1414</td>
<td>Head Office</td>
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<tr>
<td></td>
<td><em>Availability: Monday - Friday</em></td>
<td>E:<a href="mailto:garry@ace.vic.edu.au">garry@ace.vic.edu.au</a></td>
<td></td>
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<tr>
<td></td>
<td>9:00am-5:00pm by appointment only</td>
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<tr>
<td>Barbara</td>
<td>Student Support Services Officer</td>
<td>P:+61 3 9380 1414</td>
<td>Donald St Campus</td>
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<td></td>
<td><em>Availability: Monday – Wednesday and Friday</em></td>
<td>E:<a href="mailto:barbara@ace.vic.edu.au">barbara@ace.vic.edu.au</a></td>
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<td>9:00am-5:00pm</td>
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<tr>
<td>Jerry</td>
<td>Administrator</td>
<td>P:+ 61 3 9380 1414</td>
<td>Head Office</td>
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<td></td>
<td><em>Availability: Monday and Friday</em></td>
<td>E:<a href="mailto:info@ace.vic.edu.au">info@ace.vic.edu.au</a></td>
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<tr>
<td>Bernadette</td>
<td>Student Support Services officer / Compliance Officer</td>
<td>P:+ 61 3 9380 1414</td>
<td>Victoria St Campus / Head Office</td>
</tr>
<tr>
<td></td>
<td><em>Availability: Monday – Friday</em></td>
<td>E:<a href="mailto:Bernadette@ace.vic.edu.au">Bernadette@ace.vic.edu.au</a></td>
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<tr>
<td>Heshan</td>
<td>Office Administrator</td>
<td>P:+ 61 3 9380 1414</td>
<td>Head Office</td>
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<tr>
<td></td>
<td><em>Availability: Tuesday– Saturday</em></td>
<td>E:<a href="mailto:info@ace.vic.edu.au">info@ace.vic.edu.au</a></td>
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<td>Faiz</td>
<td>Finance Officer</td>
<td>P:+ 61 3 9380 1414</td>
<td>Head Office</td>
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<td></td>
<td><em>Availability: Monday to Friday</em></td>
<td>E:<a href="mailto:accounts@ace.vic.edu.au">accounts@ace.vic.edu.au</a></td>
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<td>9:00am – 5:00pm</td>
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Please note that a member of the Student Support Services Team is available during the hours of 9:00am – 5:00pm Monday to Friday. However, ACE’s Reception Desk at Head Office is also open on Saturdays between 9:00am-5:00pm for general student enquiries.
**Transport**

Melbourne has an extensive public transport system of buses, trains and trams. As Melbourne is a well-planned city it is easy to travel in by car.

The following links will help you to get around in Melbourne Street directories:

http://www.whereis.com.au
http://www.street-directory.com.au

The Vic trip website provides information on the public transport system in Melbourne, including costs and timetables:


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**Campus Locations and Facilities**

ACE’s Head Office and Campuses are located in Brunswick and Brunswick East. **Brunswick** is a suburb in Melbourne, Victoria, Australia, 5 km north from Melbourne’s Central Business District.

The area is among the best-served by public transport in Melbourne, with the Jewell, Brunswick and Anstey stations on the Upfield suburban train line. In addition, there is the number 19 tram service to Melbourne University and the city on Sydney Road, and the number 1 and 8 (formerly 22) trams along Lygon Street, and the number 55 tram also heads through Royal Park and to the city from nearby West Brunswick.
Work based Training Arrangements

As part of the training package requirements for the Certificate III in Commercial Cookery, students are required to undertake work-based training. ACE has a formal arrangement with Aurora Receptions, a privately owned reception and catering facility, for its students to undertake work-based training. For further information, please refer to the individual courses in this handbook.
Modes of transportation to travel to ACE

By TRAM

By Train

Carpooling

Also known as “car-sharing”, “ride-sharing” and “lift-sharing”

It is the sharing of a car journey so that more than one person travels in a car.

Speak to one of our friendly Student Support Services officers to register your interest.
By BICYCLE

Information on Bikes - Where to ride

Major on-road bicycle network routes within the City of Melbourne include St Kilda Road, Royal Parade, Flemington Road, Swanston Street and Canning Street.

Major off-road routes include Yarra River Trail, Moonee Ponds Creek Trail, Maribyrnong River Trail, Flemington Road, Dynon Road, Footscray Road and St Kilda Road.

The Melbourne Travel Smart Map provides a convenient and comprehensive guide to walking, cycling and public transport routes and facilities in the City of Melbourne. You can also download a copy of the map from the following URL:


Questions
If you have any questions relating to any of our policies or processes, please direct your query to the ACE Student Support Services Officer on (03) 9380 1414.
Orientation

An orientation program is conducted by Student Support Services Officer(s) on your first day of class. This is compulsory for all students. The program includes an introduction to ACE, its services and facilities, course information, as well as meet each other and to familiarize themselves with the ACE and its surroundings.

ACE will ensure that during the orientation program students are provided with information about the following topics:

- Code of conduct
- Student Support Services
- Key Staff Contact details
- Training facilities and resources
- Learning resources and timetables
- Intervention strategy Policy and Procedures
- Assessment Methods and Plagiarism policy
- Assessments ; Reassessments
- Recognition of prior learning and credit transfer
- Access and Equity, Privacy policy, Complaints and Appeals process
- Special needs, welfare considerations, support for learning or physical disabilities
- Refunds policy and procedure
- Emergency contacts
- External legal and welfare services for students
- Transport information
- Social & support groups
- USI

During the orientation program, students are given an Induction kit consisting of the following items:

- Student handbook
- Course Timetable
- ID card

Student Code of Conduct

Students are required to follow all rules of ACE and the instructions from ACE staff. Students are required to act in a non-discriminatory manner at all times and respect the rights of others. Students are also required to adhere to academic rules and regulations as directed by ACE or its representatives. Where a student is found to have acted in a way that ACE deems to be misconduct, ACE may implement disciplinary action.

For more information, please see ACE’s website for Code of Conduct Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php
Access and Equity

ACE is committed, through the principle of inclusiveness, to increasing and enhancing educational opportunities and participation for all students irrespective of whether they have a disability. ACE’s Access and Equity Policy outlines:

- The processes for disclosure of disability – both at the time of enrolment/employment and during the course of study/employment.
- The processes for making reasonable adjustment – be this in terms of teaching techniques or in terms of assessment practices.
- Facilities, administrative and marketing issues as the impact on the participation of students with a disability.

For more information, please see ACE’s website for Access and Equity Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.

Recognition of Prior Learning and Course Credit

In accordance with the Standards for RTO’s 2015, ACE accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by: AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or authenticated VET transcripts issued by the Registrar.

For more information, please see ACE’s website for Recognition of Prior Learning and Course Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.

Monitoring Course Progress

Students are required to maintain satisfactory course progress. This progress is monitored by ACE. Support and guidance will be given where progress is not being achieved or where a student is unable to maintain competency in at least 50% of the total number of units assessed throughout a term.

For more information, please see ACE’s website for the Monitoring Course Progress Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.

Completion within the Expected Duration

ACE monitors the workload of students to ensure they complete the course within the suggested duration of the course as per Australian Qualifications Framework volume of learning indicators on how long a learner who does not hold any of the competencies identified in the relevant units of competency or modules would take to develop all the required skills and knowledge.

For more information, please see ACE’s website for Completion within the Expected Duration Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.
Complaints and Appeals

Students have access to ACE’s Complaints and Appeals process. This process allows for the fair and equitable consideration and determination of any grievances or complaints against ACE in respect of the student assessment process, academic or attendance records and any other concern the student may have.

Students are encouraged to raise any matters of concern and discuss issues with the relevant Trainer, Course Coordinator or Student Support services but also engage the formal procedure as required. All parties can have a more clear understanding of the end to end procedure, steps involved with timeframes and representation offered as detailed in ACE’s Complaints and Appeals Policy and Procedure.

For more information, please see ACE’s website for the Complaints and Appeals Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.

Withdrawal or Cancelling an Enrolment

Domestic students may request for Leave of Absence or temporarily postpone study after commencement of a course only in the following limited circumstances:
I. On the grounds of Compassionate or Compelling circumstances*; or II. Unavailability of a course/units;
Similarly, ACE can seek to cancel or suspend a student’s enrolment in limited circumstances.

For more information, please see ACE’s website for Withdrawal or Cancelation of Enrolment Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.

Critical Incidents

ACE has a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

For more information, please see ACE’s website for Critical Incident Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.

Fees and Charges

It is the student’s responsibility to carefully review the fees and charges, including the terms / conditions and associated processes so as not to incur unnecessary fees.

For more information, please refer to the Fees and Charges Policy, available online via http://www.ace.vic.edu.au/domestic_policies.php.
Refunds

ACE has a Refund Policy which outlines the refund of course money paid by a student to ACE due to the following circumstances: Provider Default and Student Default. For more information, please see ACE’s website for Refund Policy and Procedure, via http://www.ace.vic.edu.au/domestic_policies.php.

Facilities and Resources

All of ACE’s training campus’ are conveniently equipped with training, learning and break facilities. The campus facilities include:

- Classrooms with projector
- Computer labs (with internet access)
- Library access
- Common room facilities
- Kitchen facilities
- Access to Internet and Printing
- Student support services

Privacy Statement

Disclosure

- All information provided is to ACE is given with the consent of the applicant.
- Personal information will not be shared, sold or given to any third parties without consent, unless required or authorised under the exemptions set out in the Privacy Amendment (Private Sector) Act 2000.
- Information gathered may be used by ACE for its own purposes subject to any disclosures herein.
- As a general principle, individuals will be given access to their personal information and allowed to correct it or explain something with which they disagree, unless disclosing this would have an unreasonable impact on someone else's privacy. This principle is subject to exemptions such as if this disclosure would compromise a fraud investigation.

Information Use

- The use of all information or data gathered by ACE will be in strict accordance with the purpose for which it was obtained unless prior consent has been received from the relevant party to use the information for other means.
- All use of information will be monitored and restricted only to duly authorized personnel.
- Student information will not be disclosed to a third party without written consent first being obtained from the student, except where required to do so by law.
RELEVANT STATE AND FEDERAL LEGISLATION PERTAINING TO ACE’S STATUS AS A COMPANY ESTABLISHED UNDER ASIC

As a company established under ASIC, ACE has an obligation to abide by and implement legislation governing over their organisation. The following list contains legislation relevant to its operations:

a) Taxation and Corporations
   i. Corporations Act 1968 (Commonwealth)
   ii. Corporations Regulations 2001
   iii. Link to all Taxation legislation: http://law.ato.gov.au/atolaw/Browse.htm?lnM=folder&Node=0~0&OpenNodes=,0~1,0&DBTOC=03%3ATaxation#0~0

b) Human Resources
   i. Fair Work Act 2009
   ii. Fair Work Regulations 2009

c) Consumer Protection
   i. Australian Consumer Law and Fair Trading Act 2012
   ii. Australian Consumer and Fair Trading Regulations 2012
   iii. Competition and Consumer Regulations 2010

d) Safety
   i. Occupational Health and Safety Act 2004 (Vic)
   ii. Occupational Health and Safety Regulations 2007 (Vic)

e) Workplace Harassment, Victimisation and Bullying
   i. Human Rights & Equal Opportunity Commissions Act 1986 (Commonwealth)
   ii. Human Rights Legislation Amendment Act 1999 (Commonwealth)

f) Anti-Discrimination and Equal Opportunity
   i. Racial Discrimination Act 1975 (Commonwealth)
   ii. Sex Discrimination Act 1984 (Commonwealth)
   iii. Disability Act 2006 (Vic)
   iv. Disability Discrimination Act 1992 (Commonwealth)
   v. Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)
   vi. Age Discrimination Act 2004 (Commonwealth)

g) Record Keeping
   i. Information Privacy Act 2000
   ii. Electronic Transactions (Victoria) Act 2000
   iii. Privacy Act 1988 (Commonwealth)
   iv. Privacy (Private Sector) Regulations 2001 (Commonwealth)
h) Other Relevant Legislation
   i. Workers Rehabilitation and Compensation Act 1986 (Vic)
   ii. Workplace Relations Act 1996 (Commonwealth)
   iii. Copyright Act 1968 (Commonwealth)
   iv. Goods Act 1958 (VIC)

RELEVANT STATE AND FEDERAL LEGISLATION PERTAINING TO ACE’S STATUS AS A REGISTERED TRAINING ORGANISATION

a) National Vocational Education and Training Regulator Act 2011 (The VET Quality Framework)
b) Education Services for Overseas Students (ESOS) Act (2000)
c) Education Services for Overseas Students (ESOS) Regulations (2001)
e) Standards for NVR Registered Training Organisations 2012
f) Data Provision Requirements 2012
g) Education and Training Reform Act 2006 (Vic)
h) Tuition Protection Service (TPS)

RELEVANT STATE AND FEDERAL LEGISLATION PERTAINING TO SPECIFIC TRAINING PACKAGES DELIVERED BY ACE

a) Detailed Hospitality training package legislation:
   i. Food Act (1984)
   iii. Equal Opportunity Act 1977 (VIC)
   iv. Environmental Protection Act 1970 (VIC)
   v. Fair Work Act 2009
   vi. Fair Work Regulations 2009
   viii. Occupational Health and Safety Regulations 2007 (VIC)

b) Detailed Business training package legislation:
   i. Public Health and Wellbeing Act 2008
   ii. Equal Opportunity Act 1977 (VIC)
   iii. Environmental Protection Act 1970 (VIC)
   iv. Fair Work Act 2009
   v. Fair Work Regulations 2009
   vi. Occupational Health and Safety Act 2004 (VIC)
   vii. Occupational Health and Safety Regulations 2007 (VIC)

COMPLIANCE WITH STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015

a) ACE will ensure that it complies with the Standards for Registered Training Organisations 2015, which states that ACE must:
i. Comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

ii. Ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

a) ACE’s Compliance Officer will be responsible for monitoring changes to VET Funding Contract, legislation and regulatory requirements, updating the relevant ACE documentation and notifying the appropriate ACE staff and students.

b) ACE domestic students will be informed of any updates to the VET Funding Contract, Victorian Training Guarantee - 2016 Guidelines about Determining Student Eligibility and Supporting Evidence; Victorian Training Guarantee - 2016 Guidelines about Fees that affect their participation in vocational education and training via the following methods:
   i. Pre-enrolment information leaflets
   ii. Student Handbook
   iii. Updates posted on student notice boards and sent via ACE student email
   iv. [website link]

**On Campus Conduct**

Every student has the right to learn in a safe and supportive environment. ACE provides students with some general guidelines extracted from our Code of Conduct and Practices Policies and Procedures. These prescribe that students must:

- Maintain a high standard of behavior at all times within the premises of the ACE.
- Maintain a learning environment which is free from unnecessary distraction.
- Observe ACE’s rules relating to safety and the care of ACE’s facilities and equipment.
- Refrain from disrupting the learning of others.
- Not prevent staff members from performing their duties.
- Refrain from endangering the health and safety of staff and fellow students.
- Refrain from Interfering with the conduct of ACE operations.
- Refrain from Indulging in any acts which may result in damage to ACE property, reputation or unduly actions which interferes with the comfort or conveniences of any person lawfully entitled to be within ACE’s premises.
- You must come to class prepared for learning with all your books and materials
- Student may wear neat casual dress to class
- You must come to class on time. If you are more than 15 minutes late in a session or running late please inform ACE Head Office or your Trainer/Assessor
- Mobile phones are not to be used in class. Students are not to receive phone calls during training hours.
- If your address and other contact details changes, you must inform ACE within 14 days of the change either via email or in person at Head Office’s Reception desk by completing the Student Contact details form.
- No eating or chewing gum during class.
- All alcoholic beverages and illicit substances are strictly prohibited on campus.
- No hats or sunglasses are to be worn in class or during class hours.
- You are expected to behave courteously and respectfully at all times towards staff and fellow students.
- All tasks set by trainer must be completed by the due date. If you unable to complete on time, you must discuss with your trainer or course coordinator a request for an extension.
- You must always ask your trainer for permission to leave class, no matter what the reason.
• Keep the classroom tidy, including picking up papers off the floor. Place all rubbish in bins and, if rubbish falls on the floor near the bin, pick it up and dispose of it correctly.
• If you are in the computer lab doing your work during class time without prior permission from your trainer, you will be marked as absent from the lesson.
• You are expected to read and familiarize yourself with all student policies, including on campus policies, available on the website link http://www.ace.vic.edu.au/domestic_policies.php

ACE will not tolerate breach of these policies. Misconduct will be taken seriously and may result in exclusion or expulsion from ACE if the policies are deemed to have been violated.

**Code of Practice**

The CEO will foster the implementation of access and equity best practice by ensuring that:

- Equal opportunity policies are in place.
- Barriers to access and participation are identified and strategies developed to overcome these barriers.
- Trainers / Course Coordinators have responsibility for and expertise in equal opportunity matters.
- All ACE’s policies and procedures are non-discriminatory and inclusive.
- All staff members are provided with information about access and equity issues and ACE’s complaints and appeals resolution processes, and will be expected to adhere to these principles.
- All students are provided with information about access and equity issues and ACE’s complaints and appeals resolution processes.
- All components of the education process are evaluated to ensure that they are inclusive and value students from diverse backgrounds.
- Participation and attainment levels for equity target groups are monitored across the range of programs.
- Staff members are aware of progress in the participation and outcomes for equity target groups and action plans are developed and put in place to meet any deficiencies.
- Regular review of Student Feedback Questionnaires takes place to evaluate student perception of equity and access adequacy.
- ACE will ensure that any new access and equity principles developed or incorporated into policy documents are communicated to Staff, and their compliance with these principles is upheld.
- ACE will ensure that any training program or course prerequisites are communicated to prospective clients in course material provided.
- ACE’s promotional literature will provide reference to the organisation’s adherence to access and equity principles and their utilisation.

**Equal opportunity**

Australian equal opportunity legislation protects people involved in the training system. Under this legislation it is unlawful to discriminate or harass people at work, in education institutions or in the community. Examples of Australian equal opportunity legislation are the:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992

States and Territories also have equal opportunity legislation.
Disciplinary Procedures

ACE will not tolerate conduct that compromises its high standards of ethics, or honesty, lack of consideration for fellow students, trainers or other Staff, unruly behaviour, bullying or any form of abuse (physical or verbal) of others, lack of respect for the property of others or any other unsavoury conduct. Where this is found to have taken place by a student, the management of ACE will invoke disciplinary procedures.

In the case of students, depending on the severity of the event this action may include:

- One or more written warnings regarding the transgression.
- Suspension or cancellation from the course and reporting the student to the Police if the situation warrants.

Occupational Health and Safety

Occupational health and safety is a broad area of the law that can be divided into three areas:

- **Common law rules** - these laws made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985.
- **State and Territory laws** that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties.
- **State and Territory worker’s compensation legislation** that protects employees in the case of on-the-job injuries.

You may view and download these Acts at the Australasian Legal Information Institute (ALII) which provides free online access to Commonwealth, State and Territory case law and legislation.

Your state or territory training authority, registered training organisation or New Apprenticeships Centre will also be able to advise what legislation applies to your situation.

Occupational Health and Safety Policy Information

Australian Careers Education Pty Ltd has an Occupational Health and Safety Policy designed to protect students whilst on any Institute site or engaged in Institute activities.

**Policy:**

ACE shall set resource and maintain high standards in the area of health and safety regarding compliance with relevant legislation as a minimum.

ACE will designate a work group to monitor OH&S matters. The following are:

**Accidents and Hazards**

Students must report all accidents and hazards on Institute property to a Staff member. The appropriate forms must be completed.
Evacuation Procedures

During emergency evacuations, managers and teachers act as Emergency Coordinators and retain absolute authority in respect to any actions, instructions or requests relating to an emergency. Students are required to familiarize themselves with emergency procedures for their specified areas of study. Evacuation maps are available on the walls of ACE’s premises.

Insurance Cover
Students of ACE are covered by public liability insurance through GIO insurance. Students of ACE who are undertaking Work-Based Training as part of the requirements of their qualification; are covered by the Department of Education’s WorkCover Insurance Policy.

Cleaning Work Areas
Students are responsible for the cleanliness of their work areas and designated work areas. For example, benches, desks, machines and tools should be cleaned after each use.

*Eating and drinking in classrooms, computer lab and library is strictly prohibited.*

Breakages, Losses and Damage

Students are required to report all damage to college property to a Staff member whether involved in the damage or not. If a student wilfully breaks or damages Institute property, or personal property, the student will be asked to pay for the replacement of that property. Disciplinary action will result.

Drugs and Alcohol

Students are not permitted to attend class or any college site, or participate in any college activity following the consumption of performance inhibiting substances such as drugs and alcohol. By law, any drug offence is automatically reported to the Police.

Smoking

Students at ACE premises are not allowed to smoke. Disciplinary action will result.

Personal Protective Equipment

Students are required to supply and wear mandatory personal protective equipment and apparel as determined by the practical training requirements of their course and Occupational Health and Safety Advisory Standards.

Dress Requirements

As per ACE Student Information and Requirements students must:

- Maintain a high standard of dress as laid down by the Occupational Health and Safety Act
- Be acceptable to industry / commerce standards.

*Note: Minimum standards include appropriate footwear (NO THONGS - SCUFFS)*
Harassment
Sexual Harassment is UNWANTED and UNWELCOME sexual attention. It may be sexual harassment when someone:

- Leers at you
- Touches or brushes against your body
- Persists in asking you out after you have said 'NO'
- Tells dirty jokes in your presence
- Displays offensive printed material
- Emailing and SSM offensive material
- Makes unwelcome comments or asks questions about your personal life or sexual habits
- Tries to force you to have sex.

What if you're not sure you're being sexually harassed?

If the behaviours made you feel:

- Offended
- Intimidated
- Upset
- Frightened
- Humiliated
- Angry
- Or that someone went too far... then it is sexual harassment.

You don't have to put up with sexual harassment. You may feel you have to keep quiet about sexual harassment or even play along with it. You may feel that if you do object to sexual harassment you will be seen as over-reacting or unable to take a joke.

But remember:

- Sexual harassment is not flattering or harmless fun
- It is not friendship, or part of normal social relationships
- It is unwanted and unwelcome sexual attention which denies you respect and fair treatment
- You have every right to object and do something about it.

Is sexual harassment against the law?

State and Commonwealth legislation outlays sexual harassment as a form of sex discrimination. ACE takes its obligations under this legislation very seriously and will not tolerate sexual harassment.

If you are sexually harassed:

- Tell the person you find their behaviour offensive. Keep a record of the incident
- Talk to your Student Support Officer for personal advice and support in dealing with the feelings caused by the harassment
- Report the complaint to the CEO or any Staff member at ACE. Everyone can support you in this process - all complaints will be treated confidentially
Other Harassment
Bullying, intimidation, abuse of power are other examples of harassment or workplace violence. Students who have such concerns should discuss them with PEO or any Staff member so that appropriate action can be taken.

