



Accredited Online Training  
**STUDENT HANDBOOK**

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# Accredited On-Line Training (AOT)

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## Important information about your enrolment

If you would like to study with AOT here are a few helpful tips to guide you through your studies.

- **When can I enrol?** If you choose to study with AOT you can enrol in any program or course offered anytime that suits you. This can be done on-line or over the phone on our toll free number.
- **When can I study?**
  - On-Line: 24/7. As soon as you receive your log in details you have the flexibility to study when, where and how often it suits you.
  - Blended Training: As soon as you receive your log in details and learning materials.
- **How long is my enrolment?** If you have chosen to study with AOT keep in mind your enrolment is valid for a specific period of time, as stated on each program or course, or as agreed on any special offers.
- **When does my enrolment commence?** Enrolment commences once AOT sends you your log in details for on-line study and if applicable any learning materials. All program and course durations are very generous, however if you do not complete your program or course within the specified enrolment period, you will be issued with a statement of attainment for any units you have completed to date.

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# 1. ABOUT AOT

## **Congratulations on choosing Accredited Online Training (AOT) for your professional development.**

AOT is a registered training organisation and is one of the leading providers of on-line training in Australia. We specialise in providing training in nationally recognised qualifications.

### **Australian quality standards**

Being a Registered Training Organisation means our training programs are nationally recognised and comply with the Australian Quality Training Framework standards for registered training organisations. The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service.

### ***There are many benefits when you study with AOT including:***

- flexible learning to suit your lifestyle
- flexibility to learn at a time that suits you
- access to a wide variety of courses
- one-on-one support and assistance by qualified trainers and assessors
- Access to additional assistance if you have any special needs.

### ***To ensure you are successful in your flexible learning program you will need:***

- motivation to learn
- good time management so you can structure your study time
- Realistic goals and objectives.

We are committed to helping you successfully complete your studies and we provide one-on-one friendly and supportive services throughout your studies.

We look forward to helping you achieve your learning goals.

## **AOT responsibilities to student**

AOT has responsibilities to you as student to provide you with a quality of service that will assist you as much as possible in attaining your qualification. We undertake to abide by all our policies and procedures - and we have provided information on these in this package.

## **Student Records**

As a student you may gain access to your study records upon request.

These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. If the copies requested are duplicate copies to replace those already provided to students, a small fee will be incurred.

## **Student responsibilities**

Students with AOT are required to:

- ensure that all the information provided to AOT is accurate
- Notify AOT of any contact changes (email, phone, address etc.)
- advise AOT of any difficulties or problems they may experience with AOT staff, procedures or training
- achieve satisfactory progress with their studies through participation as required
- **NOT** submit or claim as their own, work derived from another source or work done by another person
- Make a copy of all assessment work submitted electronically

## Student Misconduct

Plagiarism will be treated as student misconduct. The Management of Plagiarism Procedure will be followed when an assessor suspects alleged plagiarism in student assessments. Plagiarism may result in the student being terminated from their course for failure to adhere to AQTF requirements. A copy of the Management of Plagiarism Procedure is available by contacting AOT's Student Support Centre

Plagiarism can be defined as copying published information without acknowledgement of the source and presenting the work as your own.

Students using information and ideas by others must fully acknowledge the source with appropriate referencing.

## 2. ENROLMENT PROCEDURES AND POLICIES

In the context of these policies, a course can refer to a qualification, module, chapter and/or unit which all abide by the same policies and procedures as indicated by AOT.

### Enrolment

Enrolment is provided either

- On-line via the AOT website. Web enrolment is available 24/7
- Phone on a toll free number during normal business hours
- AOT office or representative of AOT
- Can be submitted via fax to the AOT office or representative of AOT.

### Enrolment checklist

**Read the program information before you enrol to ensure you:**

- Have determined the learning outcomes meet your needs
- Can follow the order of study and assessment requirements outlined in the program
- Have met the entry requirements for the program
- Have noted any additional resources (textbooks, video camera's etc) required for this program
- Meet the literacy and numeracy requirement for the course you are enrolling in
- Non-residents of Australia may be required to verify their English Language Proficiency
- Meet the requirements of any State or Federal funding programs
- Have the minimum requirements for computer/internet access

### Employability Skills Summaries:

Learners are advised to download the Employability Skills Summary for the Training Package Qualification prior to enrolment. Employability Skills Summaries will enable the learner to determine if their selected qualification will provide the requirements they need for employment and/or other qualifications. Employability Skills Summaries can be downloaded from <http://employabilityskills.training.com.au/>

**Read the following information in the Student Handbook:**

- Refund Policy
- Payment methods
- Student responsibilities and policies

**If you need additional support or information:**

- Contact AOT or an AOT representative

## **Withdraw from Enrolment Information:**

### **Withdrawal from program/course after enrolment**

A participant may withdraw from a course or module by giving notice in writing to AOT. He or she will be given recognition for any satisfactorily completed modules/units to date. See the refunds section to determine what reimbursements you may be eligible for.

### **Withdrawals and non-attendance without written notice after enrolment**

Withdrawal from a course or module without giving written notice in advance to AOT will result in automatic forfeiture of all fees paid to date. A statement of attainment will only be issued for any satisfactorily completed modules/units at the end of the enrolment period for which fees have been paid in full.

### **Reassessment of withdrawn candidates**

Depending on the circumstances, if a long period of time has passed since completing any earlier modules, an applicant who withdrew, and wishes to now complete the course or program may have to undergo assessment again against the earlier course competencies, to ensure knowledge and skill levels remain current. The assessment will be at the applicant's cost.

## **Payment information**

### **Applicants must pay full course fees for an entire program.**

At AOT we accept a wide range of payment methods:

- Visa, MasterCard
- American Express
- Cheque
- Money Order
- BPAY
- Australia