Disciplinary Procedures
ACE will not tolerate conduct that compromises its high standards of ethics, or honesty, lack of consideration for fellow students, trainers or other staff, unruly behavior, bullying or any form of abuse (physical or verbal) of others, lack of respect for the property of others or any other unsavory conduct.

Where this is found to have taken place by a student, the management of ACE will invoke disciplinary procedures.

In the case of students, depending on the severity of the event this action may include:
- One or more written warnings regarding the transgression.
- Dismissal from the course without refund of fees paid, or credit for learning granted.
- Dismissal from the course and reporting the student to the Police if the situation warrants.

Critical Incidents

In the Event of a Critical Incident or Emergency on Campus:
In the event of a critical incident such as a serious injury, serious and sudden illness, assault, crime, natural disaster or other threat ACE asks all staff and students to follow these steps to ensure everyone’s safety:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.

2. If the area needs to be evacuated, move to the assembly area of your campus (outside the main entry doors of each campus).

3. Notify the Student Support Officer of that campus who will run the Critical Incident Policy and Procedure. In the event that they cannot be contacted, a member of staff such as a Trainer or Administration Officer will initiate the Critical Incident Procedure.

4. You may also call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location.

5. Please remain calm and follow all instructions given to you by ACE staff to ensure the safety of all.

In the Event of a Critical Incident or Emergency outside of ACE/after hours:
In the event of a critical incident such as a serious injury, accident, serious and sudden illness, assault, crime, natural disaster or other threat:

1. Clear the area around the effected person/persons and call emergency services on 000 to request police, fire brigade or ambulance.

2. Call the CEO on the 24 hour ACE emergency mobile number 0498-146-492. Clearly state the nature of the emergency and your exact location. The CEO will be able to access the effected student’s file and notify their family or make other arrangements as required. He will also run the Critical Incident Policy and Procedure.
Feedback and Continuous Improvement

ACE collects statistical information regularly to monitor, maintain and achieve ongoing continuous improvement in the delivery of vocational education and training and student services. We value and welcome feedback from our students and staff that would improve our existing educational and student services provided by our RTO.

To provide Management with this feedback for evaluation, you will be asked to complete a student survey which will be distributed after Orientation. Students wishing to provide Management with feedback on any issues of concern or areas for improvement are requested to talk to the Student Support Officer.

Student Support & Educational Services

ACE is highly committed to providing students with a supportive learning environment to help them achieve success in their educational endeavours. ACE has a team of Student Support Services Officers who are available to assist students with their educational and special needs. These services include (but not limited to):

Academic Assistance
- Referencing
- Report Writing
- Assignment preparation and writing
- Preparing for tests
- Computer assistance
- Note taking skills
- Reading, writing and listening skills
- Oral presentations
- Literacy and numeracy assistance
- Study Guidelines

Students are also encouraged to seek assistance from their trainers and course coordinators for assistance with their studies.

General Enquiries
- Information related to Melbourne
- Health Care
- Referral to Welfare Service Officer
- Mental Health
- Emergency and health service references

Disability Support
- Difficulties with studies or learning environment due to the effects of a disability or impairment.
- Liaising with trainers / assessors to determine additional supports in the learning environment.
- Identification of reasonable adjustments / additional supports that can be implemented to assist a student to undertake their studies safely.

Students with a disability, impairment or health condition which impacts their ability to meet the requirements of the training package are encouraged to complete the Reasonable Adjustment / Special Needs Form and arrange an appointment with a Student Support Services Officer. The Student Support Services Officer will seek to clarify the extent of the student’s disability / impairment on their capacity to meet the requirements of the training package and the supports that can be provided by ACE. The Student Support Services Officer will assess each application for additional support on its own merit and will submit the application to the CEO for final approval.
ACE will support the student as far as reasonable, however students are advised that in the event of additional equipment or aides requiring purchase, the cost of such equipment will be incurred by the student if the student is agreeable.

Disclosure of disability or impairment is treated with confidence and will not be used to disadvantage the student.

Please refer to ACE’s Access and Equity Policy for further information.

**Student Card Assistance:**
- Loss of Student Card
- Issuing of new Student Card

**Complaints Management:**
- Complaints and Appeals process
- Student issues resolution

**Student Support Seminars:**
Student Support Services Officers also run regular seminars on ‘hot topics’ or areas where students often need additional assistance. Information about when seminars are held and the content of the sessions is available on the noticeboard of each campus or by contacting your local Student Support Services Officer.

**Day-to-Day Student Support Services**

ACE provides the opportunity for students to participate in additional services designed to assist students in maintaining their attendance and improve their progress throughout the course.

Student Support Services are provided to all students on one to one and small groups’ bases during each term. Student Support Services Officers will endeavor to approach students generally from time to time to identify the area of supports that the students may need in the all aspects of their academic or personal concerns.

ACE will have Student Support Services Officers on site during normal business hours, 9:00am to 5:00pm Monday to Friday.

**Community Support Services**

At times, Student Support Services Officers may be limited in their ability to assist you with your query or there may be more appropriate services available externally. In such cases, the Student Support Services Officer can provide you with information regarding the external services available and the costs of accessing these services. The Student Support Services officer may also be able to assist you in connecting with the appropriate support and arranging a referral. Referrals can be initiated at no cost to the student.

ACE does not charge any fees for in-house student support services. However, in the event that students require specialist external services such as medical specialists, psychologists or legal services please note that the student is responsible for all costs associated with these external services should they choose to use them.

Some of the Community Services available include (but not limited to):
<table>
<thead>
<tr>
<th>Problem</th>
<th>Website</th>
<th>Phone no.</th>
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</thead>
<tbody>
<tr>
<td>Emergency</td>
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</tr>
<tr>
<td>Alcoholism</td>
<td><a href="http://www.aa.org.au">www.aa.org.au</a></td>
<td>938 777 88</td>
</tr>
<tr>
<td>Anxiety (including phobias &amp; Obsessive-Compulsive Disorder)</td>
<td><a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a></td>
<td>9879 5351</td>
</tr>
<tr>
<td>Accommodation</td>
<td><a href="http://melbourne.gumtree.com.au">http://melbourne.gumtree.com.au</a></td>
<td></td>
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<tr>
<td></td>
<td><a href="http://www.domain.com.au">http://www.domain.com.au</a></td>
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<td><a href="http://www.realestate.com.au">http://www.realestate.com.au</a></td>
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<td></td>
<td><a href="http://www.hostelworld.com">http://www.hostelworld.com</a></td>
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<td></td>
<td><a href="http://www.reiv.com.au">http://www.reiv.com.au</a></td>
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<tr>
<td>Abortion &amp; Grief Counselling</td>
<td></td>
<td>1300 363 550</td>
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<tr>
<td>Consumer credit and debt</td>
<td><a href="http://www.cclcnsw.org.au">www.cclcnsw.org.au</a></td>
<td>1800 808 488</td>
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<tr>
<td>Australian Search and Rescue</td>
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<tr>
<td>Crime stoppers (report crime anonymously)</td>
<td></td>
<td>1800 333 000</td>
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<tr>
<td>Crisis counselling (Wesley Mission)</td>
<td><a href="http://www.lifelinesydney.org">www.lifelinesydney.org</a></td>
<td>9951 5522</td>
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<td></td>
<td></td>
<td>13 11 14</td>
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<tr>
<td>Depression</td>
<td><a href="http://www.depressiondoctor.com">www.depressiondoctor.com</a></td>
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<tr>
<td>Depression (National Initiative)</td>
<td><a href="http://www.beyondblue.org.au">http://www.beyondblue.org.au</a></td>
<td>1300 22 4636</td>
</tr>
<tr>
<td>Department of Human Services (Melbourne CBD Office)</td>
<td></td>
<td>1300 650 172</td>
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<tr>
<td>Disabilities</td>
<td><a href="http://www.ideas.org.au">www.ideas.org.au</a></td>
<td>1800 029 904</td>
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<tr>
<td>Domestic violence</td>
<td></td>
<td>8745 6999</td>
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<tr>
<td>Domestic violence</td>
<td></td>
<td>1800 656 463</td>
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<tr>
<td>Drug addiction (Christian help)</td>
<td><a href="http://www.naranon.com.au">www.naranon.com.au</a></td>
<td>9418 8728</td>
</tr>
<tr>
<td>Drugs and mental health</td>
<td><a href="http://www.thewaysidechapel.com">www.thewaysidechapel.com</a></td>
<td>9358 6577</td>
</tr>
<tr>
<td>Families &amp; friends with mental illness</td>
<td><a href="http://www.arafmi.org">www.arafmi.org</a></td>
<td>9805 1883</td>
</tr>
<tr>
<td>Eating disorders</td>
<td><a href="http://www.edf.org.au">www.edf.org.au</a></td>
<td>9412 4499</td>
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<tr>
<td>Eczema</td>
<td><a href="http://www.eczema.org.au">www.eczema.org.au</a></td>
<td>1300 300 182</td>
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<tr>
<td>Emergency services (police, fire, ambulance)</td>
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<tr>
<td>Epilepsy</td>
<td><a href="http://www.epilepsy.org.au">www.epilepsy.org.au</a></td>
<td>9856 7090</td>
</tr>
<tr>
<td>Family planning information</td>
<td><a href="http://www.fpahealth.org.au">www.fpahealth.org.au</a></td>
<td>1300 658 886</td>
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<tr>
<td>Gambling Counselling (Wesley)</td>
<td><a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a></td>
<td>9951 5566</td>
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<tr>
<td>G-Line (gambling)</td>
<td></td>
<td>1800 633 635</td>
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<tr>
<td>Gay &amp; lesbian counselling line</td>
<td><a href="http://www.glccs.org.au">www.glccs.org.au</a></td>
<td>8564 9596</td>
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<tr>
<td>Grief support</td>
<td></td>
<td>9489 6644</td>
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<tr>
<td>Grief support</td>
<td><a href="http://www.solace.org.au">www.solace.org.au</a></td>
<td>9519 2820</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td><a href="http://www.hepatitisc.org.au">www.hepatitisc.org.au</a></td>
<td>9332 1599</td>
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<tr>
<td>Service</td>
<td>Website/Direct Line</td>
<td>Contact Number</td>
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<td>-------------------------------------------</td>
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<tr>
<td>Homicide Victims’ Support Group 24x7 (QLD)</td>
<td><a href="http://www.qhvsg.or.au">www.qhvsg.or.au</a></td>
<td>1800774744</td>
</tr>
<tr>
<td>Lifeline</td>
<td><a href="http://www.lifeline.org.au">www.lifeline.org.au</a> or <a href="http://www.crosscultural.net.au">www.crosscultural.net.au</a></td>
<td>9391 2244</td>
</tr>
<tr>
<td>Legal information and advice</td>
<td><a href="http://www.lawaccess.nsw.gov.au">www.lawaccess.nsw.gov.au</a></td>
<td>1300 888 529</td>
</tr>
<tr>
<td>Mental health advice</td>
<td><a href="http://www.mentalhealth.asn.au">www.mentalhealth.asn.au</a></td>
<td>9816 5688</td>
</tr>
<tr>
<td>Maternal and Child Health Line</td>
<td></td>
<td>132229</td>
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<tr>
<td>Poison Information Centre</td>
<td></td>
<td>131 126</td>
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<tr>
<td>Police (Local, Brunswick)</td>
<td></td>
<td>03 8378 6000</td>
</tr>
<tr>
<td>Relationship counselling</td>
<td><a href="http://www.interrelate.org.au">www.interrelate.org.au</a></td>
<td>9745 5544</td>
</tr>
<tr>
<td>Schizophrenia</td>
<td><a href="http://www.sfnsw.org.au">www.sfnsw.org.au</a></td>
<td>9879 2600</td>
</tr>
<tr>
<td>Serious illness (sufferers &amp; families)</td>
<td><a href="http://www.can-survive.org">www.can-survive.org</a></td>
<td>1300 364 673</td>
</tr>
<tr>
<td>Smoking - Quitline</td>
<td></td>
<td>13 18 48 /137848</td>
</tr>
<tr>
<td>Suicide Prevention</td>
<td><a href="http://www_suicideprevention.com.au">www_suicideprevention.com.au</a></td>
<td>1300 360 980</td>
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<tr>
<td>Suicide Helpline (Victoria)</td>
<td></td>
<td>1300651251</td>
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<tr>
<td>Telephone Interpreter Service</td>
<td></td>
<td>131 450</td>
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<tr>
<td>Victims of crime support</td>
<td></td>
<td>9374 3000</td>
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<tr>
<td>Women’s refuge referral service</td>
<td></td>
<td>9560 1605</td>
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</tbody>
</table>
Vocational Counselling Services

At ACE, we are dedicated to helping you achieve your best and are here to assist and guide you in any way we can, so when it comes to your study and career options our careers counsellors are here to do just that. Our goal is to help you find your ideal career and ensure you have a clear plan on how you’re going to get there. With their extensive knowledge and experience, our careers counsellors can help broaden your study and work plans and open new possibilities you might never have considered. We can also mentor you in writing job applications, cover letters and resumes to ensure you start with your best foot forward.

Please make an appointment at reception with one of our vocational counsellors.

Assessment Policy and Procedures:

This policy and procedure is designed to ensure ACE compliance with 2016 VET Funding Contract – VTG Program, VET Quality Framework, ESOS National Code Part D and the Standards for Registered Training Organisations (RTOs) 2015 which states:

“The RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.” Standard 1

“The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- complies with the assessment requirements of the relevant training package or VET accredited course; and
- is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.” Standard 1.8 - 1.12

This policy is to be read in conjunction with the following policies and procedures:

- Continuous Improvement QA & Compliance Policy and Procedure
- Transition Policy and Procedure
- Training and Assessment Strategies and practices Policy and Procedure
- Records management Policy and Procedure
- Plagiarism and Cheating Policy and Procedure
- Industry Engagement Policy and Procedure
- Student Engagement before enrolment Policy and Procedure(Domestic) & (International)
- Formalisation of Enrolment Policy and Procedure (Domestic) & (International)
- Recognition of Prior Learning and Course Credit transfer Policy and Procedure

Scope

This policy applies to all International and Domestic learners (also referred as students or applicant) enrolled at ACE and is applicable to all Training Package amendments, version changes and newly endorsed training packages.

Definitions

<table>
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<tr>
<th>ASQA:</th>
<th>Australian Skills Quality Authority</th>
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Student Handbook                              Version 1.1                  Updated: Sept 2016
Authorised by CEO                               RTO # 22424
©Australian Careers Education Pty Ltd          Page 28 of 103
| **Australian Qualifications Framework (AQF):** | means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education. |
| **Assessment:** | means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course. |
| **Assessment system:** | is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensures assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2. |
| **Competency:** | means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. |
| **Evidence of Participation:** | means evidence of an Eligible Individual's participation in training and assessment provided by the RTO, as detailed in Clause 11 of Schedule 1 of this VET Funding Contract. |
| **Training Package** | means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency assessment requirements (associated with each unit of competency) qualifications and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation. |
| **Training Product** | means AQF qualification, skill set, unit of competency, accredited short course and module. |
| **Unit of competency:** | means the specification of the standards of performance required in the workplace as defined in a training package. |
| **VET Quality Framework** | VET Quality Framework comprises of:  
- the Standards for Registered Training Organisations  
- the Australian Qualifications Framework  
- the Fit and Proper Person Requirements  
- the Financial Viability Risk Assessment Requirements  
- the Data Provision Requirements |

**Policy**

The Assessment Policy ensures ACE’s:

- Implements an assessment system that ensures that assessment (including recognition of prior learning):
  - complies with the assessment requirements of the relevant training package or VET accredited course; and
  - is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

**Principles of Assessment**
• Fairness - ACE will consider the individual learner’s needs in the assessment process. Where appropriate, reasonable adjustments will be applied by ACE taking into account the individual learner’s needs. ACE will inform the learner about the assessment process, and provide the learner with the opportunity to appeal the decision of the assessment outcome (Complaints and Appeals Policy and Procedure) and be reassessed if necessary.

• Flexibility - ACE will be flexible in the assessments to the individual learner by:
  o reflecting the learner’s needs;
  o assessing competencies held by the learner no matter how or where they have been acquired; and
  o drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

• Validity - Any assessment decision of ACE is justified, based on the evidence of performance of the individual learner. ACE will use the following criteria for validity:
  o assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
  o assessment of knowledge and skills is integrated with their practical application;
  o assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
  o judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

• Reliability - Evidence presented for assessment will be consistently interpreted and assessment results comparable irrespective of the assessor conducting the assessment on behalf of ACE.

• For a learner to be assessed as competent, ACE will ensure the learner demonstrates their:
  o ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
  o understanding of what they are doing, and why, when performing tasks
  o ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

• A learner will:
  o be assessed against all of the tasks identified in the elements of the unit or module
  o demonstrate they are capable of performing these tasks to an acceptable level.

• When developing assessment materials ACE will use the information from the unit elements, performance criteria and assessment requirements to determine what is required by the learner to be competent. This information will be used as a benchmark for measuring the learner’s performance using ‘observable behaviours’. This will help ACE ensure that the learner has:
  o actually undertaken all the required tasks
  o demonstrated their ability to do so in different contexts and environments.

• Assessment will always be based on the performance of the individual learner. If assessment tasks are undertaken as a group, each learner will be assessed on each component of the task individually.
Rules of Evidence

ACE Assessors will ensure the assessment is conducted using the following criteria:

- **Validity** - Learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.
- **Sufficiency** - Quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
- **Authenticity** - Evidence presented for assessment is the learner’s own work.
- **Currency** - Assessment evidence demonstrates current competency and is from the present.

**Planning an ongoing systematic validation of assessments practices and judgments**

a. ACE will schedule dates of assessment validation as follows:
   Validation of each training product at least once every 5 years and will validate 50% of products with the 1st 3 years of every cycle of 5 years, depending on the risks of the training products including those risks identified by ASQA.

b. ACE will identify which training product will be validated

c. ACE will identify the facilitator and participants in validation activities to be comprised by 1 or more persons who are not directly involved in the delivery and assessment of the training product to be validated; and who have:
   i. vocational competencies and current industry skills relevant to the assessment being validated;
   ii. current knowledge and skills in vocational teaching and learning; and
   iii. the training and assessment qualification or assessor skill set minimum *TAE40110 Certificate IV in Training and Assessment* or its successor.
   iv. Industry experts may be involved in validation, where required.

**Domestic Students Only**

- All Training Services delivered by ACE to an Eligible Individual will be supported by Evidence of Participation for each unit of competency in such a way that a reasonable judgement regarding an Eligible Individual’s participation in Training Services can be made.
- Evidence sought in regards to each unit of competency will be authenticated by documented evidence from ACE of engagement by the student in the learning and/or assessment activity. For the assessment to be valid, evidence provided will contain the student’s name, student ACE ID, Unit Code, Unit Name, Unit start date and Unit End date.
- In addition, ACE Assessor will consider the following minimum specifications as an evidence of an Eligible Individual’s engagement in Training Services activity:
  o One (1) point of Evidence of Participation per unit of competency will be provided if the period between the Enrolment Activity Start Date and Enrolment Activity End Date (inclusive) for the unit of competency is one month or less;
  o Two (2) points of Evidence of Participation per unit of competency will be provided if the period between the Enrolment Activity Start Date and Enrolment Activity End Date for the unit of competency is greater than one month, including one point within the last month of training delivery and/or assessment as identified by the reported Enrolment Activity End Date.
- Evidence of Participation that will be accepted by ACE is as follows:
Evidence of work submitted relating to engagement by the student in the unit of competency - This evidence will contain the student’s signature, in addition to the student’s name, unit of competency and date for all Evidence of Participation; Or

Trainer and/or assessor notes based on ACE Contact Sheet Form for delivery of the course through Workplace Delivery mode which records information of the participation, through personal interviews, telephone, e-mail, or other communication modes on the engagement of a student in learning and/or assessment activity of the unit of competency; Or

ACE endorsed attendance roll: ‘Endorsed’ in this instance means a signature of the trainer and/or assessor on the attendance roll, the printed name and date (including a key to any symbols used if appropriate) including student signature for Evidence of Participation; Or

Primary documentation that provides evidence of assessment - This indicates an actual result consistent with assessment. All results will be supported by trainer/assessor endorsed documentation such as the Training Plan, the actual assessment or similar record which confirms delivery to the individual student.

Procedures

ACE for the implementation of principles of assessment will consider the following criteria no matter what assessment pathway or methods are used, to ensure the principles of fairness, flexibility, validity and reliability are met for each qualification and for different learners cohorts:

a. Fairness
   - Prior to enrolment ACE will take into account any learning acquired by the learner through formal, informal or non-formal learning; in determining the amount of training ACE will provide to the learner with regards to their existing skills, knowledge and experience. This will be made available to all learners through the pre-enrolment (domestic students) and enrolment form (international students). Any adjustments required will be made to the training and assessment according to each learner.
   - ACE will consider the learner’s needs in the assessment process and make reasonable adjustments to accommodate the learner (such as providing oral rather than written assessment). However, this will not compromise the rigour of the assessment process (e.g. if there is a requirement to complete written documentation in a unit of competency, then oral assessment would not be conducted).
   - ACE will inform the learner of the assessment process and performance expectations before undertaking assessment.
   - If a learner is unable to complete the required task to the level described in the assessment requirements, ACE will consider whether they need any support in training before being reassessed.
   - ACE has an appeals process to provide an avenue for learners to appeal against an assessment decision and to have it reviewed objectively.

b. Flexibility
   - Prior to enrolment ACE will take into account any learning acquired by the learner through formal, informal or non-formal learning; in determining the amount of training ACE will provide to the learner with regards to their existing skills, knowledge and experience. This will be made available to all learners through the pre-enrolment (domestic students) and enrolment form (international students). Any adjustments required will be made to the training and assessment according to each learner.
   - ACE will take into account the learner’s needs in the assessment process, and recognise that they may already have demonstrated some aspects of the unit through other means. If individual learners...
have demonstrated current skills and knowledge, they will not be required to be reassessed in those criteria’s, unless the previous demonstration of skills or knowledge is in a significantly different context or environment.

- ACE will use a range of assessment methods to help produce valid decisions and recognise that learners demonstrate competency in a variety of ways.

c. **Validity**
   - As part of ACE’s assessment process, ACE requires learners to demonstrate skills and knowledge across a range of environments and contexts relevant to the unit. Assessing in a variety of contexts shows that the learner is able to apply the skills and knowledge in other situations, and can apply their knowledge in a practical way.
   - ACE will ensure that assessment tasks and methods match assessment requirements. For example, if assessing a practical skill such as **de-boning a chicken**, questions about how to debone a chicken may not be valid as this assesses the knowledge on how to debone a chicken rather than the practical skill on how to actually debone.

d. **Reliability**
   - ACE will ensure that assessment decisions made are consistent across different learners and different assessors in the same unit.
   - ACE has a well-designed assessment system that includes measures to minimise variation between assessors. The same evidence presented by different learners or to different assessors will result in the same outcome.
   - ACE has evidence criteria (i.e. decision-making rules) to judge the quality of performance. This helps assessors make consistent judgements about competency. This evidence criteria may include:
     - suggested answers (where appropriate)
     - descriptions of observations needed to assess skills and application of knowledge in a practical activity.
   - Benchmarks for practical activities will be broader to allow for variations in the precise task being undertaken and any variations in the context, but will include ‘observable behaviours’—the behaviours which must be exhibited by the learner when carrying out that task.

- ACE for the implementation of rules of evidence will consider the following criteria used to make a decision about competency. ACE will ensure that these are valid, sufficient, authentic and current and are met for each qualification and for different learners cohorts:

  a. **Validity**
     - ACE will ensure that evidence is directly related to the competency being assessed.
     - ACE will ensure there is a direct relationship between the assessment tasks or activities learners undertake, the evidence presented and the assessment requirements.

  b. **Sufficiency**
     - ACE will ensure enough evidence is gathered to make a valid judgement of competence or otherwise.
     - The quantity of evidence may vary between learners. Some may take longer or need to complete a greater number of tasks to demonstrate competence. Others may, despite repeated opportunities, not be able to achieve competence.

  c. **Authenticity**
     - ACE will ensure that evidence gathered ‘belongs’ to the learner being assessed and provides evidence of that person’s skills and knowledge.
o ACE will verify that the person enrolled, training and assessing is for the same person and that they be issued with a Testamur or statement of attainment with 30 days of completion of the final units of competency.

o ACE staff will use the 4 step process as per the Issuance of AQF Qualifications P&P and using the Testamur and Record of Results or SOA issuance Checklist. This will demonstrate ACE’s verification and issuance of Testamur or statement of attainment to the enrolled learner.

o ACE has a Plagiarism and Cheating Policy and Procedure to check work submitted as an evidence for the unit of competency for plagiarism and identical content in other submissions.

d. Currency

o ACE decides how valid the evidence is, given the time that has passed since the evidence was generated. Currency is important in determining if a learner is competent. ACE considers currency for recognition of prior learning within the past 3 years. This does not mean evidence that is not recent is not valid; however, ACE will ensure there is sufficient evidence of the person’s competency at the time the assessment decision was made. The learner may be able to update their skills and knowledge though a ‘gap training’ program. This may vary between industries and, as a person with current industry skills and knowledge, an assessor is well placed to make this judgement.

• Learner Support / Reasonable Adjustments

Prior to enrolment, ACE identifies the support needs of individual learners and if required, provides access to:

i. language, literacy and numeracy (LLN) support

ii. assistive technology

iii. additional tutorials

iv. assistance to technology for online delivery components

If ACE is unable to provide support or if the support will attract costs to the learner, these information will be provided to the learner prior to enrolment.

• Recognition of Prior Learning (RPL)

a. Prior to enrolment, every learner will be offered an opportunity for RPL. Assessment of RPL shall be undertaken by qualified assessor who have:

v. vocational competencies and current industry skills relevant to the assessment being validated;

vi. current knowledge and skills in vocational teaching and learning; and

vii. the training and assessment qualification or assessor skill set minimum TAE40110 Certificate IV in Training and Assessment or its successor.

viii. Industry experts may be involved in validation, where required.

a. The processes to conduct an RPL are detailed in the Recognition of Prior Learning and Credit Transfer Policy and Procedures.

Related Documents

• Pre-Enrolment Form (Domestic)
• Enrolment Form (Domestic) & (International)
• Recognition of Prior Learning Form
• TAS template
• TAS Review Tool
• Internal Validation Form
• Validation Schedule
Responsibilities

- CEO
- Course Co-ordinator
- Compliance officer
Complaints and Appeals Policy and Procedures:

This policy and procedures ensures compliance with:

1. The National Code 2007, Part D – Standard 8 – Complaints and Appeals which states that “The registered providers’ complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.” - (International students only)
2. The VET Quality Framework (National VET Regular Act 2011) in providing a process for complaints and appeals to be heard and actioned where necessary.
3. The Standards for Registered Training Organisations 2015, Standard 6 which states that complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Despite all efforts of ACE to provide satisfactory services to its students and clients, complaints may occasionally arise that require formal resolution. The following policy and procedures provide students, staff, clients and any third party the opportunity to have any issues relating to a complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

Scope
This policy/procedure applies to all students enrolled with ACE, staff and other third parties of Australian Careers Education Pty Ltd (“ACE”).

Definitions:

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal</td>
<td>Dissatisfied with a decision made by ACE. Could be an Internal Appeal or an External Appeal.</td>
</tr>
<tr>
<td>Appellant</td>
<td>A person (student, other student, staff, other staff or other persons) making an appeal</td>
</tr>
<tr>
<td>Assessment Decision</td>
<td>Assessment decisions are the final outcome of unit of competency given for formative and summative assessments submitted by the student or client. These are used by the assessor to evaluate students learning of the unit of competency which includes skills and knowledge and the critical aspects of evidence required as part of that unit.</td>
</tr>
<tr>
<td>Complaint</td>
<td>Dissatisfaction with a service offered or treatment received at ACE.</td>
</tr>
<tr>
<td>Complainant</td>
<td>A person (student, clients and/or staff) making a Complaint</td>
</tr>
<tr>
<td>Domestic Student</td>
<td>Australian Citizen, New Zealand Citizen or a holder of a Permanent Resident Visa</td>
</tr>
<tr>
<td>External Appeal</td>
<td>An appeal to an external agency against a Final Decision of the ACE. The External Agency is: Overseas Students - Overseas Student Ombudsman (OSO)</td>
</tr>
<tr>
<td>Formal Complaint</td>
<td>The process which takes place if a grievance cannot be resolved informally.</td>
</tr>
<tr>
<td>Informal Complaint</td>
<td>Means an Informal Complaint managed under Complaint and Appeal Procedure.</td>
</tr>
<tr>
<td>Internal Appeal</td>
<td>An appeal to ACE against a decision made by ACE.</td>
</tr>
</tbody>
</table>

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International Student: A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.

Privacy: Means information protected under the Information Privacy Act (Vic) in accordance with the ACE’s Information Privacy Policy.

Respondent: A person who must respond to the Appeal on behalf of the ACE.

Staff: Employees of ACE at the time of the complaint (including full-time, part-time, sessional or casual staff).

Student: Any person enrolled as a student of ACE.

Support Person: Means an observer (who is not legally trained) who accompanies a party during the Complaint/Appeal process.

Third parties: Education agents and other third Parties (if applicable) who have formal agreements with ACE to provide services for and on behalf of ACE

1. Policy

1.1 ACE has an appropriate, fair, equitable and efficient internal complaints handling and appeals process that satisfies the following requirements:

a. a process is in place for lodging a formal complaint or appeal if the matter cannot be resolved informally, which requires a written record of the complaint or appeal to be kept.
b. each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to themselves.
c. Each party may be accompanied and assisted by a support person at any relevant meetings.
d. the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome; and
e. the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. If an international student is involved in the complaints and appeals processes, ACE endeavours to make prompt decisions as student’s visa will restrict his/or her length of stay in Australia.

1.2 ACE has arrangements in place for a person or body independent of and external to ACE to hear complaints or appeals arising from ACE’s internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

a. In order to be considered independent and external, the person or body would generally:
   i. be separated in structure from both parties involved in the complaints and appeals process
   ii. have no personal or professional interest in the outcome of the complaints or appeals process
   iii. have no influence on the policy setting of ACE
   iv. be financially and administratively independent of ACE; and
   i. not have the same directors or managers as ACE
b. When reviewing the external complaints handling and process, ACE ensures it is confident of its impartiality and that its procedures are fair and open.
1.3 If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, ACE must advise the student of his or her right to access the external appeals process at minimal or no cost. This means:
   a. If the student is not satisfied with the outcome or conduct of the internal complaint handling and appeals process, ACE must be able to supply information to the student on how to pursue the appeal through the external appeals process. There is no charge for advising students of their rights to access an external appeals process. The external appeals process to which the student is referred should be at minimal or no cost.
   b. While not limiting a student’s access to an external appeal process, ACE takes measures to work through the issues that are most appropriately dealt with at an internal level prior to referring students to an external appeal body.

1.4 If the student chooses to access ACE’s complaints and appeals processes as per this policy, ACE will maintain the student’s enrolment while the complaints and appeals process is ongoing.
   a. ACE ensures that a student’s enrolment is maintained whilst an internal complaint/appeal is in progress and the outcome has not been determined. ‘Maintain the student’s enrolment’ means ACE will not notify the Department of Education and Training (DET) of any change to the student’s enrolment status via PRISMS (in the case of an international student).
   b. ACE maintains the student’s enrolment throughout the internal appeals process for all types of complaints or appeals. However, whether ACE must maintain the enrolment throughout an external appeals process depends on the type of appeal.

1.5 If the internal or any external complaint handling or appeal process results in a decision that supports the student, ACE will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.

1.6 This Complaints and Appeals policy and procedures provides a framework to manage and respond to complaints/allegations made by and involving the conduct of:
   - ACE, its trainers, assessors or other staff
   - Currently enrolled students/learners of ACE
   - A third party who provides services on ACE’s behalf, its trainers, assessors or other staff

1.7 ACE’s appeals policy (part of this Complaints and Appeals policy and procedures) is used to manage requests for a review of decisions, including assessment decisions made by ACE or a third party providing services on ACE’s behalf (if any).

1.8 ACE ensures that its complaints and appeals policy:
   a. Is publicly available for:
      i. Students and staff who are made aware of this policy and procedures during their induction program
      ii. Clients and relevant parties (where applicable) to be viewed in its website and a copy can be provided electronically or hard copy can be posted when requested.
      iii. Hard copies are available upon request from the Student Support Services Officer.
   b. Support the principles of natural justice and procedural fairness as described below, and that these are adopted at every state of the complaint and appeal process:

   Natural Justice is concerned with ensuring procedural fairness such as:
   - Decisions and processes should be free from bias.
   - All parties have the right to be heard.
   - The respondent has a right to know of what he/she is accused of.
   - All parties are told the decision and the reasons for the decision.
c. Set out the procedure for making a complaint or requesting an appeal;
d. Ensure that complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable
e. Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

1.9 If ACE considers more than 60 calendar days are required to process and finalise the complaint or appeal, ACE:
a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
b) regularly updates the complainant or appellant on the progress of the matter.

1.10 ACE shall:

a) securely maintains records of all complaints and appeals and their outcomes; and
b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence. Some potential causes of complaints are, but not limited to, the following:
   i. refusing admission to a course
   ii. fees and refunds
   iii. course or provider transfers
   iv. course progress or attendance
   v. cancellation of enrolment
   vi. accommodation or work arranged by provider
   vii. quality of teaching, resources and training materials, student amenities
   viii. incorrect advice given by an education agent
   ix. false and misleading information about ACE’s training products and related services by ACE’s staff or any third party that provides services on behalf of ACE
   x. bullying, harassment, discrimination, restriction of access, unfair treatment and any other issues of concern

c) ACE will implement systems to promote open communications and feedback practices to encourage all staff and learners to contribute to identifying potential causes of complaints and appeals by providing feedback in writing of ACE’s training services, polices, procedures, practices in order to eliminate or mitigate the likelihood of re-occurrence.
d) Learners will be informed during the Student Orientation program about this Complaints and Appeals policy and procedures, how they can contribute to identifying potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of re-occurrence.

1.11 Confidentiality will be maintained throughout the process of making and resolving complaints. ACE seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

1.12 A copy of this policy is available to all students and staff via ACE’s website and shared drive (for staff), through the Student Handbook, Staff Handbook and a hardcopy can be obtained from the head office’s reception or it can be emailed or posted upon request. The information will also contain details of external authorities that they may approach.

1.13 Whilst a student is enrolled at ACE, the enrolment written agreement, and the availability of complaints and appeals processes, does not remove the student’s right to take action under Australia’s consumer protection laws. ACE shall maintain the student’s enrolment while a complaints and appeals process is ongoing.
2. Procedures

Complaints (Informal Resolution – Internal)

2.1 In the first instance, a complainant (any person who has a complaint on ACE, its learners, staff or third party who perform services on behalf of ACE), is encouraged to resolve their concern or difficulty directly with the party concerned and in an informal manner. Discussions, advice and general mediation will be conducted in relation to the issues raised by the complainant.

2.2 In the event that a complainant does not feel safe or able to discuss the issue with the party concerned or if no resolution is reached through this process, the complainant is encouraged to consult with one of the following ACE staff:

- Trainer;
- Course coordinator;
- Student Support Services Officer (SSSO)

2.3 Issues dealt with in this way do not become part of the formal complaint process. All complaints, regardless of informal or formal are documented on ACE’s Complaints and Appeals Register.

Complaints (Formal Resolution – Internal)

When to lodge a complaint

2.4 Where a complaint cannot be resolved informally through the abovementioned means, the complainant may submit a formal complaint immediately or as soon as practicable.

i. In the case of a complaint of a student **against an assessment decision**, the student must lodge a complaint **within 2 working days** from becoming aware of his/her assessment result. If this time is lapsed, ACE may not be able to offer immediate resolution due to some circumstances (eg the trainer/assessor may not be immediately available for consultations) although ACE will endeavour to process the complaint as promptly as possible.

ii. In the case of a complaint that requires immediate resolution to avoid a negative effect of the situation to the complainant, the complainant must lodge a complaint **within 2 working days** from becoming aware of the cause of his/her complaint.

iii. In the case of a complaint which may not require urgent resolution, if indicated by the complainant, **within 5 working days** from becoming aware of the cause of his/her complaint.

iv. If complaints are lodged outside the set timeframes, a complainant is still encouraged to lodge a complaint and ACE will endeavour to resolve the matter professionally and within a realistic timeframe in order not to disadvantage the complainant.

2.5 The complainant must complete the Complaints and appeals Form which is available in ACE’s website or by contacting the head office reception. The complainant may seek the help of the SSSO (Student Support Service Officer) for assistance in completing the form.

The complainant should put the following information relating to the complaint in writing:

- description of the complaint (e.g. Assessment decision, etc.)
- date of the event which lead to the complaint
- potential cause of the complaint
- state whether they wish to formally present their case
- steps taken to deal with the complaint
- what they would like to happen to fix the problem and prevent it from happening again.
- Evidence to be attached (if applicable)
2.6 Upon receipt of the completed Complaints & Appeals form, the SSSO will immediately:

- Acknowledge receipt of the form in writing and date of receipt; copy to be given to the complainant
- Inform the alleged person and other persons involved in the allegations (if any) in writing about the complaint being lodged
- Advise the complainant and alleged person and any other person involved in the allegations in writing about:
  - **timeframes of all stages of the complaint processes such as:**
    - commencement of the complaints process within 10 working days
    - final decision will be issued within 30 working days
  - processes to be undertaken such as:
    - interviews, meetings to be held
    - collection of substantiated evidences
  - complainant and the alleged person will be informed of each stage of the processes by the SSSO
  - right to represent themselves at a minimal or no cost
  - right to be accompanied by their preferred support person throughout the processes at all times
  - how the complainant and the alleged person can monitor the processes.
  - who manages the complaint process (usually the SSSO)
  - complainant (international student) can also contact DET through the ESOS online enquiry form or through the ESOS helpline 02 6240 5069 or the Overseas Students Ombudsman
- Provide a copy of the Complaints and Appeals policy and procedures to the Complainant and the alleged person (if required) and obtain an acknowledgement of receipt of the copy; advise the complainant and the alleged person that a copy can also be downloaded from ACE’s website.
- Enter relevant details into the Complaints and Appeals Register which is monitored by the SSSO regularly. The information to be contained and updated within the register is as follows:
  - Submission date of complaint
  - Name of complainant
  - Name of alleged person or persons
  - Description of complaint
  - Determined Resolution
  - Date of Resolution
- Keep copies of the form and any written letters, minutes of meeting in the Complaints and Appeals file and in the student’s file; relevant information will be entered into the Complaints and Appeals register.

**Commence within 10 working days**

2.7 The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. The following processes are:

1st working day – (from Receipt of the Complaints and Appeal form)

2.8 Notify the alleged person immediately in writing that a complainant has accessed the complaints process; procedures and timeframes of the complaint process and invite the alleged person for a meeting to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any preliminary decision or outcome or processes in place to deal with the complaint.

3rd working day (from receipt of the Complaints and Appeals form) – Resolution Phase 1

2.9 Regardless of the decision, the SSSO shall inform all parties involved of any preliminary decisions or outcomes that are concluded in writing.
2.10 If the preliminary decision is not in favour of the complainant, and the complainant has provided in writing of his/her dissatisfaction of the outcome and requests for a meeting, the SSSO will invite the complainant, alleged person, other involved parties and the CEO or management representative in writing to a formal interview/meeting and advise them of, at a minimum:

- Date of the meeting which must be held within 2 weeks from the date the formal complaint was lodged
- Processes and timeframes that follow
- Right of both the complainant and alleged person to present themselves at minimal or no cost to themselves
- Right of the complainant and alleged person to be accompanied by their preferred support person (the cost of having a support person will be borne by themselves)
- Right to present substantiated evidences (if applicable) at the meeting

2.11 The meeting will be recorded, signed and dated by all parties involved who will be provided with copies; a copy will be placed in the student’s/complainant file and information will be placed in the Complaints and Appeals Register.

i. In order to make an unbiased decision, the SSSO and the CEO or management representative may:
- Interview other staff or parties who may be involved or may know the root cause of the complaint.
- Review all substantiated evidences collected at the meeting.
- Conduct a second meeting with either the complainant or alleged person if further clarity on certain information or evidence is required.

**Complaints about Assessment Decisions**

2.12 In the case of complaints about assessment decisions, the SSSO will initially review the decision and the evidence used to make the decision. The assessor and the learner will be interviewed separately to determine whether there is any relevant information not contained in the learner’s file.

**On or before the 30th working day**

2.13 On or before the 30th working day, a decision/resolution will be made, all parties (SSSO, CEO/management representative, complainant and alleged person) will sign on the document that sets out the final decision; each person will be provided with a copy of the decision.

2.14 The complainant will be advised, through the resolution letter (if the decision made is not in his/her favour), the right to access the internal appeals process.

2.15 If a decision cannot be reached within 30 working days, this can be extended if all parties agree in writing.

2.16 Records/copies of documents where complaints have been received, meetings and interviews held, forms, evidentiary documents collected, used and produced and the outcome/decision made including the timeframes will be kept in the Complaints and Appeals file and all relevant details will be registered in the Complaints and Appeals register; copies of all relevant documents are to be kept in the student’s file.

**Student/Complainant is not Disadvantaged**

2.17 If the complainant is a student, his/her enrolment must be maintained while the outcome has not been determined. ACE may continue to offer learning opportunities throughout the complaints process so that the student will not be disadvantaged in their subsequent studies should the complaint process find in their favour. In some cases, ACE may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. If students miss a few weeks of studies, it may be difficult for them to catch up on their work.

**Internal Appeals Process**

2.18 Internal appeals may occur due to several reasons including appeals against assessment decisions, disciplinary actions, RTO’s decision to suspend or cancel the student’s enrolment, decisions arising from complaints.
2.19 The internal appeal is a process whereby an appellant (other than a student appellant) seeks to reconsider a decision made by the RTO. The SSSO will provide information of timeframes to the appellant on ACE’s response at all stages of the appeal process.

**When to lodge an Appeal**

2.20 The appellant is encouraged to submit an appeal **within 5 working days** or as soon as practicable, of becoming aware of the decision.

2.21 In the case of a complaint **against an assessment decision**, it is important that the student will lodge an appeal within **2 working days, or earlier**, from the date the decision on his/her complaint was made. If the time is lapsed, ACE may not be able to process the appeal within the desired timeframes although ACE will endeavour to process the appeal request professionally and fairly.

**1st day – Receipt of Appeals Form**

2.22 If a person/appellant is dissatisfied with the outcome of the formal complaint process; or if a student wishing to lodge an appeal with regard to ACE’s intention to suspend or cancel the student’s enrolment; the appellant or student may institute the appeals process by completing the Complaints and Appeals Form and submitting it to the SSSO.

2.23 This form is available on ACE’s website and at Head Office. The student or any appellant may request the SSSO to complete the form if required.

The student/appellant should provide the following information relating to the appeal in writing:

- description of the appeal (e.g. Assessment decision, etc)
- state whether they wish to formally present their case again
- steps taken to deal with the appeal
- what they would like to happen to fix the problem and prevent it from happening again.
- Name of the alleged person or other persons involved in the allegations
- Cause of the appeal
- Evidence to be attached (if applicable)

On receipt of the completed Appeals form, the SSSO will promptly/immediately:

- Acknowledge receipt of the form in writing date of receipt; copy to be given to the appellant
- Advise the Appellant, the alleged person and any other persons involved in the allegations (if any party in writing about:
  - **timeframes** of all stages of the appeal processes such as:
    - commencement within **5 working days**
    - final decision will be issued within **10 working days**
  - **processes** to be undertaken such as:
    - appointment of a new panel of staff/persons to assist in making an unbiased decision
    - further review of the case by the new panel
  - both appellant and alleged person to be informed of each stage of the processes
  - if a meeting/interview is required, their rights to represent themselves at a minimal or no cost and to be accompanied by their preferred support person throughout the processes at all times
  - how the appellant and alleged person monitor the processes.
  - who manages the complaint process (usually the SSSO)
  - that there are no further avenues of internal complaints and appeals in ACE
  - the appellant has the right to access the external appeal with the Overseas Students Ombudsman (OSO - International Students only) or other relevant regulatory body (domestic
students or similar persons) who acts as the third party independent mediator at minimal or no cost. The student-appellant can receive guidance through the process by the SSSO.
- their right to be notified prior to any meeting to help them prepare their reply, seek relevant information; arrange for a support person; and be informed of the criteria for making decisions on which any such decision will be based from.
- Provided with a reasonable chance to consider their position and reply.

- Provide a copy of the Complaints and Appeals policy and procedures to the appellant (if required) and obtain an acknowledgement of receipt of the copy; and advise the appellant that a copy can also be downloaded from ACE’s website.
- Enter details of the appeal into the Complaints and Appeals Register which is monitored by the SSSO regularly. The information to be contained and updated within the register is as follows:
  - Submission date of the appeal
  - Name of appellant
  - Description of appellant
  - Determined Resolution
  - Date of Resolution
- Keep copies of the form and any written letters, minutes of meeting in the student’s file and the Complaints and Appeals file.

2.24 Students wishing to lodge an appeal, in respect to ACE’s intention to suspend or cancel the enrolment of the student, must do so within 20 working days following notification of intention to report.

Student-Appellant is not Disadvantaged

2.25 During the 20 working day appeals process, students will be provided the opportunity to continue to attend class so as not to deny them learning opportunities and disadvantage their subsequent studies should the appeals process find in their favour. The only exclusion to this is in the case of a student who is in breach of the code of conduct and is a risk to his/herself or to the safety of others. In this case, ACE may chose to provide work to complete outside of the classroom environment. If students miss a few weeks of studies, it may be difficult for them to catch up on their work.

Within 2 working days – Internal Appeals Resolution Phase 1

2.26 The appeals resolution phase must commence within 2 working days of the internal appeal being lodged by the appellant in writing.

Within 10 working days – Internal Appeals Resolution Phase 2

2.27 A maximum period of 10 working days from the date the written request to appeal was received, will be allowed for the appeal to be processed and the resolution finalised. During this period, the following processes include:

a. The SSSO will arrange a new panel (comprised of different key staff members) to hear the appeal and propose a final resolution or unbiased decision. The new panel must not be comprised of the same person or group of staff that heard the original complaint. They will be required to act fairly and without bias.

Appeal on Assessment Decision

b. Students who appeal an assessment decision (including but not limited to assessor marking the assessment as not satisfactory or not yet competent due to plagiarism or cheating) or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the RTO. The costs of reassessment will be met by the RTO. The recorded outcome of the assessment appeal will be the favourable result for the student from either the original assessment or the assessment.

c. If required, a meeting will be held between the new panel, the appellant and the alleged person, in order to:
Principles of Justice and Procedural Fairness

i. Formally present their case at no cost to himself/herself; and
ii. be accompanied or assisted by their preferred support person (any related cost of being accompanied by a support person will be borne by them)

d. In addition, and if required, the new panel may request for additional substantiated evidence from the appellant and/or the alleged person, if such documents will assist in making an unbiased and fair decision.

e. Further reviews on the evidences presented by both the appellant and the alleged person investigations on the cause of the original complaint will be held.

f. Within this period, all appeals processes are to be completed and a decision will be made.

g. This period can be extended further if all parties agree in writing.

h. All meetings and interviews held during the Appeals Resolution phase will be kept in the interim Complaints and Appeals file and a copy will be kept in the student/appellant file.

2.28 The decision on the internal appeal and reasons for such decision will be provided in writing to the appellant, alleged person and all parties involved who will all sign and date the copy.

2.29 Records/copies of documents where appeals have been received, meetings and interviews held, forms, evidentiary documents collected, used and produced and the outcome/decision made including the timeframes will be kept in the Complaints and Appeals file and all relevant details will be registered in the Complaints and Appeals register; copies of all relevant documents are to be kept in the student’s file.

2.30 Once the internal appeals process has been completed, there are no further avenues within the RTO for complaints or appeals to be processed further. However, the appellant will be advised in writing his/her right to access the external appeals process at minimal or no cost to him/herself.

2.31 International Students ONLY - Where the appeal relates to ACE’s decision to defer or suspend a student’s enrolment due to misbehaviour or to cancel the student’s enrolment; ACE only needs to await the outcome of the internal appeals process (in favour of ACE) before notifying DIBP via PRISMS of the change to the student’s enrolment. If the appeal by the student is successful ACE will abide by the recommendation of the external appeals committee and will not report the student to DIBP.

2.32 During the internal appeals process, the student’s enrolment must be maintained while the outcome has not been determined. ACE may continue to offer learning opportunities throughout the appeals process so that the student will not be disadvantaged in their subsequent studies should the complaint process find in their favour. In some cases, ACE may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. If students miss a few weeks of studies, it may be difficult for them to catch up on their work.

Longer than 60 calendar days

2.33 If ACE considers that it will take longer than 60 calendar days to finalise the complaint and appeals process, the student/complainant/appellant and all parties involved will be notified in writing, including the reasons why more than 60 calendar days are required; and

2.34 Regularly update the student/complainant/appellant on all stages of the process.
External Appeal Process

2.35 The external appeals process is to determine whether the RTO has followed its complaint and appeals procedures, not to make a decision in place of the RTO. For example, if the appeal of the student is against his/her assessment results and goes through the RTO’s internal appeals process, the external appeals process (if accessed by the student) would determine the way in which the internal appeal was conducted; it will not make a determination as to what the assessment result should be.

2.36 The external appeals procedure will be determined by the independent mediator or Overseas Students Ombudsman (OSO - international students only).

2.37 Once the outcome of the external appeal is issued, the RTO must immediately implement the decision, convey the outcome of the decision made by the external body to the student promptly (or within 24 hours); SSSO will update the student’s file to record the outcome, and any subsequent actions.

2.38 **International Students ONLY** – If the external appeal is made due to ACE’s decision to defer or suspend a student’s enrolment due to misbehaviour or to cancel a student’s enrolment, ACE may only need to wait the outcome of the internal appeals process (supporting the RTO) before notifying the DIBP through PRISMS of the change to the student’s enrolment.

2.39 Where the appeal relates to ACE’s decision to report the student for unsatisfactory attendance or unsatisfactory course progress, ACE:
   a. must maintain the student’s enrolment (i.e. not report the student for unsatisfactory course attendance) until the external complaints process is complete and has supported ACE’s decision to report.
   b. May choose to wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance may result in cancellation of the student’s visa.
   c. **International Students ONLY** - A student may access and receive the outcome of only one external appeals process before ACE may report the student to DIBP (Department of Immigration and Border Protection) with regards to unsatisfactory course attendance.
   NB: This does not prevent the student from accessing multiple external appeals processes. This simply means ACE does not need to await the outcomes of the extra appeals before reporting the student.

3. Records Management

3.1 All complaints and appeals are to be acknowledged and responded to in writing.

3.2 All original records and/or copies of all complaints and appeals, information on how the matter was dealt with, the outcomes and timeframes taken are to be securely maintained/recorded in the Complaints and Appeals Register; these records include all relevant forms, documents, minutes of meetings; letters and the decisions/resolutions made and all written information to and from all partied involved will be recorded and kept in the student file and other relevant file.

3.3 All relevant information will be kept on a register that includes all relevant details to be used as source of analysis of matters over time and identify any common factors that may need action.

4. Prevention of Recurrence and Corrective Action

In order to improve organisational operations and services, the following measures will be undertaken:

4.1 Improvement actions arising from the complaint will be undertaken by collecting data from the Complaints and Appeals register and present such data during management meeting to:
   a. review and identify potential causes of the complaints and appeals and the re-occurrences of the same causes of the complaints and appeals
   b. review the management of each complaint lodged and handled
c. review the processes, timeframes for each process and outcomes  
d. review how, when and what information were provided to all parties involved and who provided them  
e. review how the processes were monitored  
f. review how the feedback sought from all parties involved were managed and used to improve ACE’s operations and services.  
g. review ACE’s current policies, procedures and practices that relate to the causes of complaints and appeals  
h. and if required, undertake immediate corrective action and implement improvement of processes and practices to eliminate or mitigate the likelihood of reoccurrence.

4.2 Revise relevant policies and procedures and provide the updated information to the staff and, if applicable, to the learners and third parties who offer services on behalf of ACE.

4.3 Encourage all staff and learners to contribute to identifying potential causes of complaints and appeals by providing feedback in writing of ACE’s training services, polices, procedures, practices in order to eliminate or mitigate the likelihood of re-occurrence.

5 Formal Resolution – External and Independent (Domestic Students, including Permanent Residents)

Option 1: Mediation Service Provider (Carfi)

Domestic students who wish to lodge an external appeal or complaint about a decision made by ACE can choose to access formal resolution of their complaint/appeal via ACE’s Mediation Services Provider, Carfi. Students will be referred to this service at no charge to the student; however costs will be incurred by the student if mediation is proceeded with.

Students are able to bring a support person to mediation services; however this cost will need to be covered by the student and will not be funded by ACE.

Option 2: National Training Complaints Hotline

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

If a domestic student wishes to submit a complaint about ACE and, after following the internal complaints and appeals process, feels that ACE is still breaching or has breached its legal requirements, the student may register a complaint to the:

National Training Complaints Hotline on 13 38 73, Monday to Friday, 8am to 6pm nationally  
Email: skilling@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service. More information can be found on the Department of Education and Training’s website: 
**Option 3: Lodging a Complaint directly to ASQA**

*The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.*

As stated on ASQA’s website (see [http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html](http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html)), if a domestic student wishes to submit a complaint about ACE and, after following the internal complaints and appeals process, feels that ACE is still breaching or has breached its legal requirements, the student may submit a complaint to ASQA by completing the online complaint form via: [https://rms.asqa.gov.au/registration/newcomplaint.aspx](https://rms.asqa.gov.au/registration/newcomplaint.aspx).

Except in exceptional circumstances, the student must attach evidence to their complaint form showing:
- That they have followed ACE’s formal complaints procedure; and
- ACE’s response.

ASQA’s process requires that the student identifies themselves to ASQA as a complainant, although they may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

ASQA provides links to other agencies that can contacted depending on the type of complaint as stipulated below:

<table>
<thead>
<tr>
<th>Type of complaint</th>
<th>Relevant agency</th>
<th>More information</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you are seeking a refund from your training provider:</td>
<td>You will be advised to contact the consumer protection agency in your state or territory.</td>
<td>ASQA cannot act on behalf of consumers to resolve disputes with providers over fees and refunds. If you have a contractual dispute with your provider and are seeking a refund, contact the consumer protection agency in your state or territory. If you are seeking a refund because of the quality of training and assessment, you can lodge this part of your complaint with ASQA.</td>
</tr>
<tr>
<td>If you are an apprentice or trainee and you have an issue with your training contract:</td>
<td>If you have concerns with your training contract: refer to the Australian Apprenticeships website, and/or contact the Australian Apprenticeships Centre in your state or territory.</td>
<td>If you are an apprentice or trainee, ASQA cannot advise on any matters relating to your training contract. ASQA can consider complaints about the training and assessment provided by your registered training organisation.</td>
</tr>
<tr>
<td>If you wish to report fraud against the visa system in relation to a student:</td>
<td>Your complaint will be referred to the Department of Immigration and Border Protection.</td>
<td></td>
</tr>
<tr>
<td>If you want to report criminal activity such as theft or assault:</td>
<td>You can report your complaint to the police in your state or territory.</td>
<td></td>
</tr>
<tr>
<td>If you want to make a complaint about an organisation offering training that is not a registered training organisation (RTO) or not offering nationally</td>
<td>You can contact a consumer protection organisation, or seek legal advice.</td>
<td>Unless the complaint relates to marketing and advertising that states or implies the organisation is an RTO or is offering nationally recognised training, ASQA has no jurisdiction in relation to other organisations offering</td>
</tr>
</tbody>
</table>

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Student Handbook  
Version 1.1  
Updated: Sept 2016  
Authorised by CEO  
RTO # 22424  
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If your complaint is about discrimination on the grounds of sex, disability, race or age:

You can report your complaint to the Australian Human Rights Commission.

If your complaint is about other discrimination:

You may wish to find a legal representative to assist you with your dispute.


Except in exceptional circumstances, the student must attach evidence to their complaint form showing:

- That they have followed ACE’s formal complaints procedure; and
- ACE’s response.

6 For other Non-student Complainants

If any non-student has a complaint alleging that ACE, whether registered or not, is breaching or has breached the Act (including misleading representation or advertising), they may complete the complaint form which is available online. The non-student will need to confirm that the organisation their complaint relates to falls within ASQA’s jurisdiction.

7 Other Details

Nothing contained in this policy and procedure prevents a student from exercising their rights to pursue other legal remedies or obtaining advice from other authorities or agencies, such as:

<table>
<thead>
<tr>
<th>Australian Skills and Quality Authority (ASQA)</th>
<th>The Law Institute of Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ph: 1300 701 801</td>
<td>Ph: (03) 9607 9311</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:complaintsteam@asqa.gov.au">complaintsteam@asqa.gov.au</a></td>
<td>Fax: (03) 9602 5270</td>
</tr>
<tr>
<td>Website: <a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a></td>
<td>Email: <a href="mailto:lawinst@liv.asn.au">lawinst@liv.asn.au</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.liv.asn.au">www.liv.asn.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Consumer Affairs Victoria</th>
<th>Department of Education and Training (DET)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ph: 1300-55-8181; (03) 9670-5088; (03) 9629 6898</td>
<td>Ph: 13 33 97</td>
</tr>
<tr>
<td>Website: <a href="http://www.complaintline.com.au">www.complaintline.com.au</a></td>
<td>Website: <a href="http://education.gov.au">http://education.gov.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Equal Opportunity Commission Victoria</th>
<th>Department of Immigration and Border Protection (DIBP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ph: (03) 9281-7100</td>
<td>Ph: 131 881 (within Australia)</td>
</tr>
<tr>
<td>Website: <a href="http://www.eoc.vic.gov.au">www.eoc.vic.gov.au</a></td>
<td>Website: <a href="http://border.gov.au">http://border.gov.au</a></td>
</tr>
</tbody>
</table>
Obligations to Learners Policy and Procedures:

This policy and procedure is designed to ensure ACE compliance with 2016 VET Funding Contract – VTG Program, VET Quality Framework, ESOS National Code Part D Standard and the Standards for Registered Training Organisations (RTOs) 2015 which states:

“Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.” Standard 4

This policy is to be read in conjunction with the following policies and procedures:

- Continuous Improvement QA & Compliance
- Access and Equity
- Issuance of AQF Qualifications
- Marketing (Domestic) & (International)
- Student Support Services
- Student Engagement before Enrolment (Domestic) & (International)
- Formalisation of Enrolment (Domestic) & (International)
- Recognition of Prior Learning and Course Credit transfer

Scope

This policy applies to all International and Domestic learners (also referred as students or applicant) enrolled at ACE.

Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority</td>
</tr>
<tr>
<td>Australian Qualifications Framework (AQF):</td>
<td>means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.</td>
</tr>
<tr>
<td>RTO</td>
<td>ASQA registered training organisation</td>
</tr>
<tr>
<td>RTO code</td>
<td>means the registration identifier given to the RTO on the National Register.</td>
</tr>
<tr>
<td>Services</td>
<td>means training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.</td>
</tr>
<tr>
<td>Training Product</td>
<td>means AQF qualification, skill set, unit of competency, accredited short course and module.</td>
</tr>
<tr>
<td>VET Quality Framework</td>
<td>VET Quality Framework comprises of:</td>
</tr>
<tr>
<td></td>
<td>- the Standards for Registered Training Organisations</td>
</tr>
<tr>
<td></td>
<td>- the Australian Qualifications Framework</td>
</tr>
<tr>
<td></td>
<td>- the Fit and Proper Person Requirements</td>
</tr>
<tr>
<td></td>
<td>- the Financial Viability Risk Assessment Requirements</td>
</tr>
<tr>
<td></td>
<td>- the Data Provision Requirements</td>
</tr>
</tbody>
</table>
Policy

The Obligations to Learner’s Policy ensures ACE provides accurate information to learners about services and qualifications prior to enrolment. The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.

ACE ensures that information, whether disseminated directly by ACE or on its behalf, is both accurate and factual, and:

a) accurately represents the services it provides and the training products on its scope of registration;
b) includes ACE’s RTO Code;
c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for Registered Training Organisations 2015;
e) makes clear where a third party (for international students only) is recruiting prospective learners for ACE on its behalf;
f) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment it delivers, if applicable;
g) includes the code and title of any training product, as published on the National Register, referred to in that information;
h) only advertises or markets a non-current training product while it remains on its scope of registration;
i) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
j) if applicable in the future, ACE shall include details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with its provision of training and assessment; and
k) does not guarantee that:
   • a learner will successfully complete a training product on its scope of registration; or
   • a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of the Standards of Registration; or
   • a learner will obtain a particular employment outcome where this is outside the control ACE.

Procedures

ACE will follow the following procedures to ensure compliance with the regulatory guidelines.

RTO Code

a. ACE will include its RTO code in all marketing materials.
b. If another person or organisation is recruiting learners (for international students only) under a third-party agreement with ACE, ACE’s RTO code will be included on all marketing or other material created by that person.

Code and full title of the training product

a. ACE’s marketing materials will include the code and the full title of the training product (as listed on the National Register) to ensure that there is no confusion about what is being offered and to allow potential learners to verify the information.
b. Promotion of training or assessment for training products will only be made based on ACE’s current scope of registration.
Training and Assessment Strategies

a. All marketing and advertising materials will be consistent with ACE’s training and assessment strategies

Marketing Consent

a. ACE will ensure that a written permission is obtained from any person or organisation for use in any of its marketing or advertising material that refers or uses a photo or information of that person or organisation prior to its use.

Use of Nationally Recognised Training (NRT) Logo

a. ACE ensures that the use of the NRT logo is in accordance to its usage specifications, as described in Appendix A: Nationally Recognised Training (NRT) Specifications.

b. ACE complies on the conditions of use of the NRT logo, as further described in the Schedule 4, Standards of Registered Training Organisations 2015, as outlined below:

Appendix A - Schedule 4 (Standards for Registered Training Organisations 2015)

Conditions of Use of NRT Logo

The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark. The following describes a range of situations and conditions for using the NRT Logo.

Advertisements and promotional information in any medium (print, television, radio, banners, internet, etc.)

1. RTOs registered by any VET Regulator may use the NRT Logo to promote nationally recognised training provided that training is within the RTO’s scope of registration.

2. Impressions must not be created that may lead an observer to conclude the NRT Logo applies to all training provided by the RTO, if this is not the case. The NRT Logo cannot be used by an RTO where the training is accredited, but is outside the scope of registration of the RTO. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside the RTO’s scope of registration, it must be made clear the NRT Logo is not associated with that training.

3. Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

Student information (brochures, course handbooks, prospectuses, etc.)

4. When an RTO is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses must clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.
Corporate stationery, business cards, buildings, training resources and marketing products

5. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.

Certificates, Statements of Attainment and other testamurs

6. The NRT Logo must be depicted on all AQF certification documentation issued by the RTO. These can only be issued by an RTO when the qualification and/or unit of competency are within the RTO’s scope of registration. The NRT Logo must not be depicted on other testamurs or transcripts of results.

Related Documents

- Marketing Course Brochure for each qualification
- ACE Website
- Pre-Enrolment Brochure
- Student Handbook
- Training and Assessment Strategies

Responsibilities

- CEO
- Marketing Manager
- Compliance officer
Refund Policy and Procedures:

Purpose

The purpose of this policy is to describe requirements regarding refund of Unused-Tuition Fees and other fees for all domestic students associated with government subsidised training or full fee paying and to set out financial and accountability requirements with regard to refund of fees by ACE. This policy has been developed in line with the requirements 2016 VET Funding Contract and Victorian Training Guarantee 2016 Guidelines about Fees. ACE reserves the right to amend this policy at any time to ensure compliance with all relevant legislation and regulations.

This policy is to be read in conjunction with the following:
- Student Engagement Prior to Enrolment Policy and Procedure - Domestic
- Recognition of Prior Learning and credit transfer Policy and Procedure
- Domestic Enrolment Flowchart
- Pre-Enrolment Form
- Enrolment Form
- 2016 Standard Fees - Domestic students
- Fees and Charges Policy and Procedure - Domestic

Scope

This policy applies to all potential Domestic learners (also referred as students or applicant) enrolling at ACE.

Definitions

<table>
<thead>
<tr>
<th>Eligible Individual</th>
<th>Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in this VET Funding Contract and related guidelines.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fee Gap</td>
<td>Difference in the Tuition fees between Victorian Training Guarantee funded and ACE Course fees that are “directly related to the provision of a course that ACE is providing, or offering to provide, to the student”.</td>
</tr>
<tr>
<td>Enrolment Fee</td>
<td>Enrolment fee is the fee charged for administrative purpose for enrolling a student in the course of their choice.</td>
</tr>
<tr>
<td>Learning resource / Uniform &amp; Equipment fee</td>
<td>Learning resource / Uniform &amp; Equipment fee are non-tuition fees that are non-refundable and not directly related to tuition, and may be compulsory for the course requirements as per the industry and training package guidelines.</td>
</tr>
<tr>
<td>Unused-Tuition Fee Gap</td>
<td>Unused tuition fee gap that a student has paid for educational services that ACE has yet to provide to the student</td>
</tr>
<tr>
<td>Refund</td>
<td>An amount of Gap fees paid by the student to ACE, which is returned to the student under specific circumstances defined in this policy. A refund will only be paid to the student unless otherwise directed by the student in writing.</td>
</tr>
</tbody>
</table>
Written Agreement
The agreement entered to between ACE and the student, and signed by the student prior to enrolment.

Policy and Procedure

ACE holds our students in high regard and have certain expectations of the student, to ensure ACE provides Quality Training to all potential Domestic learners (also referred as students or applicant) enrolling at ACE as per the 2016 VET Funding Contract; Victorian Training Guarantee 2016 Guidelines about Fees and Victorian Training Guarantee 2016 Guidelines about determining Student Eligibility and Supporting Evidence.

All domestic students also agree through their pre-enrolment and enrolment documentation and associated policy and procedures that cancelling or withdrawing from the course enrolled may affect future training options and eligibility for further government subsidised training under the Victorian Training Guarantee as students are eligible for 2 government subsidised courses in a calendar year, 2 courses at a time and 2 courses at the same level in my lifetime.

ACE will administer the following policy and procedure in relation to refunds of course money in the following circumstances:

I. ACE Default

ACE default occurs, in relation to a student or intending student and a course at a location, if:
(a) Either of the following occurs:
   (i) ACE fails to start to provide the course to the student at the location on the agreed starting day;
   (ii) The course ceases to be provided by ACE to the student at the location at any time after it starts but before it is completed; and

(b) The student has not withdrawn or cancelled before the default day

(c) The course is not provided in full to the student because a sanction has been imposed on ACE or any other reason

Note: An exception to this rule applies if ACE fails to start to provide the course, or the course ceases to be provided to the student because the student
   (i) Failed to pay an amount he/she was liable to pay to ACE;
   (ii) Misbehaviour or misconduct by the student

II. Student Default

Student default occurs, when the student is in breach of the agreement with ACE where the student has paid a fee. This means that the student defaults if:
(a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
(b) the student withdraws from the course at the location (either before or after the agreed starting day); or
(c) the registered provider of the course refuses to provide, or continue to provide the course to the student at the location because of one or more of the following events:
   (i) the student has failed to pay an amount they were liable to pay to ACE, directly or indirectly, in order to undertake the course;
   (ii) misbehaviour or misconduct by the student.
Course Deferral or Cancellation (ACE Initiated)

- ACE may defer or cancel a student’s enrolment in accordance with the Withdrawal or Cancellation of Student Enrolment Policy and Procedure.
- At its discretion, ACE may defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course commencement, ACE will refund fees as per the Refund table provided below and the student agrees that there shall be no further entitlement to damages whatsoever.

Course Withdrawal or Cancellation (Student Initiated)

- Students may withdraw or cancel their course in accordance with Withdrawal or Cancellation of Student Enrolment Policy and Procedure.
- In the event of a withdrawal or cancellation before course commencement, ACE will refund fees in accordance with this policy and the refund amount as per the Refund table provided below.

Student Rights include:

- To receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from ACE and ACE’s agent.
- To sign a written agreement with ACE before or as you pay your fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- ACE provides you with the right to know:
  - How to use ACE’s Student Support Services;
  - Who the contact officers are;
  - If you can apply for Recognition of prior learning - formal (credit);
  - When your enrolment can be withdrawn or cancelled;
  - What ACE’s requirements are for satisfactory progress in the courses you study;
  - Evidence of participation (attendance) requirements for your courses; and
  - How to use ACE’s complaints and appeals process.

REFUND TABLE

<table>
<thead>
<tr>
<th>Fee Refund Conditions</th>
<th>Refund Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrolment Fee</td>
<td>No refunds</td>
</tr>
<tr>
<td>Learning Resources Fees</td>
<td>No refunds</td>
</tr>
<tr>
<td>Uniform &amp; Equipment Fees</td>
<td>No refunds</td>
</tr>
<tr>
<td>Withdrawal at least 10 weeks prior to agreed start date</td>
<td>Full refund of Pre-paid Gap Tuition Fees only</td>
</tr>
<tr>
<td>Withdrawal at least 4 weeks prior to agreed start date</td>
<td>75% refund of Pre-paid Gap Tuition Fees only</td>
</tr>
<tr>
<td>Withdrawal less than 4 weeks prior to agreed start date</td>
<td>50% refund of Pre-paid Gap Tuition Fees only</td>
</tr>
<tr>
<td>Withdrawal after course start date</td>
<td>No refunds</td>
</tr>
<tr>
<td>In case of ACE default: under the following circumstances:</td>
<td>Full refund of Pre-paid Gap Tuition Fees only</td>
</tr>
<tr>
<td>i. The course does not begin on the agreed commencement date; or,</td>
<td></td>
</tr>
<tr>
<td>ii. The course ceases to be provided at any time after it commences but before it is completed; or,</td>
<td></td>
</tr>
<tr>
<td>iii. The course is not provided in full to the student because a sanction has been imposed on ACE or any other reason</td>
<td></td>
</tr>
</tbody>
</table>
Process for Claiming Refunds

1. Refund applications must:
   i. Be made in writing via the Refund Request Form; and
   ii. Set out the reasons for the application; and
   iii. Be accompanied by supporting documents as may be appropriate; and
   iv. Be forwarded to: Chief Executive Officer Australian Careers Education Pty Ltd 347-351 Victoria Street, Brunswick, Victoria, Australia 3056

2. The information provided by the Student on the Refund Request Form must include:
   i. The date of the claim;
   ii. The Student’s full name;
   iii. The course in which the Student was enrolled;
   iv. The basis for making the claim;
   v. The amount claimed;
   vi. The address to which the refund is to be forwarded;
   vii. The Student’s payment details;
   viii. The Student’s signature, and
   ix. All documents relevant to the consideration of the claim.

3. Refund applications will not be processed where the signature on the Refund Request Form does not match the Student’s signature as shown on other documents provided by the Student for admission to ACE.

4. A Refund Calculation Statement will be prepared in accordance to the Refund table on Page 3 and forwarded to the Student.

5. All debts owing to ACE are to be deducted from any refund.

6. In case of ACE’s Default ACE will automatically refund the amount within 4 weeks where:
   i. the Course does not start on the agreed starting date; or
   ii. the ACE stops the Course after it starts and before it is completed; or
   iii. the Course is not provided fully to the Student because ACE has a sanction imposed by a government regulator, and the Student has requested a full refund of fees rather than placement in an alternate course, the refund of fees will be paid in full to the Student within 2 weeks.

7. Where a Student is dissatisfied with a decision to provide or not to provide a refund he or she may appeal that decision in accordance with the ACE’s Complaints and Appeals Policy and Procedure.

8. This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

Access to Complaints and Appeals

Students who believe they have been charged an incorrect fee or given an incorrect refund and as per the student’s written agreement with ACE, the student is entitled to access ACE’s complaints and appeals process which does not remove the right of the student to take action (and to pursue other legal remedies) under the Australia’s consumer protection laws.
Withdrawal or Cancellation Policy and Procedures:

The purpose of this policy is to describe requirements regarding Withdrawal or Cancellation of Enrolment for all domestic students associated with government subsidised training. This policy has been developed in line with the requirements 2016 VET Funding Contract and Standards for Registered Training Organisations (RTOs) 2015.

This policy is to be read in conjunction with the following:
- Enrolment Policy and Procedure - Domestic
- Fees and Charges Policy and Procedure - Domestic
- Refund Policy and Procedure - Domestic

Scope

This policy applies to all potential Domestic learners (also referred as students or applicant) enrolled at ACE.

Definitions

<table>
<thead>
<tr>
<th>Leave of Absence:</th>
<th>A request by the student to temporarily postpone study after the commencement of the study (Student initiated).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal:</td>
<td>A request by the student to permanently terminate their studies after the commencement of the study (Student initiated).</td>
</tr>
<tr>
<td>Cancellation:</td>
<td>Student enrolment is cancelled due to non-attendance or not meeting course progress or misbehaviour after the notification by the provider’s intention to do so (ACE initiated).</td>
</tr>
</tbody>
</table>

1. Policy

1.1 Prior to enrolment ACE will provide student/learner current and accurate information that enables the learner to make informed decisions about undertaking training with ACE and include the information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services if a student withdraws or cancels after enrolment.

1.2 If a learner is accessing any government funding entitlement ACE will inform the learner that withdrawing or cancelling their current enrolment may reduce their ability to access such funding in the future (may limit funding to one qualification for that year as learner can access only the ‘2 in a year’ limitation; the ‘2 at a time’ limitation; the ‘2 at level’ limitation).

1.3 ACE allows changes to a student’s enrolment to take place by way of assessing, approving and recording a leave of absence or temporarily postpone study after the commencement of the study or withdrawal (permanently terminate) study, including keeping documentary evidence on the student’s file of the assessment of the application.

1.4 ACE will temporarily suspend or grant leave of absence for a student’s enrolment on the grounds of compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes)
1.5 ACE may cancel a student’s enrolment due to non-attendance or not meeting course progress or misbehavior after the notification by ACE’s intention to do so in writing.

1.6 ACE will:
   a. inform the student in writing of its intention to cancel the student’s enrolment due to non-attendance or not meeting course progress or misbehaviour; and
   b. notify the student that he or she has 20 working days to access ACE’s internal complaints and appeals process.
   c. not cancel the student’s enrolment, if the student accesses ACE’s internal complaints and appeals process, until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

2. Procedure

The following procedures outline the application, assessment and approval of the leave of absence or withdrawal or cancellation of enrolment whether instigated by the student or ACE and further deals with the subsequent reporting requirements to the Department of Education and Training through SVTS and responsibility of ACE to keep and maintain records of all relevant documents in the student’s file.

2.1 Student Leave of Absence

a. Domestic students may request for Leave of Absence or temporarily postpone study after commencement of a course only in the following limited circumstances:

   I. On the grounds of Compassionate or Compelling circumstances*; or
   II. Unavailability of a course/units;

*Compassionate or Compelling Circumstances

ACE considers these circumstances seriously and professional judgement is used to assess each case on its individual merits.

Definition: Compassionate or Compelling Circumstances are generally those beyond the control of the student and which affects the student’s course progress or well-being. These could include (but not limited to):

- Serious illness or injury – where a medicate certificate states the student was unable to attend classes; or
- Bereavement of close family member such as parents or grandparents (where possible a death certificate should be provided); or
- Major political upheaval or natural disaster and this has impacted on the students studies; or
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- Where ACE was unable to offer a pre-requisite unit.

NB: Other reasons may be considered but documentary evidence must be provided to support the claim.

b. Students may request this by completing the Leave of Absence Form and submitting it with the appropriate supporting evidence to the Course Coordinator.
c. Students must submit the application form as soon as practicable.

d. The Course Coordinator will review the application and use professional discretion, in line with this policy, to determine whether the application for leave of absence will be granted or denied. The Course Coordinator will review the student’s application and provide a response within 5 working days.

e. Once this request is processed the student will receive a written letter from the Course Coordinator granting leave of absence. The revised timetable for the student created, recorded and placed in the individual student’s file and updated on the Student management system.

NB: A student’s leave of absence can be for a maximum period of two weeks or considered for more period but documentary evidence must be provided to support the claim.

2.2 **Student Initiated Withdrawal:**

a. Student requesting withdrawal or permanently terminating their enrolment must complete the Cancellation of Enrolment Form and submit it with relevant supporting evidence to the Course Coordinator at least 14 days prior to their anticipated cancellation date.

b. The Course Coordinator will review the application and inform the student that withdrawing or cancelling their current enrolment may reduce their ability to access such funding in the future (may limit funding to one qualification for that year as learner can access only the ‘2 in a year’ limitation; the ‘2 at a time’ limitation; the ‘2 at level’ limitation). The Course Coordinator will review the student’s application and proceed if the student still wishes to withdraw.

c. Once this request is processed the student will receive a written letter from the Course Coordinator approving their request within 5 working days. The student enrolment will be changed from Active to Withdrawn with the reasons and updated on the Student management system and communicated to SVTS through the monthly upload.

d. The copy of this request and all supporting documentation will be placed in the individual student’s file.

e. Student will be issued with Statement of Attainment for the units achieved competency within 30 days of a student completing their training and/or assessment, and a copy retained with ACE as evidence that this has occurred and that learners receive all documents they are entitled to provided no outstanding fees are due.

f. ACE will retain records of qualifications and statements of attainment issued to all students for 30 years.

2.3 **ACE Initiated Cancellation**

a. ACE may cancel enrolment in the following circumstances:

   a. Student demonstrates serious misconduct or misbehaviour as outlined in the Code of Conduct
   b. Non-attendance or Unsatisfactory attendance and course progress. See ACE’s Monitoring Course Progress Policies and Procedures for further information.
   c. Non payment of outstanding fees.
b. In cases where cancellation of the student’s enrolment is initiated by ACE, student will be notified in writing and given 20 working days to access ACE’s internal complaints and appeals process. The student will be directed to ACE’s website or contact the Student Support Services Officer to complete the Complaints and Appeals application form. If the students chooses to:

i. access ACE’s appeals process then ACE must maintain the student’s enrolment (until the internal appeals process is completed, unless extenuating circumstances* relating to the welfare of the student or the safety of others apply. Please refer to Complaints and Appeals Policy and Procedure for further information.

*‘Extenuating circumstances’ relating to the welfare of the student may include, but are not limited to the following. The student:
- is missing;
- has medical Concerns, severe depression or psychological issues which lead ACE to fear for the student’s wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others;
- is at risk of committing a criminal offence.

NB: Any claim of extenuating circumstances will need to be supported by appropriate evidence (see Guidelines of Evidence below)

ii. access an external appeals process, ACE does not have to wait for the outcome of an external appeal before notifying the Department of Education and Training of the change to the student’s enrolment status.

c. The student will be informed on the impact of the cancellation may reduce their ability to access such funding in the future (may limit funding to one qualification for that year as learner can access only the ‘2 in a year’ limitation; the ‘2 at a time’ limitation; the ‘2 at level’ limitation)

d. During the 20 working day appeals process, students will be provided the opportunity to continue to attend class so as not to deny them learning opportunities and disadvantage their subsequent studies should the appeals process is in their favour. The only exclusion to this is in the case of a student who is in breach of the code of conduct and is a risk to his/herself or to the safety of others.

3.0 Guidelines for Evidence

Evidence supplied will be assessed and deemed valid by ACE according to the following guidelines:

Medical Certificates must:
- Be issued by a Certifying Health Practitioner (i.e. General Practitioner, Psychiatrist or Specialist)
- State that the student was medically unfit to attend classes
- State the duration of absence
- State the Certifying Health Practitioner’s contact details

Death Certificate must:
- Be certified
- Translated into English
Police Reports must:
- State the police officer’s contact details

Psychological Reports must:
- Be issued by a registered psychologist
- Indicate the student’s psychologically incapacity to attend class
- State the psychologist’s contact details

NB: Failure to supply documented evidence will result in compassionate or compelling circumstances being deemed as non-existent.

Additional Guidelines & Notes
a. Please refer to ACE’s Refund Policy and Procedure for further information relating to refunds in the event of a withdrawal or cancellation.

b. If a student does not return to studies after a break, ACE will inform the student in writing of its intention to cancel the student’s enrolment due to non-attendance or not meeting course progress.

c. ACE will give 20 working days to access ACE’s internal complaints and appeals before cancelling student’s enrolment due to non-attendance.
Privacy of Information Policy and Procedures:

This Privacy Of Information policy and procedure is designed to ensure ACE compliance with 2016 VET Funding Contract – VTG Program, Victorian Training Guarantee - 2016 Guidelines about Determining Student Eligibility and Supporting Evidence; Victorian Training Guarantee - 2016 Guidelines about Fees; VET Quality Framework, USI Registry requirements and the Standards for Registered Training Organisations (RTOs) 2015 which states:

“The RTO meets the requirements of the Student Identifier scheme, including: verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose” Standard 3.6

“The RTO:
• securely maintains records of all complaints and appeals and their outcomes, and
• identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence. Standard 6.5”

“The RTO provides accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time.” Standard 7.5

ACE is required to operate in accordance with the Victorian information privacy principles set out in the Information Privacy Act 2000. This policy and procedure has been developed to provide guidance to ACE on the management of its records, ensuring accuracy and integrity, of information ACE collects from learners/students/applicants.

This policy is to be read in conjunction with the following policies and procedures:
• Feedback and Data Analysis Policy and Procedure
• Compliance with legislation Policy and Procedure
• USI Policy and Procedure
• Complaints and Appeals Policy and Procedure

Scope

This policy applies to all Domestic learners (also referred as students or applicant) enrolled at ACE.

DEFINITIONS

| Confidential Information | means all confidential or commercially sensitive information of a Party. |
| Code of Practice | means a code of practice as defined in, and approved under, the Information Privacy Act 2000. |
| Data Provision Requirements | are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation. |
| Records | means any document within the meaning of the Evidence Act 2008 (Vic) including: a) anything on which there is writing; |
b) anything on which there are marks, figures, symbols or perforations having a meaning for persons qualified to interpret them;
c) anything from which sounds, images or writings can be reproduced with or without the aid of anything else; or
d) a map, plan, drawing or photograph, and which is produced or created by the RTO under or in the course of performing its obligations under this VET Funding Contract.

<table>
<thead>
<tr>
<th><strong>Student Identifier</strong></th>
<th>Has the meaning given in the <em>Student Identifiers Act 2014</em>.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>SVTS</strong></th>
<th>Skills Victoria Training System (SVTS) – The Department’s IT system for managing contracts between the Victorian Skills Department and RTOs for delivery of Victorian government subsidised training.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Victorian Training Guarantee (VTG)</strong></th>
<th>The <em>Victorian Training Guarantee</em> is an entitlement to a government subsidised place in recognised training that can be accessed in accordance with criteria set out in the Act and the VET Funding Contract.</th>
</tr>
</thead>
</table>

**POLICY and PROCEDURES**

ACE will ensure that:

- ACE will not, without the prior written approval of the Department, disclose (or permit the disclosure of) information regarding this VET Funding Contract (including details of the Funds being provided by the Department in respect of any Eligible Individual) or any Confidential Information of the Department, the Department or the State, except:
  
a) to the extent required under this VET Funding Contract;
  
b) to the extent required by Law;
  
c) to the extent that the information is already in the public domain (other than due to a breach of this VET Funding Contract);
  
d) to its solicitors, barristers and/or other professional advisors in order to obtain advice in relation to its rights under this VET Funding Contract, the Training Services or the Funds and provided such advisors are under a duty of confidentiality;
  
e) to the extent necessary for the registration or recording of documents where required; and/or
  
f) to the extent required in connection with legal proceedings;
  
and then only to the extent strictly necessary for that purpose.

- ACE acknowledges and agrees that:
  
o the Department at its discretion may disclose any and all information relating to ACE and this VET Funding Contract including course and qualification details, government subsidised fee information, details of the Funds paid, details of any non-compliance by ACE with this VET Funding Contract, any action taken by the Department under this VET Funding Contract, and findings and outcomes of any audits or reviews undertaken pursuant to this VET Funding Contract;
  
o the Department may make a disclosure referred to above and regarding any suspected non-compliance by ACE, to the MMU;
  
o disclosure by the Department of information regarding this VET Funding Contract (including details of the Funds paid) or any Confidential Information of ACE may be required in certain circumstances; and
  
o it consents to such disclosure and, if required, will use all reasonable endeavours to assist the Department in meeting any of its disclosure obligations including, without limitation:
    - in connection with permitted re-tendering or any benchmarking or market testing;
    - under the *Freedom of Information Act 1982*;
• under the Ombudsman Act 1973; or
• to satisfy the disclosure requirements of the Victorian Auditor-General under the Audit Act 1994 or
  of Parliamentary accountability or in the case of a Minister to fulfil their duties of office.

• ACE will only collect information that is necessary in order to provide services; this could include but not limited to:
  a) Name
  b) Address
  c) Date of birth
  d) Telephone numbers
  e) Emergency contacts
  f) Photographs for identification purposes
  g) USI

  Information collected will only be used or disclosed for the reason(s) for which it was provided, or for a
  secondary purpose that is reasonably expected, such as but not limited to protecting the person’s safety or for
  legal purposes.

• Circumstances in which personal information about students may be shared with others are as follows:
  a) Information collected during a student’s enrolment in order to meet ACE’s obligations under the this VET
     Funding Contract or,
  b) Information collected about a student during enrolment can be provided, in certain circumstances, to the
     Australian Government and designated authorities.

• ACE will take reasonable steps to secure the personal and/or health information that it collects and
  protect it from loss, misuse or alteration and ensure that it is accurate and up-to-date. All ACE staff
  and students can request access to their personal information that ACE holds about them. If an individual
  believes their personal information is inaccurate, incomplete or out of date the individual is entitled to request a
  correction. There may be circumstances where access to information cannot be granted as it may compromise
  the privacy of another individual. All access should be sought through the Freedom of Information Act 1982.

• ACE is committed to protecting the privacy and any personal information recorded through the use of ACE
  websites. The following points outline how ACE will deal with personal information recorded when accessing and
  using ACE websites.

• ACE sites have security measures in place against the misuse and alteration or loss of information (by regular
  back-up of files from date of creation). An IT service provider, Go Click On, has been contracted to provide IT
  support and back up services who also fully backs up all data off site.

• Personal Information Use/Disclosure - ACE will only record an email address of a student if it is provided to ACE
  by the person concerned. Any email address provided to ACE will only be used by ACE for the purposes of
  providing educational services, and will not be used for any other purpose. nor will it be provided to any 3rd
  party for any purpose without the student’s consent.

• Data Security, Access and Correction - As there are inherent risks in transmitting information across the Internet
  by email or online forms, ACE takes no responsibility for any information that is transmitted via this medium,
  until such times that it is received by ACE.
Disclosure of Disability - With respect to the Disclosure of Disability information it is the policy of ACE that:

- Prior to enrolment, all students are encouraged to disclose a disability or special learning needs but there is no legal obligation for a student or staff member to make such a disclosure.
- Once a student has disclosed they have a disability or special learning needs their enrolment details will be forwarded to the Student Support Services Officer (SSSO) to make contact with the student. The SSSO cannot disclose the student's disability to other staff without the written consent of the student.
- With the student's consent, the SSSO will discuss the reasonable adjustments/supports with the relevant trainer/other relevant staff to ensure its implementation.

ACE will share student information with representatives from the relevant State and Commonwealth authorities responsible for Vocational Education and Training, including the National VET Regulator and the State/Territory Work Cover, other authorities and staff members to ensure that operations are compliant with legislative, regulatory and licensing authority requirements for legal purposes.

ACE will immediately provide access to the Records in the following circumstances:

- in accordance with requirements in the PR Act and any other applicable legislation;
- to the Victorian Auditor-General or Victorian Ombudsman on request in writing;
- to a government representative on request in writing; and
- to the Department or an authorised representative of the Department for any purpose connected with this VET Funding Contract.

ACE will make available all Records to the Department on request, including taking any number of copies of any Records or other documents as required and determined by the Department (or persons authorised by the Department).

ACE will retain, and make available to the Department, or its auditors or reviewers for audit or review purposes, all records relating to the Training Services, in respect of each Eligible Individual to whom ACE provides the Training Services; including:

- Evidence of Eligibility, Evidence of Concession/Waiver/Exemption, Statement of Fees and Evidence of Participation;
- evidence of the Pre-Training Review undertaken in accordance with Clauses 5.1-5.5 of Schedule 1 of the VET Funding Contract;
- evidence that the training and assessment provided was appropriate and of high quality as defined in the VET Funding Contract and the Quality Charter and meets the requirements set out; and
- evidence that the ACE has received any and all fees from Eligible Individuals that ACE reported via the SVTS as having received, and copies of any invoices, or statements provided to the Eligible Individuals, and bank generated transaction statements of the ACE’s accounts into which the fees were paid or received, such that the Department can confirm that the ACE received the fee for which each Eligible Individual was invoiced.

ACE acknowledges that it is bound by the Information Privacy Principles and any applicable Code of Practice with respect to any act done or practice engaged in by ACE under or in connection with this VET Funding Contract in the same way and to the same extent as the Department would have been bound had it been directly done or engaged in by the Department.
• ACE has included standard privacy notice in all enrolment forms, in accordance with the Victorian VET Student Statistical Collection Guidelines, which advises students how their data may be supplied to and used by the Department and Commonwealth agencies.

RESPONSIBILITY

The CEO, Course Co-ordinator, Administration department and the Compliance Officer will be responsible for ensuring Privacy of Information principles and practices apply within the organisation when dealing with:

- Clients
- Community
- Employers
- Industry Consultants

RELATED DOCUMENTS

- Pre-Enrolment Form (Domestic)
- Enrolment Form (Domestic)
- AQF Learner Questionnaire & AQF Employer Questionnaire
- Record of Assessment for each unit
- Certification - Testamur or Statement of Attainment
- Enrolment and Orientation Feedback form
- Student Feedback Form
- Student Support Feedback Form
- Enrolment Procedure and Orientation Feedback Form
- Any other documentation related for student
Feedback and Data Analysis Policy and Procedures:

This policy and procedure is designed to ensure ACE compliance with 2016 VET Funding Contract – VTG Program, VET Quality Framework and the Standards for Registered Training Organisations (RTOs) 2015 which states:

“The RTO provides accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time.” Standard 7.5

“The RTO meets the requirements of the Student Identifier scheme, including: verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose” Standard 3.6

This policy is to be read in conjunction with the following policies and procedures:

- Records Management Policy and Procedure
- Continuous Improvement QA & Compliance Policy and Procedure
- Compliance with legislation Policy and Procedure
- USI Policy and Procedure

Scope

This policy applies to all International and Domestic learners (also referred as students or applicant) enrolled at ACE.

Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASQA:</td>
<td>Australian Skills Quality Authority</td>
</tr>
<tr>
<td>Australian Qualifications Framework (AQF)</td>
<td>means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.</td>
</tr>
<tr>
<td>AVETMISS</td>
<td>stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about students.</td>
</tr>
<tr>
<td>Data Provision Requirements</td>
<td>are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.</td>
</tr>
<tr>
<td>Student Identifier</td>
<td>Has the meaning given in the Student Identifiers Act 2014.</td>
</tr>
<tr>
<td>Unique Student Identifier (USI)</td>
<td>The USI is a randomly-generated alpha-numeric code that is available online and at no cost to the student. The USI number will remain with that individual student for life and be recorded with any nationally recognised VET course that is undertaken from 2015 onwards. The USI will seamlessly link information about a student’s VET achievements, regardless of where they studied, enable students to access secure digital transcripts of their achievements, and give students access to, and more control over, their educational information</td>
</tr>
<tr>
<td>VETtrak</td>
<td>A student management system used to track student’s enrolment.</td>
</tr>
</tbody>
</table>
VET Quality Framework comprises of:

- the Standards for Registered Training Organisations
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements

## Policy and Procedures

### VET QUALITY FRAMEWORK

<table>
<thead>
<tr>
<th>1.1 POLICY</th>
<th>1.2 PROCEDURE</th>
</tr>
</thead>
</table>
| In accordance with VET Quality Framework, ACE will ensure that it complies with all relevant sections of the data provision requirements under the National Vocational Education and Training Regulator Act 2011. The Data Provision Requirements 2012 outline information what ACE is required to submit. This falls generally into two categories:

a) Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, and
b) Quality Indicator data. | The VET Quality Framework’s data provision procedures are explained further below sections |

### QUALITY INDICATORS

<table>
<thead>
<tr>
<th>2.1 POLICY</th>
<th>2.2 PROCEDURE</th>
</tr>
</thead>
</table>
| a) In line with ASQA’s Data Provision requirements, ACE will provide annual summary reports on quality indicator data about client satisfaction and students’ attainment of competencies. These quality indicators include:

i. Learner Engagement (learner engagement and competency development)
ii. Employer Satisfaction (competency development, and training and assessment quality) | b) Furthermore, ACE will comply with DPR6 and DPR7 of the Data Provision Requirements 2011 (as part of the National Vocational Education and Training Regulator Act 2011) which reinforces the aforementioned Quality Indicator criteria. |

### Learner Engagement & Employer Satisfaction

a) ACE will use the Learner Questionnaire and the Employer Questionnaire from the Australian Council for Education Research (ACER) website to collect data on these quality indicators.

b) ACE will ensure that it surveys a minimum of 50 per cent of students using the Learner Questionnaire in Learner Questionnaires:

a) Students are encouraged to provide feedback through the Learner Questionnaire at the end of the course or at the time that they collect their testamur or statement of attainment for a qualification that they have completed or partially completed.

b) ACE will ensure that a minimum of 50 per cent of students are surveyed in order to acquire meaningful data.
order to acquire meaningful data. Students will be surveyed at the time of collecting their Testamur or Statement of Attainment.

c) The Compliance officer who has been allocated data provision responsibilities will access completed questionnaires by collecting it from Head office.

d) The designated Compliance Officer will then analyse the survey responses in terms of:
   
i. Survey information feedback
      - What were the expected or unexpected findings from the survey feedback?
      - What does the survey feedback tell you about ACE’s performance?
   
   ii. Improvement actions
      - What preventive or corrective actions have you implemented in response to the feedback?
      - How will/do you monitor the effectiveness of these actions?

e) The Compliance Officer will then write a report based on the analysed data for submission to ASQA.

f) Prior to submission to ASQA, the report will be forwarded to ACE CEO, who will discuss the report and identify implementation strategies for improvement stemming from factors identified in the report, which will be included as part of the final submission to ASQA.

Employer Questionnaires:

g) ACE does not enrol apprentices and but conducts workplace training and assessment (other than in a training kitchen for holistic units as part of Certificate III in Commercial Cookery). ACE will request Host employers to complete the Quality Indicator for the workplace assessment for Continuous improvement and use this information for final submission ASQA by 30th June each year.

SUBMITTING REPORTS:

h) ACE will report its Quality Indicator results for the previous calendar year to ASQA on 30 June of the following year.

i) ACE will identify any continuous improvements that flow from analysing the data in these reports.

c) As ACE does not enrol apprentices and but conducts workplace training and assessment (other than in a training kitchen for holistic units as part of Certificate III in Commercial Cookery), the Employer Questionnaire will be distributed.

d) ACE will report its Quality Indicator results for Learner Engagement (and Employer Satisfaction, if applicable) from the previous calendar year to ASQA before 30 June of the following year.
SURVEYS :-

a) ACE conducts Agents Student Appraisal Form Survey at the time of orientation
b) ACE conducts Enrolment and Orientation Feedback Form Survey at the time of orientation
c) ACE conducts Student Feedback Form Survey every six months

a) All new students are interviewed by the Student Support Services Officer and an Agent Student Appraisals form is completed to ensure that the student’s decision to study with ACE was an informed decision based on accurate information at the time of orientation.
b) All students are requested to complete the Enrolment and Orientation Survey to help assist ACE in clearly identifying priorities for improving the enrolment process and orientation day.
c) ACE conducts Student Feedback Survey to improve current content, delivery and services provided by ACE on a yearly basis in line with the AQF Learner Survey for quality indicators and the data is analysed by the CEO for continuous improvement.

AVETMISS COMPLIANCE

3.1 POLICY

a) The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

b) Please refer to www.ncver.edu.au for specific information on the AVETMISS Standard.

c) In line with Part 2 of Section 4 of the VET Quality framework, ACE will ensure that it uses a student records management system that has the capacity to provide the National VET Regulator with AVETMISS compliant data.

3.2 PROCEDURE

a) AVETMISS data will be collected at time of enrolment (from an international student) and pre-enrolment and enrolment (from a domestic student), via the Pre Enrolment & Enrolment Form where ever applicable.

b) ACE’s Administration Department will then enter and store the AVETMISS data in VETtrak

c) ACE uses VETtrak as a Compliant Student management system to record AVETMISS data for reporting to NCVER directly or through SVTS where ever applicable.

d) VETtrak Student Management System contains all the relevant data collection fields and reporting mechanisms allowing ACE to manage their AVETMISS obligations. ACE regularly updates any changes to the SMS applications as advised by VETtrak to ensure that ACE uses current compliant student management system including the new AVETMISS 7.0 Standard.
## REGISTRATION REQUIREMENTS

<table>
<thead>
<tr>
<th>4.1 POLICY</th>
<th>4.2 PROCEDURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) If requested by the National VET Regulator for purposes of renewal of registration or audit, ACE will supply the information listed under Part 3 of Section 4 of the VET Quality Framework. This may include, but is not limited to:</td>
<td>a) ACE’s CEO will be responsible for the provision of information as requested by the National VET Regulator for all of the listed requirements in 3.1a).</td>
</tr>
<tr>
<td>i. Type of legal entity (for example, corporation, trust, sole trader, incorporated association, partnership or government entity)</td>
<td></td>
</tr>
<tr>
<td>ii. Copy of Certificate of Incorporation, Articles of Association or equivalent</td>
<td></td>
</tr>
<tr>
<td>iii. Current financial viability risk assessment information</td>
<td></td>
</tr>
<tr>
<td>iv. Business Name Registration Certificate showing registered business (trading) name(s)</td>
<td></td>
</tr>
<tr>
<td>v. Australian Company Number (ACN)</td>
<td></td>
</tr>
<tr>
<td>vi. Australian Business Number (ABN)</td>
<td></td>
</tr>
<tr>
<td>vii. Type of training organisation (for example, school, university, community-based adult education, other training provider)</td>
<td></td>
</tr>
<tr>
<td>viii. Address and contact details for head office, principal place of business and permanent delivery sites or campuses</td>
<td></td>
</tr>
<tr>
<td>ix. Name and contact details for executive officers and high managerial agents</td>
<td></td>
</tr>
<tr>
<td>x. Previous registration details</td>
<td></td>
</tr>
<tr>
<td>xi. Whether or not ACE’s executive officer or higher managerial agent have any other application for registration currently lodged with any other registering body</td>
<td></td>
</tr>
<tr>
<td>xii. Fit and Proper Person information for each relevant person</td>
<td></td>
</tr>
<tr>
<td>xiii. A list of the correct national code and title of the Training Package, VET qualifications, VET accredited courses, modules or units of competency that ACE delivers, or intends to deliver</td>
<td></td>
</tr>
<tr>
<td>xiv. Details of any license/regulatory outcomes of the VET qualification and VET course applied for including details of the licensing body</td>
<td></td>
</tr>
</tbody>
</table>
xv.  Whether or not ACE delivers, or intends to deliver, any training online, interstate, or by distance, and if so, in which jurisdictions

xvi. Whether or not the ACE delivers, or intends to deliver, any training offshore (overseas)

xvii. Whether or not ACE offers, or intends to offer, any training to international students, and if so, details of the CRICOS approval

xviii. Whether or not ACE intends to apply for, or already receives, Commonwealth, State or Territory government funding for training

xix. Whether or not ACE intends to enter into, or is in, a partnership/sub-contracting arrangement for training

xx. Whether or not ACE collects, or intends to collect, fees paid in advance from students for enrolment in training

xxi. Whether or not ACE delivers, or intends to deliver, training to students under the age of 18

xxii. Evidence of appropriate finance and AVETMISS compliant VET student records management systems

xxiii. Copy of public liability insurance cover

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### VICTORIAN STUDENT NUMBER (VSN)

#### 5.1 POLICY

- a) The Victorian Student Number (VSN) is a student identification number that is assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students in Vocational Education and Training Providers. The number, which is unique to each student, is used as a key identifier on a student’s record, remains with the student throughout his or her education, until reaching the age of 25. The VSN is nine digits long, randomly assigned, and tied to identifying information about the student (name, gender, date of birth).

#### 5.2 PROCEDURE

- a) ACE’s Admin Officer will be responsible for completing the following procedure in the second week of each month, in which the previous month’s data is uploaded through its Student management system VETtrak.
- b) All students under the age of 25 on 1st January each year will be allocated automatically VSN to their enrolment.
- c) ACE’s Admin Officer will run the Eligible students Missing VSN’s report on VETtrak and maintain a hard copy and checking the following month and ensure to inform the department if any VSN’s are missing from that previous month.

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### UNIQUE STUDENT IDENTIFIER (USI)

#### 5.1 POLICY

<table>
<thead>
<tr>
<th>5.2 PROCEDURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Handbook</td>
</tr>
<tr>
<td>Authorised by CEO</td>
</tr>
<tr>
<td>©Australian Careers Education Pty Ltd</td>
</tr>
<tr>
<td>Section</td>
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<tr>
<td>---------</td>
</tr>
<tr>
<td>a)</td>
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<tr>
<td>b)</td>
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<tr>
<td>c)</td>
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<tr>
<td>d)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td>ACE Admin Officer will enter the USI in the student management system and verify USI supplied by a student on the online USI system through VETtrak.</td>
</tr>
<tr>
<td>b)</td>
<td>All student’s enrolment will be submitted on a monthly basis to SVTS to ensure compliance, who would then submit the data on a quarterly basis to NCVER.</td>
</tr>
<tr>
<td>c)</td>
<td>ACE Records manager will issue (Testamur or Statement of Attainment) within 30 days of the student completing training and assessment in the course they are enrolled after the USI is verified.</td>
</tr>
</tbody>
</table>
Records Management Policy and Procedures:

This policy and procedure is designed to ensure ACE compliance with 2016 VET Funding Contract – VTG Program, VET Quality Framework, EOS National Code Part D and the Standards for Registered Training Organisations (RTOs) 2015 which states:

“The RTO meets the requirements of the Student Identifier scheme, including:
verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose” Standard 3.6

“The RTO:
• securely maintains records of all complaints and appeals and their outcomes, and
• identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence. Standard 6.5”

“The RTO provides accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time.” Standard 7.5

ACE is required to operate in accordance with the VET Quality Framework. This policy and procedure has been developed to provide guidance to ACE on the management of its records, ensuring accuracy and integrity, as prescribed in the VET Quality Framework.

This policy is to be read in conjunction with the following policies and procedures:
• Feedback and Data Analysis Policy and Procedure
• Continuous Improvement QA & Compliance Policy and Procedure
• Compliance with legislation Policy and Procedure
• USI Policy and Procedure
• Complaints and Appeals Policy and Procedure
• Issuance of Qualifications Policy and Procedure
• Compliance with Legislation and Interactions with the Regulator Policy and Procedure

Scope
This policy applies to all International and Domestic learners (also referred as students or applicant) enrolled at ACE.

Definitions

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<th>Australian Skills Quality Authority</th>
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<td><strong>AVETMISS</strong></td>
<td>stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about students.</td>
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<td><strong>Data Provision Requirements</strong></td>
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<td><strong>Course folders</strong></td>
<td>includes but not limited to all assessment tools and student learning materials, student unit guide, assessor unit guide.</td>
</tr>
<tr>
<td><strong>Records</strong></td>
<td>includes both electronic and physical hard files.</td>
</tr>
<tr>
<td><strong>Student Identifier</strong></td>
<td>Has the meaning given in the <em>Student Identifiers Act 2014</em>.</td>
</tr>
<tr>
<td><strong>Student records</strong></td>
<td>all personal information, details regarding enrolment, training plan, course progress and evidence of completed unit of competency and copies of statement of attainments and/or certificates issued.</td>
</tr>
</tbody>
</table>
| **Student files** | includes files for students currently enrolled, completed their course with ACE. Files include, but not limited to:  
  - Completed change of address forms (if relevant)  
  - Copies of ACE issued Qualifications, Statement of results and/or Statement of Attainment  
  - Student database record (if relevant)  
  - ACE enrolment documents and forms; and re-enrolment forms  
  - Copies of concession cards (if applicable)  
  - Orientation and Enrolment checklists  
  - Completed literacy and numeracy tests  
  - Copies of initial and subsequent revised training plans (if relevant)  
  - Evidence of completed assessments  
  - Copy of any RPL Applications;  
  - Evidence of any complaints/appeals communications with Student |
| **Unique Student Identifier (USI)** | The USI is a randomly-generated alpha-numeric code that is available online and at no cost to the student. The USI number will remain with that individual student for life and be recorded with any nationally recognised VET course that is undertaken from 2015 onwards. The USI will seamlessly link information about a student’s VET achievements, regardless of where they studied, enable students to access secure digital transcripts of their achievements, and give students access to, and more control over, their educational information. |
| **VETtrak** | A student management system used to track student’s enrolment. |
| **VET Quality Framework** | VET Quality Framework comprises of:  
  - the Standards for Registered Training Organisations |
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements

**Policy and Procedures**

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. In accordance with the VET Quality Framework, standards specifically relating to records management have been considered when developing this Records Management Policy for ACE.

The Records Management Policy ensures that ACE:

- Co-operates with its registering body in the retention, archiving, retrieval and transfer of records consistent with its registering body’s requirements,
- Maintains current and accurate records of all enrolments, participation, and training outcomes.
- Maintains all records required by State Government in accordance with the current funding performance agreement.
- Ensures the safety and integrity of all records.
- Uses VETtrak an electronic student management system that complies with the Victorian VET Student Statistical Collection Guidelines
- Provides accurate student statistical reports to the department in relation to the training services being provided by ACE to eligible individual either government funded or fee for service basis.
- Ensures that all training resources, materials, forms and procedures utilised within ACE are current.
- Allows students access to their own records, while at the same time fulfilling obligations under the relevant privacy legislation. ACE will maintain confidentiality regarding the content of Student files.
- According to the ESOS Compliance Quick Reference Guide, an ACE will maintain the following records at a minimum:
  - assessment of provider transfer requests
  - complaints and appeals handling
  - variations in enrolment load that may affect students’ duration of study
  - course progress of each student for each unit of the course for which the student is enrolled
  - attendance of each student for the scheduled course contact hours for each course (excluding higher education and certain VET course) the student is enrolled
  - granting course credit
  - assessing applications for deferment or suspension
  - current residential address (and mobile phone number and email address if any) of each accepted student who is enrolled or has paid any tuition fees
  - assessment outcome of each approved unit completed by each student
  - the amount of money paid by the student to the provider, including the separate identification of tuition fees and non-tuition fees
  - the part and duration of the course to which the fees paid relate
  - copies of written agreements to which the provider and student are parties
  - any amounts that have become payable by the student but have not been paid the amount that a student will be charged to access the student’s records
• ACE will maintain the following records for student contact details
  o All students are required to complete a change of address form whenever there is a change in their details
  o Students are also reminded to update their contact details whenever they make a payment of fees
  o Records manager will update student contact details on PRISMS as well as VETtrak
  o ACE will distribute the change of address form to all enrolled students every 6 months and collect it back

• ACE will maintain the Staff Files for seven (7) years after employment ceased with ACE. Files include, but are not limited to:
  o Copy of their resume and qualifications
  o Job descriptions
  o Signed employment contract
  o Leave requests
  o Performance review and any other documentation relating to a staff member’s employment with ACE

• ACE will maintain the Trainer records for seven (7) years after employment ceased with ACE. Files include, but are not limited to:
  o Copy of resume
  o Job descriptions
  o Signed employment contract
  o Copies of qualifications and information about relevant experience
  o Trainer matrix
  o Records of PD and Industry Currency
  o Leave requests
  o Performance review and any other documentation relating to a staff member’s employment with ACE

• ACE will maintain the Management Records for seven (7) years and comply with all applicable standards, regulations and legislations e.g. Public Records Act 1973(Vic)(PR act), Evidence Act 2008 (Vic). These include but not limited to:
  o Policies and procedures
  o Data registers e.g. Award register, Complaints and appeals register, Register of Trainers and Assessors for delivery of Training and assessment for each qualification.
  o Financial records
  o Insurances

RECORDS
• Storage of Records
  o All records retained by ACE will be kept secure. Confidential information will be safeguarded to avoid theft, fire, flood, vermin or any other pests. Records will be available for perusal by auditors upon request and at a scheduled audit.
  o Records will be stored in hardcopy and/or electronic formats (VETtrak) with any electronic records being backed up regularly. In the instance of electronic records, the mechanism or software by which the material can be retrieved will be made available to the registering body at no charge.
  o Information about a Student will not be disclosed to a third party without the written consent of the Student.
  o Student Access to own records will ensure that students have access to their personal records when requested.
  o A hard copy of all active files is kept on premises at ACE Head Office and hard and soft copy of all financial information is also kept there. Hard copies of student files are archived and stored externally, approximately one month from completion or cancellation of their qualification, and the subsequent issuance of a Certificate or Statement of Attainment.
An IT service provider, Go Click On, has been contracted to provide IT support and back up services and also fully backs up all data off site. Data is also backed up onsite.

- **Records for Audit Purposes**
  - ACE is required to retain certain documents for the purposes of auditing. ACE will retain the documents required for audit purposes for a period of seven years. These documents will include the following:
    - Attendance rolls that show the names of Students, the unit/s of competency identifier and name, date/s of attendance and signature or initial of Trainer/Assessor.
    - Records of assessment and/or training record books that show the date of assessment/s, unit/s of competency, Student name and outcome of assessment/s.
    - Training and assessment strategies for all qualifications.
    - Assessment tools and instruments.
    - Recognition of Prior Learning assessment records.
    - All ACE policies and procedures.
    - All financial (including income and expenditure), enrolment and assessment records relating to any delivery and performance agreement held with the State Government.
    - A register of complaints and appeals.
    - ACE will retain examples of Student work for moderation purposes. Sufficient evidence to support assessment decisions will be provided through the assessment tools and instruments.

- **Records for Appeal Purposes**
  - ACE will retain all records that pertain to an appeal for the length of an appeals process. Sufficient evidence of how assessments were made will be kept for the length of the determined appeals period, in case an appeal against the decision is lodged.
  - Sufficient evidence of assessments against an assessment evidence may include the assessment criteria, record of assessment, and workplace evidence and/or observation checklist for each Student. Copies of Students’ completed assessments or other evidence such as photos of the assessment will be kept to support the assessment decision.
  - After the appeals period, the assessment criteria, record of assessment, workplace evidence and/or observation checklist is considered to be an assessment tool/instrument and retained as a record for audit processes (seven years).
  - The completed Student assessments will form the basis of evidence to support the assessment decision and will be sufficiently detailed to show the standard required by ACE. As a minimum, these documents may include the Student name, the unit/s of competency being assessed, sufficient evidence to justify the judgment made, a summary of feedback given to the Student, the name and signature of the Trainer/Assessor and the date of the assessment.

- **Student Records**
  - ACE will retain client records of attainment of units of competency and qualifications for a period of 30 years. ACE’s student management system (VETtrak) will contain sufficient information to reproduce the qualification or statement of attainment if required.
  - Training record files for students that are currently active in a training program are kept onsite and filed in the filing cabinets situated within ACE’s Head Office. The Records Manager maintains the files. These files will be kept for up to 6-months (for international students) and 2 years (for domestic students) post-course completion (or cancellation/withdrawal).
o ACE will retain all student admin file for a period of 7 years which will include but not limited to enrolment form, letter of offer, student agreement, payment plan, invoices, financial statements, training plan etc.

o Copies of the assessment cover sheets and outcomes will be stored in the student’s main file for a period of 2 years post course completion (or cancellation/withdrawal). The physical assessments will be shredded, pulped and destroyed after 6 months period (for International students) and 2 years (for domestic students) from the date the decision on competence for the individual unit was made.

o ACE will provide Students, upon written request with access to their training records, including:
  - Student file and contents within the file
  - Certified copies of documentation contained in their Student file
  - Records of attendance, assessments and other information contained in VETtrak

o ACE will take all reasonable steps in ensuring that ACE can confirm the identity of the Student requesting access to their Student file with 100 points of identification process.

o ACE will take all reasonable steps in ensuring that ACE can confirm the identity of the Student requesting access to their training records from VETtrak via phone, fax or email with an identity confirmation process.

o ACE will provide employers with updates on the progress status of their employee’s training program from time to time, as requested by the employer where applicable.

o ACE will share Student information with representatives from the relevant State and Commonwealth authorities responsible for Vocational Education and Training, including the National VET Regulator and the State/Territory Work Cover, other authorities and staff members to ensure that operations are compliant with legislative, regulatory and licensing authority requirements.

o ACE reserves the right to charge a fee for reprints of Testamur or Statement of Attainment as outlined in the Student Request for Replacement Testamur or Statement of Attainment as per Issuance of Qualifications Policy and Procedure. ACE will post copies of the reprints of Testamur or Statement of Attainment to the student’s postal address within 30 days of receiving the request along with the payment.

- **Transfer of Records**
  o In the event that ACE ceases to operate, it will, within 10 working days of ceasing operations, contact the registering body to make arrangements to transfer all Student records to the registering body and for all current students to receive a copy of their results, if this has not been previously provided to them.
  
  o Within 20 working days of ceasing operation, ACE will forward to the registering body an agreed electronic and/or hardcopy document/s with:
    - All Student results and records (including name address and identifiers such as, DOB)
    - All units of competency/modules achieved by each Student including, title and national code
    - Qualifications and Statements of Attainment issued to each Student including title, code and date issued, and
    - Evidence of training and assessment activities undertaken at the time of cessation that only partly fulfil a unit of competence
  
  o The documentation will be a complete, accurate and orderly copy of all Student results/details since the initial registration of ACE. In the instance of electronic records, ACE will make arrangements for the mechanism or software by which the material can be retrieved to be available to the registering body at no charge.

- **Staff Records**
  o Trainer Records:
    - Copies of up-to-date CVs of assessing and training staff will be maintained on file and reviewed in accordance with the Staff Recruitment Procedure. Staff CVs must be initialised on each page and signed and dated by the staff member on the last page. This must be provided to ACE on an annual basis.
- The trainers and assessors CVs must include copies of qualifications and information about relevant experience.
- Trainer competencies must be mapped against the units they are training and assessing in a way that demonstrated the trainer is competent to train and assess each unit.

- **Employee Records**
  - Staff records. Each staff member has a file, which includes a copy of:
    - their resume and qualifications
    - a copy of their job description and
    - signed employment contract
    - leave requests (held electronically)
    - signed copy of the annual performance review and
    - any other documentation relating to a staff member's employment with the organisation
    - These files are kept in a secure location in the secured staff filing cabinet

- **Destruction of Records**
  - ACE has a secure destruction service agreement with Shred-It for destruction of records (shredding and pulping) and provides ACE with a certificate of destruction at the conclusion of destruction.
  - As per Standards for Registered Training Organisations (RTOs) 2015 requirement that in the event that ACE ceases to operate, it will provide the registering body with records of all students in the format required by the registering body. ACE acknowledges that it has a responsibility to retain accurate copies of records to enable these to be transferred to the registering body should ACE cease to operate and will not shred any such records unless directed by the registering body directive.
  - This requirement does not include hard copy Student files and relates specifically to records in either written, printed or electronic documents providing evidence of activities the Student has performed:
    - For the purposes of this policy and procedure, ACE will interpret ‘Activities’ to mean records providing information on the outcomes achieved by Students.
    - This will include records of qualifications and units of competence, which have been issued by ACE during the entirety of its registration period. ACE will retain these records electronically and will provide this information in the form of the following AVETMISS reports in consultation with the registering body:
PROCEDURES

The following procedures will be adhered to by ACE to ensure compliance with the regulations, standards and other legislative requirements:

- **Student Files**
  - The Records Manager allocates a Training coordinator to a group of Trainer/Assessor’s and their respective allocated students.
  - The Records Manager securely creates and maintains student physical and electronic files. The Records Manager in support from the Admin staff creates and maintains student’s complete enrolment records on VETtrak.
  - Staff physical and electronic files are maintained by the Compliance Officer / CEO.
  - Student files are updated on an ongoing basis for completed assessments by the Records Manager.
  - Student hard copy and electronic files are reconciled when a student either cancels or completes their course of study by the Administration team (refer to Issuing AQF Qualifications Policy and Procedure).
  - The Office Administrator enters assessment outcomes in VETtrak for all units completed, prior to finalising student’s enrolment status to either completed, withdrawn or cancelled where applicable.

- **Training Resources**
  - Master folders of training resources are changed by the relevant Course Co-ordinator when a new version is approved.
  - Masters folders of resources are stored securely in electronic versions on the ACE server. The Course Co-ordinator / Compliance Officer is custodian of all training resource master folders, both hard and electronic.
  - The Records Manager is responsible for producing Induction packs and course folders on a needs/demand basis.
  - The Course Co-ordinator or Records Manager assesses the integrity of resources monthly to ensure currency.

- **Archives**
  - Upon completion or withdrawal or cancellation of a Student the Office Administrator places all remaining documentation on the Student’s file after ensuring all the units outcome have been recorded on VETtrak (e.g. copy of qualification, record of results, statement of attainment) and places the files in the appropriate cabinet location.
  - Admin updates record that the file has been archived.
  - Admin place the Student file in archiving folders.
  - Archive files are securely stored in a designated area organised by ACE.
  - Administration will review all archived records on needs/demand basis to remove any documentation that is not required to be kept. Removed documentation is disposed of using secure shredding bins organised by outsourced company Shred-It.

- **Student Access to Own Records**
  - All requests for access to a Student’s personal file are forwarded to the Records Manager, who will seek approval from the CEO for the request, advise the Student of likely charges (if any), and appoint a delegate to process the request.
  - The appointed delegate will seek suitable identification to verify that the person seeking access the information, is the Student that is requesting details. 100 Point ID will be used to determine as per the legislation.
Once the appointed delegate verifies suitable identification, the appointed delegate copies the originals as proof of identification and instructs the Records Manager to retrieve the file and/or copy of document requested.

The appointed delegate supervises Student access to the file or provides a copy of the documentation from the file that was requested.

The appointed delegate instructs the relevant Administration Support Officer to place the copies of identification on the Student file together with a note of the request on VETtrak with date and details of the file accessed and/or the copy of the document requested.

When documents and/or file is returned, the Records Manager place copies of identification and details of requested access on the Student’s file.

The Finance Manager and/or the appointed delegate will arrange invoicing and payment before providing copies to the Student.

RELATED LEGISLATION

- Public Records Act 1973 (Vic) (PR Act)
- Electronic Transactions (Victoria) Act 2000
- Freedom of Information Act 1982
- Ombudsman Act 1973
- Audit Act 1994
- National Vocational Education and Training Regulator Act 2011
- Information Privacy Act 2000

Primary Documents (Related to this Policy)

- Pre-Enrolment Form (Domestic)
- Enrolment Form (Domestic) & (International)
- AQF Learner Questionnaire & AQF Employer Questionnaire
- Record of Assessment for each unit
- Certification - Testamur or Statement of Attainment
- Agent Review Student Feedback form
- Enrolment and Orientation Feedback form
- Student feedback Form
- Any other documentation related for student and staff

AUTHORITY

- CEO
- Compliance Officer
Reporting & Ensuring Compliance with VET Funding Contract Policy and Procedures:

This policy and procedure is designed to ensure ACE compliance with 2016 VET Funding Contract – VTG Program, Victorian Training Guarantee - 2016 Guidelines about Determining Student Eligibility and Supporting Evidence; Victorian Training Guarantee - 2016 Guidelines about Fees; VET Quality Framework, USI Registry requirements and the Standards for Registered Training Organisations (RTOs) 2015 which states:

“The RTO meets the requirements of the Student Identifier scheme, including: verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose” Standard 3.6

“The RTO provides accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time.” Standard 7.5

“The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.” Standard 8.5

This policy is to be read in conjunction with the following policies and procedures:
• Feedback and Data Analysis Policy and Procedure
• Continuous Improvement, QA and Compliance Policy and Procedure
• Staff Capability, Education Resources and Premises Policy and Procedure
• USI Policy and Procedure
• Access and Equity Policy
• Compliance with Legislation Policy and Procedure
• Student Engagement before enrolment Policy and Procedure (Domestic) & (International)
• Formalisation of Enrolment Policy and Procedure (Domestic) & (International)

Scope

This policy applies to all Domestic learners (also referred as students or applicant) enrolled at ACE

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<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Eligible Individual</td>
<td>means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in this VET Funding Contract and related guidelines.</td>
</tr>
<tr>
<td>Evidence of Eligibility</td>
<td>means evidence of an Eligible Individual’s eligibility for government subsidised training in accordance with the eligibility requirements set out in this VET Funding Contract and the related Guidelines about Determining Student Eligibility and Supporting Evidence.</td>
</tr>
<tr>
<td>Recordkeeping</td>
<td>means making and maintaining complete, accurate and reliable evidence of business transactions in the form of recorded information.</td>
</tr>
<tr>
<td>RTO</td>
<td>ASQA registered training organisation</td>
</tr>
<tr>
<td>Student Identifier</td>
<td>Has the meaning given in the Student Identifiers Act 2014.</td>
</tr>
<tr>
<td>SVTS</td>
<td>Skills Victoria Training System (SVTS) – The Department’s IT system for managing contracts between the Victorian Skills Department and RTOs for delivery of Victorian government subsidised training.</td>
</tr>
<tr>
<td>Unique Student Identifier (USI)</td>
<td>The USI is a randomly-generated alpha-numeric code that is available online and at no cost to the student. The USI number will remain with that individual student for life and be recorded with any nationally recognised VET course that is undertaken from 2015 onwards. The USI will seamlessly link information about a student’s VET achievements, regardless of where they studied, enable students to access secure digital transcripts of their achievements, and give students access to, and more control over, their educational information</td>
</tr>
<tr>
<td>Victorian Training Guarantee (VTG)</td>
<td>The Victorian Training Guarantee is an entitlement to a government subsidised place in recognised training that can be accessed in accordance with criteria set out in the Act and the VET Funding Contract.</td>
</tr>
<tr>
<td>VET Quality Framework</td>
<td>VET Quality Framework comprises of:</td>
</tr>
<tr>
<td></td>
<td>• the Standards for Registered Training Organisations</td>
</tr>
<tr>
<td></td>
<td>• the Australian Qualifications Framework</td>
</tr>
<tr>
<td></td>
<td>• the Fit and Proper Person Requirements</td>
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<td></td>
<td>• the Financial Viability Risk Assessment Requirements</td>
</tr>
<tr>
<td></td>
<td>• the Data Provision Requirements</td>
</tr>
</tbody>
</table>

**Policy**

In accordance with the VET Quality Framework, ACE will ensure that it complies with all relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration. ACE will also ensure that it maintains systems which promote compliance with legislative and regulatory requirements as required in the VET Funding Contract 2016.

a) ACE will ensure that it maintains registration and standards and that ACE will:
i. maintain registration as a registered training organisation under the Act; or
ii. maintain registration as a registered training organisation under the National Act and maintain a principal place of business with a physical site in Victoria, unless otherwise agreed in writing by the Department; and
iii. maintain at least one (1) nationally recognised qualification for delivery on its scope of registration;
iv. maintain and use AVETMISS compliant software for reporting purposes;
v. comply with the AQTF and/or the VET Quality Framework including the Standards for NVR Registered Training Organisations as applicable; and
vi. have a valid ABN and keep the Department indemnified against any loss arising out of the cancellation of the ABN.

b) ACE will ensure that it complies with law and that ACE will:

i. provide the Training Services in compliance with the requirements of all laws in any way affecting or applicable to the provision of the Training Services, including laws relating to occupational health and safety;
ii. comply with the requirements of, and pay all fees and bear all costs connected with all applicable laws and regulations, including without limitation all relevant privacy, anti-discrimination and equal opportunity legislation, the Disability Act 2006.

c) ACE will ensure that it complies with the Standards for Registered Training Organisations 2015 which states that ACE must:

i. ACE complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.
ii. ACE ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.

d) ACE will:

i) use an electronic Student Management System VETtrak that complies with the Victorian VET Student Statistical Collection Guidelines as issued by or on behalf of the Department from time to time;
ii) provide accurate Student Statistical Reports to the Department in relation to the Training Services being provided by the RTO to Eligible Individuals, and to other students on a fee for service basis, which are compliant with Clause 12 of Schedule 1 and the Victorian VET Student Statistical Collection Guidelines; and
iii) provide reports in accordance with Clause 12 of Schedule 1, and such other reports and information as the Department may require from time to time relating to this VET Funding Contract, the Training Services and the Funds. ACE will:
  a) provide the reports or information by the time specified, or if no time is specified, within a reasonable period of time from the Department’s request; and
  b) if the Department requires, collect new information and create new documents in such format as the Department may specify.

iv) provide a report to the Department detailing the RTO's projected enrolment numbers for any period, including related information, as requested by the Department, within a reasonable period of time from such a request and in a form prescribed by the Department.
d) ACE will:
   i) submit accurate Student Statistical Reports to the Department via the SVTS no less than once every calendar month per collection year. Each monthly submission will include full details for all training activity already delivered within the collection year, including government subsidised and fee for service training activity. This includes delivery already commenced/underway and/or completed in the current collection year; and reporting in relation to qualification completions;
   
   ii) in the event that data previously submitted by the RTO as part of Student Statistical Reports to the Department is incorrect, ACE will resubmit correct data by no later than the following month’s Student Statistical Report; and
   
   iii) ensure that all required data is included and correct in the final Student Statistical Report for each calendar year into which the Term extends and that this report is submitted to the Department via SVTS by no later than the earlier of:
       i) 5pm on 15 January of the next calendar year; or
       ii) one month after the expiration or termination of the VET Funding Contract.

e) ACE will:
   i) report (in cents) the actual tuition fee per hour charged to each Eligible Individual for government subsidised training via the Client Tuition Fee field in the Student Statistical Report;
   
   ii) report (as a rounded up dollar amount) any non-tuition fees charged to each Eligible Individual in connection with government subsidised training, including any materials and equipment costs charged to the Eligible Individual, via the Client Fees – Other field in the Student Statistical Report; and
   
   iii) where delivering the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Foundation, Intermediate, or Senior), report all modules/units undertaken towards achievement of the VCE/VCAL against the relevant VCE or VCAL course code as identified in the Funded Courses Report, including VET units undertaken towards completion of the VCE or VCAL.

e) ACE will ensure that data reported will provide key information about an Eligible Individual and their course of study and is accurate at all times, through the following data items:
   i. Name and contact details of the student as required in the NAT00085 file;
   ii. the Delivery Mode Identifier, Outcome Identifier – National, Enrolment Activity Start Date and Enrolment Activity End Date as required in the NAT 00120 file;
   iii. Training Organisation Delivery Location Identifier as required in the NAT00120 file, and associated delivery location details as provided in the NAT00020 file;
   iv. the Program Unique Supervised Hours as required in the NAT00130 file; and
   v. Program Supervised Teaching Activity Completion Date as required in the NAT00130 file.

f) ACE will provide the Department, in a format to be determined by the Department, with details of all third party arrangements for the delivery of Brokering Services on ACE’s behalf within thirty days of the Commencement Date of this VET Funding Contract, and thereafter within thirty days prior to entering into any subsequent arrangement.

g) If requested in writing by the Department, ACE will promptly provide the Department with details of all third party arrangements for the delivery of Training Services on the ACE’s behalf. This may include but is not limited to: determination of eligibility and enrolment processes, Pre-Training Reviews, marketing, and Brokering Services.

h) ACE will, if requested in writing by the Department; submit data to the Department on the following three (3) Quality Indicators (or its successor) for the preceding calendar year in a format to be notified by the Department:
   i) Competency completion;
   ii) Learner engagement; and
iii) Employer satisfaction.

i) ACE will establish and maintain an up to date Register of Trainers and Assessors in a format to be notified by the Department and detailing:
   a) the number of trainers and the number of assessors involved in the provision of the Training Services, including trainers and assessors employed:
      i) directly by ACE;
      ii) as a sole trader; or
      iii) through an arrangement permitted under Clause 5; and
   b) for each trainer and assessor within the scope of sub-clause 12.10 (a):
      i) the individual’s name;
      ii) whether ACE engages the individual as a trainer or assessor, or as both;
      iii) the title of the highest qualification in training and assessment that the individual has obtained, including a list of any related skillsets (e.g. TAESS00001 Assessor Skillset, or TAELLN411 Address Adult Language Literacy and Numeracy Unit);
   c) the title of the highest qualification that the individual has obtained in the relevant industry area that the individual is delivering training and/or assessment;
      i) the RTO who issues the listed qualifications;
      ii) date on which they attained the listed qualifications;
      iii) details of the individual’s relevant industry experience
   j) ACE will sight and retain documentary evidence (such as transcripts, testamurs and/or industry association membership cards) confirming the information entered on the Register of Trainers and Assessors.

k) ACE will make its Register of Trainers and Assessors available to the Department at any time.

l) ACE will access and/or submit data to a number of data systems managed by the Department. The table below provides a summary of relevant data systems and login addresses which ACE will be accessing where required.

<table>
<thead>
<tr>
<th>System Name</th>
<th>Purpose</th>
<th>Login Address</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquires</td>
<td></td>
<td>ACE will complete and submit all enquiries to the Department through this.</td>
<td></td>
</tr>
</tbody>
</table>

**Procedures**

c) ACE CEO will ensure that it maintains registration and standards as per the State and Federal Legislations and inform all staff, students and other external clients of any changes to its operations.

d) ACE CEO will ensure that it complies with law in provision of Training services for which it has been formally accepted by the department for this VET Funding Contract and inform all staff, students and other external clients of any changes within 30 days prior to the changes in its operations.
e) ACE’s Compliance Officer will be responsible for monitoring changes to VET Funding Contract, legislation and regulatory requirements, updating the relevant ACE documentation and notifying the appropriate ACE staff and students.

f) ACE staff members will be informed of any updates to the VET Funding Contract, Victorian Training Guarantee - 2016 Guidelines about Determining Student Eligibility and Supporting Evidence; Victorian Training Guarantee - 2016 Guidelines about Fees; and regulatory requirements that affect their duties via the following methods:
   i. Staff handbook provided upon induction
   ii. Staff will be notified via email by the Compliance Officer of any changes made to documentation that affects their duties, including when legislative or regulatory changes come into place
   iii. For major changes, ACE’s Compliance Officer will also conduct a Professional Development session for all staff affected by the change
   iv. Annual performance review completed by all staff

g) ACE domestic students will be informed of any updates to the VET Funding Contract, Victorian Training Guarantee - 2016 Guidelines about Determining Student Eligibility and Supporting Evidence; Victorian Training Guarantee - 2016 Guidelines about Fees that affect their participation in vocational education and training via the following methods:
   v. Pre-enrolment information
   vi. Student Handbook
   vii. Updates posted on student notice boards and sent via ACE student email
   viii. www.ace.vic.edu.au

Related Documents

- Pre-Enrolment Form (Domestic)
- Enrolment Form (Domestic) & (International)
- Recognition of Prior Learning Form
- AQF Learner Questionnaire
- AQF Employer Questionnaire
- Agent Review Student Feedback form
- Enrolment and Orientation Feedback form
- Student feedback Form
- Any other documentation related for student

AUTHORITY

- CEO
- Compliance Officer
Issuance of AQF Qualifications Policy and Procedures:

This policy has been developed in line with the requirements of Standards for Registered Training Organisations (RTOs) 2015 which states:

“The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.”

Scope

This policy applies to all International and Domestic learners (also referred as students or applicant) enrolled at ACE.

Definitions

<table>
<thead>
<tr>
<th>Definition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASQA:</td>
<td>Australian Skills Quality Authority</td>
</tr>
<tr>
<td>RTO:</td>
<td>ASQA registered training organisation</td>
</tr>
<tr>
<td>AQF qualification</td>
<td>An AQF qualification type endorsed in a training package or accredited in a VET accredited course.</td>
</tr>
<tr>
<td>Graduation</td>
<td>The receipt by a student of an ACE testamur signed by the CEO upon the successful completion of all course requirements within the designated course duration.</td>
</tr>
<tr>
<td>Statement of Attainment</td>
<td>A statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.</td>
</tr>
<tr>
<td>Academic Transcript</td>
<td>A statement recording all units of a particular qualification a student has enrolled in and the level of competency achieved in each unit.</td>
</tr>
<tr>
<td>Retention of Student Records</td>
<td>The secure keeping of printed and electronic copies of student work and qualifications issued retained at ACE upon student course completion and graduation.</td>
</tr>
<tr>
<td>Other Training Providers</td>
<td>Australian providers of VET training recognised by ASQA.</td>
</tr>
<tr>
<td>AQF certification documentation</td>
<td>Is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.</td>
</tr>
<tr>
<td>Student Identifier</td>
<td>Has the meaning given in the Student Identifiers Act 2014.</td>
</tr>
<tr>
<td>Testamur</td>
<td>an official certification document that confirms that a qualification has been awarded to an individual</td>
</tr>
</tbody>
</table>
1. **Policy**

1.1. ACE issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

1.2. All AQF certification documentation issued by ACE meets the requirements of Schedule 5 of the *Standards for Registered Training Organisation 2015*, as attached.

1.3. AQF certification documentation will be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to ACE have been paid.

1.4. Records of learner AQF certification documentation are maintained by ACE in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

1.5. ACE accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
   a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
   b) authenticated VET transcripts issued by the Registrar.

1.6. ACE ensures to meet the requirements of the Student Identifier scheme, including:
   a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
   b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
   c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
   d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

   Note: Please refer to the USI policy and procedures for more information.

1.7 ACE will not issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.

1.8 ACE meets the requirements of the Student Identifier scheme, including:
   a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
   b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
   c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs
first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and

d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

2 Procedures

2.1 Issuance of AQF Qualifications

a. Qualifications will be issued to students when they have been assessed as competent in all Units of Competency/competencies of the course or have been assessed as competent. Being assessed as competent means the student has successfully completed all requirements of the course or training product.

b. The Qualification certificate will be issued within 30 calendar days of the student completing all required units in the Qualification after ensuring a valid USI has been verified.

c. The student must have been paid all fees owed to ACE prior to issuance of the AQF Qualifications.

d. The AQF Qualification will also be supported by:
   i. A Completion Letter
   ii. Statement of Results

2.2 Issuance of Statement of Attainment

a. Statements of Attainment (SOA) will be issued to students when they withdraw or cancel their enrolment in a Qualification or when they wish to receive a statement of all the modules or units of competencies they have successfully completed.

b. The Statement of Attainment will be issued within 30 calendar days of the student completing and achieving competency in the unit of competency/s provided they have no outstanding fees owing to ACE after ensuring a valid USI has been verified.

c. The Records Manager prints the Statement of Attainment which lists all the units the Student has successfully completed and achieved competency.

d. The Student is notified via email when their Statement of Attainment will be available to pick up from Head Office. The original is given to the Student and a copy is placed in the Student’s File under the Course Section with the student’s signature indicating that the student has received the original document.

3 Quality Control process

3.1 At the end of each month, the Records Manager:

a. Goes to the Student management system and exports Award register from the student management system for that month. He prints out a list of all the Students who have successfully completed all the modules in their Training Package. This list includes their course, name, Student number and contact details.

b. Goes to the Student’s File and confirms for each Student’s results that the Database records are correct.

c. The Records Manager formally alerts the CEO of any information if it is not correct, so that the CEO may examine any possible amendments that are needed.
4 **Record Keeping**

   a. The original AQF Qualification and/or Statement of Attainment and the completion letter will be given to the Student; The Student is notified via email when these documents are available to be collected from Head Office. A copy is placed in the student’s File under the Course Section with the student’s signature indicating that the student has received the original documents, or if the original was mailed to the student, then an email confirmation from the student confirming receipt of the original documents will be kept in the student’s file.

   b. Records of student’s AQF certification documentation issued are to be retained for 30 years and copies are to be accessible to past and current learners.

   c. Reports of records of qualifications issued will be provided to the VET Regulator on a regular basis as determined by the VET Regulator.

   d. All qualifications and statements of attainment issued by ACE are recorded in the ‘Award Register’ of the Student management system.

5 **Providing Course Credit**

   a) If a student presents AQF certification documentation issued by any other RTO or AQF authorised issuing organisation or authenticated VET transcripts issued by the registrar, a course credit will be provided.

   b) Students will be required to complete the Recognition of Prior learning Form - Formal learning Course Credit (See Recognition of Prior Learning & Course Credit Policy and Procedure).

   c) Once the qualification or statement is verified, the Course Coordinator may give the student exemption for the units of competency or modules identified in the qualification or statement and update the student's records accordingly (See Recognition of Prior Learning & Course Credit Policy and Procedure).

   d) The verified copy of the qualification or statement is placed in the student’s file.

6 The design of the AQF Qualifications must meet the requirements of Schedule 5 of the Standards for Registered Training Organisations 2015 as follows:

   "Application of the AQF Qualifications Issuance Policy within the VET Sector"

   ACE will meet the requirements of the AQF for issuing AQF qualifications and statements of attainment, in addition to the following requirements.
Issuing AQF Qualifications

ACE will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

a) the name, RTO code and logo of the issuing organisation;
b) the code and title of the awarded AQF qualification; and
c) the NRT Logo in accordance with the current conditions of use contained in Schedule 4.

The following elements will be included on the testamur as applicable:

b) the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts);
c) the industry descriptor, e.g. Engineering;
d) the occupational or functional stream, in brackets, e.g. (Fabrication);
e) where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’; and
f) where relevant, the words, ‘these units/modules have been delivered and assessed in <insert language>’ followed by a listing of the relevant units/modules.

ACE will not include the learner’s Student Identifier on the testamur consistent with the Student Identifiers Act 2014.

ACE will:

g) retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued;
h) retain records of AQF certification documentation issued for a period of 30 years; and
i) provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.

Issuing Statements of Attainment

ACE will include the following information on a statement of attainment:

a) the name, RTO Code and logo of the issuing organisation;
b) a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency;
c) the authorised signatory;
d) the NRT Logo;
e) the issuing organisation’s seal, corporate identifier or unique watermark;
f) the words ‘A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units’;

The following elements will be included on the statement of attainment as applicable:

a) the State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities);
b) the words ‘These competencies form part of [code and title of qualification(s)/course(s)]’;
c) the words, ‘These competencies were attained in completion of [code] course in [full title]’; and
 d) where relevant, the words, ‘these units / modules have been delivered and assessed in <insert language>’ followed by a listing of the relevant units/modules.

ACE will not include the learner’s Student Identifier on the statement of attainment consistent with the Student Identifiers Act 2014.
ACE will:

a) maintain registers of all statements of attainments issued;
b) retain records of statements of attainment issued for a period of 30 years; and
c) provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.”

7 The use of the NRT logo will be in accordance with Schedule 4 of the Standards for Registered Training Organisations 2015 - The conditions of use of NRT logo, which states:

“The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark.

The following describes a range of situations and conditions for using the NRT Logo.

Advertisements and promotional information in any medium (print, television, radio, banners, internet, etc.)

1. ACE is registered by VET Regulator - ASQA and will use the NRT Logo to promote nationally recognised training provided that training is within the ACE’s scope of registration.

2. Impressions will not be created that may lead an observer to conclude the NRT Logo applies to all training provided by the ACE, if this is not the case. The NRT Logo will not be used by ACE where the training is accredited, but is outside the scope of registration of the ACE.

3. Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

Student information (brochures, course handbooks, prospectuses, etc.)

4. When ACE is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses will clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.”

Corporate stationery, business cards, buildings, training resources and marketing products

5. The NRT Logo will not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.

Certificates, Statements of Attainment and other testamurs

6. The NRT Logo will be depicted on all AQF certification documentation issued by ACE. These will only be issued by ACE when the qualification and/or unit of competency are within the ACE’s scope of registration.
Course Details

HOSPITALITY

SIT30813 Certificate III in Commercial Cookery

“This training is delivered with Victorian and Commonwealth Government funding”

Course Description:
This qualification reflects the role of commercial cooks who use a wide range of cookery skills. They use discretion and judgement and have a sound knowledge of kitchen operations. They work with some independence and under limited supervision and may provide operational advice and support to team members. It provides a pathway to work as a commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.

Scheduled delivery will occur over a 47 week period with 20 contact hours per week plus 234 hours of e-learning. To allow for school holidays and breaks this will occur over a period of 52 weeks (1 year).

- Student contact hours = 20 hrs per week x 47 weeks
- E-Learning = 234 hours
- Breaks/public holidays = 5 weeks

Course Duration & Location:
52 weeks Full time (including 5 weeks break/public holidays)
Student contact hours = 20 hrs per week x 47 weeks
E-Learning = 234 hours
Delivery Location: Donald Street Campus
Work-Based Training Location: Aurora Receptions

Pre-enrolment - Government Funding requirements for this qualification:
Individual’s eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the VET Funding Contract. Students wishing to enrol in this qualification are not eligible for government subsidised training if the student has a qualification issued that is at AQF level 5 (Diploma) or higher or is enrolled in the Commonwealth Government’s ‘Skills for Education and Employment’ program. Prior to enrolling in this course the student will be involved in a Pre-Training Review of their current competencies including their literacy and numeracy skills in order to ascertain the most appropriate qualification for the student to be enrolled, including consideration of the likely job outcomes from the development of their new competencies and skills. The outcome of this process is that ACE will not enrol the student in a course that is at an inappropriate level for them that would not provide additional relevant competencies.

Course Entry Requirements:
There are no specific entry requirements for this qualification. However, students must meet the following minimum entry requirements:-
Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent
Enrolment - Government Funding requirements for this qualification:
At the time of enrolling, a student must advise ACE that they are seeking Government Funding for this course. Students can seek Government Funding for:

- Upskilling requirement
- "2" in a year
- "2" at a time
- "2" at the same Australian Qualifications Framework (AQF) level in their lifetime. For exceptions to this rule please refer to (Domestic Student Engagement Prior to Enrolment and Domestic Student Formalisation of Enrolment policies and procedures www.ace.vic.edu.au)

Mode of delivery:
This program is delivered in a classroom based environment with access to a kitchen for practical components of the course. In addition students will also be required to undertake a practical placement in a workplace environment under supervision to ensure the student can perform the work as expressed in each unit of competency. Each unit is delivered and assessed as a standalone unit in a combination of face to face theory and demonstration sessions in the classroom and supported by practicals within the kitchen environment prior to undertaking the workplace component of the course. This program also contains an e-learning component to be completed by the student (as supported by the trainer/assessor) to consolidate their learning. E-learning hours for each unit are indicated below.

RPL / Credit Transfer
ACE has a ‘Recognition of Prior Learning and Credit Transfer Policy and Procedure’ at www.ace.vic.edu.au which outlines in detail a process to be followed for granting recognition and credit transfer. For any Credit granted for previous studies by the student as part of RPL - Formal learning process will lead to reduction in overall course duration. ACE will determine any prior learning that an individual may have acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements which are specified in the course in which a student is wanting to enrol (as per Clause 1.12 RTO Standards 2015) at the time of pre-enrolment.

Educational Pathways:

Application Procedure:
Apply directly to ACE at www.ace.vic.edu.au for the Pre-Enrolment Form and the Eligibility requirements through Victorian Training Guarantee (VTG) funded or Fee for Service.

Cancellation and Withdrawal:
Please refer to ACE’s Domestic Cancellation and Withdrawal Student’s Enrolment Policy if a student wishes to cancel or withdrawal from a course- further information is available online www.ace.vic.edu.au or at ACE’s Campus.

Fees and Charges & Refunds:
The student tuition fees as published are subject to change given individual circumstances at enrolment. For Total Course fees please contact ACE at info@ace.vic.edu.au. Please refer to ACE’s Fees and Charges Policy and Refund Policy available online www.ace.vic.edu.au, in Student Handbooks or at ACE’s Campus.
Student Support Services:
Please refer to ACE a range of Student Support Services available online at www.ace.vic.edu.au, in Student Support Services Handbook or at ACE’s Campus. ACE encourages individuals with disabilities to access government subsidised training.

Assessments:
The following assessment methods but not limited will be used during this qualification: Formative Activities, Assignments, Student Presentations, Practical Demonstrations, Written Assessments and Log Book.

Work Based Training
Work-Based Training (WBT) for the Holistic unit SITHCCC309 Work Effectively as a Cook must be undertaken in order to achieve the Certificate III in Commercial Cookery. ACE will organise WBT for students at no additional cost.

ACE has an agreement with a third party, Aurora Receptions “Aurora”, as our host WBT employer. Refer to WBT Agreement with Aurora.

WBT is the most appropriate form of training and assessment for the achievement of competency in this unit. This is because the unit allows the student to consolidate both the theory and practical skills learnt over the Certificate in a real workplace setting. This allows their trainer/assessor to confidently assess that the student can transfer skills learnt both in the theory classroom and the training kitchen into a real life situation, enhancing essential employability skills. Students complete the Holistic unit with a combination of time spent in the theory classroom learning food hygiene and preparation with their trainer and time spent in a real workplace setting working alongside actual employees to work effectively as a cook.

Whilst in the workplace, students will be supervised by the WBT Supervisor who will assess their skills in preparing and serving food using a student log book. This log book provides an important form of communication between the Trainer and the WBT Supervisor in regards to the skills that the student is able to demonstrate in the workplace. The trainer then uses the Log Book plus the students’ work in the theory component of this subject to assess whether or not students are deemed competent in the holistic unit.

ACE’s WBT Coordinator’s role is to oversee the WBT process and act as a conduit between the student, trainer and WBT Supervisor. For further information regarding WBT, refer to the WBT documentation available at ACE’s Head Office.

Training Package Rules
To attain the SIT30813 Certificate III in Commercial Cookery, 25 units must be completed:

- 22 core units
- 3 elective units, consisting of:
  - 3 units from this or another current Training Package or accredited course.

The full list of units can be found within the SIT12 - Tourism, Travel and Hospitality Training Package (Release 2.0) as made available on the TGA website.

The units offered by ACE are listed in the section below.

Note: Unit SITXFSA101 Use hygienic practices for food safety is a Pre-Requisite unit for the units marked in *

Students will need to be competent in this unit prior to commencing units marked with an *
Table 1: Units of Competency - SIT30813 Certificate III in Commercial Cookery

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit name</th>
<th>Nominal Hours</th>
<th>Delivery Hours</th>
<th>e-Learning Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core Units</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BSBSUS201A</td>
<td>Participate in environmentally sustainable work practices</td>
<td>20</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>SITXWHS101</td>
<td>Participate in safe work practices</td>
<td>12</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>BSBWOR203B</td>
<td>Work effectively with others</td>
<td>15</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>SITXHRM301</td>
<td>Coach others in job skills</td>
<td>20</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>SITXFDA201</td>
<td>Participate in safe food handling practices</td>
<td>40</td>
<td>40</td>
<td>10</td>
</tr>
<tr>
<td>SITXFDA101</td>
<td>Use hygienic practices for food safety</td>
<td>15</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>SITHKOP101</td>
<td>Clean kitchen premises and equipment*</td>
<td>13</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>SITXINV202</td>
<td>Maintain the quality of perishable items*</td>
<td>10</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>SITHCCT101</td>
<td>Use food preparation equipment*</td>
<td>25</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
<td>18</td>
<td>16</td>
<td>0</td>
</tr>
<tr>
<td>SITHCCT201</td>
<td>Produce dishes using basic methods of cookery*</td>
<td>45</td>
<td>48</td>
<td>20</td>
</tr>
<tr>
<td>SITHCCT203</td>
<td>Produce stocks, sauces and soups*</td>
<td>35</td>
<td>32</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT202</td>
<td>Produce appetisers and salads*</td>
<td>25</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT204</td>
<td>Produce vegetable, fruit, egg and farinaceous dishes*</td>
<td>45</td>
<td>48</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT301</td>
<td>Produce poultry dishes*</td>
<td>25</td>
<td>32</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT302</td>
<td>Produce seafood dishes*</td>
<td>30</td>
<td>32</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT303</td>
<td>Produce meat dishes*</td>
<td>50</td>
<td>48</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT307</td>
<td>Prepare food to meet special dietary requirements*</td>
<td>75</td>
<td>72</td>
<td>10</td>
</tr>
<tr>
<td>SITHKOP302</td>
<td>Plan and cost basic menus</td>
<td>30</td>
<td>32</td>
<td>10</td>
</tr>
<tr>
<td>SITHPAT306</td>
<td>Produce desserts*</td>
<td>100</td>
<td>96</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT308</td>
<td>Produce cakes, pastries and breads*</td>
<td>40</td>
<td>40</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT309</td>
<td>Work effectively as a cook*</td>
<td>80</td>
<td>160</td>
<td>0</td>
</tr>
<tr>
<td><strong>Electives Units</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SITXINV201</td>
<td>Receive and store Stock</td>
<td>10</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>SITHCCT306</td>
<td>Handle and serve cheese*</td>
<td>5</td>
<td>16</td>
<td>10</td>
</tr>
<tr>
<td>SITHCCT304</td>
<td>Produce and serve food for buffets*</td>
<td>25</td>
<td>32</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total Student Contact Hours</strong></td>
<td></td>
<td>808</td>
<td>936</td>
<td>234</td>
</tr>
</tbody>
</table>
Automotive

AUR30612 Certificate III in Light Vehicle Mechanical Technology

“This training is delivered with Victorian and Commonwealth Government funding”

Course Description:
This qualification covers the skills and knowledge required to perform a broad range of tasks on a variety of light vehicles in the automotive service and repair industry. Possible job titles may include light vehicle mechanical technician.

Course Duration & Location:
52 weeks Full time (including 4 weeks break/public holidays)
Student contact hours = 21 hrs per week x 48 weeks
E-Learning = 234 hours
Delivery Location: Victoria Street Campus

Pre-enrolment - Government Funding requirements for this qualification:
Individual’s eligibility for government subsidised training will be determined in accordance with the eligibility requirements set out in the VET Funding Contract. Students wishing to enrol in this qualification are not eligible for government subsidised training if the student has a qualification issued that is at AQF level 5 (Diploma) or higher or is enrolled in the Commonwealth Government’s ‘Skills for Education and Employment’ program. Prior to enrolling in this course the student will be involved in a Pre-Training Review of their current competencies including their literacy and numeracy skills in order to ascertain the most appropriate qualification for the student to be enrolled, including consideration of the likely job outcomes from the development of their new competencies and skills. The outcome of this process is that ACE will not enrol the student in a course that is at an inappropriate level for them that would not provide additional relevant competencies.

Course Entry Requirements:
There are no specific entry requirements for this qualification. However, students must meet the following minimum entry requirements:-
Minimum Age - Applicants must be 18 years of age at the commencement of their course (refer to the Student Engagement Prior to Enrolment and Marketing policies and procedures www.ace.vic.edu.au).
Academic Requirements – Students must have satisfactorily completed a minimum of year 12 or equivalent

Enrolment - Government Funding requirements for this qualification:
At the time of enrolling, a student must advise ACE that they are seeking Government Funding for this course. Students can seek Government Funding for

- Upskilling requirement
- ‘2” in a year
- “2” at a time
- “2” at the same Australian Qualifications Framework (AQF) level in their lifetime. For exceptions to this rule please refer to (Domestic Student Engagement Prior to Enrolment and Domestic Student Formalisation of Enrolment policies and procedures www.ace.vic.edu.au)
Mode of delivery:

This program is delivered in a classroom based environment with access to an automotive workshop for practical components of the course. As a requirement of this course students will also have access to all the required equipment and facilities of the automotive workshop. Each unit is delivered in a combination of face to face theory and demonstration sessions in the classroom and supported by practical group development and individual activities within the automotive workshop environment. Each unit is delivered and assessed as a standalone unit. This program also contains an e-learning component to be completed by the student (as supported by the trainer / assessor) to consolidate their learning. E-learning hours for each unit are indicated below.

RPL / Credit Transfer

ACE has a ‘Recognition of Prior Learning and Credit Transfer Policy and Procedure’ at www.ace.vic.edu.au which outlines in detail a process to be followed for granting recognition and credit transfer. For any Credit granted for previous studies by the student as part of RPL - Formal learning process will lead to reduction in overall course duration. ACE will determine any prior learning that an individual may have acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements which are specified in the course in which a student is wanting to enrol (as per Clause 1.12 RTO Standards 2015) at the time of pre-enrolment.

Educational Pathways:

After achieving this qualification individuals could progress to AUR40212 Certificate IV in Automotive Mechanical Diagnosis, AUR40812 Certificate IV in Automotive Mechanical Overhauling or other relevant qualifications.

Employment Pathway

The Certificate III in Light Vehicle Mechanical Technology prepares new employees or recognises and develops existing workers performing mechanical work in the automotive light vehicle service and repair industry.

Job roles related to this qualification include:
- light vehicle mechanical technician

Students may exit the program at any point and be awarded a Statement of Attainment for any of the units completed.

Application Procedure:

Apply directly to ACE at www.ace.vic.edu.au for the Pre-Enrolment Form and the Eligibility requirements through Victorian Training Guarantee (VTG) funded or Fee for Service.

Cancellation and Withdrawal:

Please refer to ACE’s Domestic Cancellation and Withdrawal Student’s Enrolment Policy if a student wishes to cancel or withdraw from a course- further information is available online www.ace.vic.edu.au or at ACE’s Campus.

Fees and Charges & Refunds:

The student tuition fees as published are subject to change given individual circumstances at enrolment. For Total Course fees please contact ACE at info@ace.vic.edu.au. Please refer to ACE’s Fees and Charges Policy and Refund Policy available online www.ace.vic.edu.au, in Student Handbooks or at ACE’s Campus.
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Assessments:
The following assessment methods but not limited will be used during this qualification: Practical Demonstrations, Case Study, Written Assessments, Assignments

Training Package Rules
To attain the AUR30612 Certificate III in Light Vehicle Mechanical Technology, 36 units must be completed, consisting of:
- 20 core units; and
- 16 elective units

The full list of units can be found within the AUR12 - Automotive Industry Retail, Service and Repair Training Package (Release 2.0) as made available on the TGA website.

The units offered by ACE are listed in the section below.

Note: There are no pre-requisite units for this qualification.

Table 6: Units of Competency - AUR30612 Certificate III in Light Vehicle Mechanical Technology

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
<th>Student Contact Hours</th>
<th>Nominal Hours</th>
<th>e-Learning Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>AURAEA3003</td>
<td>Monitor environmental and sustainability best practice in the automotive mechanical industry</td>
<td>21</td>
<td>25</td>
<td>6.5</td>
</tr>
<tr>
<td>AURASA2002</td>
<td>Apply safe working practices in an automotive workplace</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURETR2012</td>
<td>Test and repair basic electrical circuits</td>
<td>42</td>
<td>40</td>
<td>6.5</td>
</tr>
<tr>
<td>AURETR3023</td>
<td>Diagnose and repair electronic spark ignition engine management systems</td>
<td>56</td>
<td>60</td>
<td>6.5</td>
</tr>
<tr>
<td>AURETR3025</td>
<td>Test, charge and replace batteries</td>
<td>21</td>
<td>15</td>
<td>6.5</td>
</tr>
<tr>
<td>AURETR3029</td>
<td>Diagnose and Repair charging systems</td>
<td>28</td>
<td>30</td>
<td>6.5</td>
</tr>
<tr>
<td>AURETR3030</td>
<td>Diagnose and Repair starting systems</td>
<td>35</td>
<td>30</td>
<td>6.5</td>
</tr>
<tr>
<td>AURETR3031</td>
<td>Diagnose and Repair ignition systems</td>
<td>28</td>
<td>30</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTZ3001</td>
<td>Diagnose and Repair light vehicle emission control systems</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTB3003</td>
<td>Diagnose and Repair light vehicle hydraulic braking systems</td>
<td>42</td>
<td>40</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTD3004</td>
<td>Repair steering systems (light vehicle)</td>
<td>35</td>
<td>30</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTD3005</td>
<td>Repair suspension systems (light vehicle)</td>
<td>28</td>
<td>30</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTE3002</td>
<td>Repair engines and associated engine components (light vehicle)</td>
<td>56</td>
<td>60</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTP2004</td>
<td>Carry out servicing operations</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTP3018</td>
<td>Carry out diagnostic procedures</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>Unit Code</td>
<td>Unit Title</td>
<td>Hours</td>
<td>Hours</td>
<td>Units</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------------------------</td>
<td>-------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>AURTTE2004</td>
<td>Inspect and service engines</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTF2001</td>
<td>Service petrol fuel systems</td>
<td>28</td>
<td>25</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTK2002</td>
<td>Use and maintain workplace tools and equipment</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td></td>
<td><strong>Elective Units</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AURACA2001</td>
<td>Establish relations with customers</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTJ2002</td>
<td>Remove, inspect, repair and fit tyres and tubes (light)</td>
<td>42</td>
<td>40</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTE2001</td>
<td>Use and maintain measuring equipment in an automotive workplace</td>
<td>14</td>
<td>15</td>
<td>6.5</td>
</tr>
<tr>
<td>AURVTA3004</td>
<td>Inspect vehicle systems and determine preferred repair action</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTX3001</td>
<td>Repair transmissions – manual (light vehicle)</td>
<td>35</td>
<td>40</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTX3003</td>
<td>Diagnose and Repair light vehicle clutch systems</td>
<td>28</td>
<td>30</td>
<td>6.5</td>
</tr>
<tr>
<td>AURAMA3003</td>
<td>Conduct information sessions</td>
<td>28</td>
<td>25</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTQ3001</td>
<td>Repair final drive assemblies (light vehicle)</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURLTQ3002</td>
<td>Repair final drive – driveline (light vehicle)</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTE2002</td>
<td>Remove and refit wheel hubs and associated brake components</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURETR2006</td>
<td>Carry out soldering of electrical wiring and circuit</td>
<td>21</td>
<td>20</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTZ2002</td>
<td>Repair exhaust system components</td>
<td>35</td>
<td>10</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTQ2001</td>
<td>Balance wheels and tyres</td>
<td>14</td>
<td>10</td>
<td>6.5</td>
</tr>
<tr>
<td>AURAQA3002</td>
<td>Inspect technical quality of work</td>
<td>42</td>
<td>40</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTA3017</td>
<td>Carry out vehicle safety and roadworthy inspections</td>
<td>21</td>
<td>10</td>
<td>6.5</td>
</tr>
<tr>
<td>AURTTQ2002</td>
<td>Remove and refit driveline components</td>
<td>35</td>
<td>5</td>
<td>6.5</td>
</tr>
<tr>
<td><strong>Total Hours</strong></td>
<td><strong>1008</strong></td>
<td><strong>920</strong></td>
<td><strong>234</strong></td>
<td></td>
</tr>
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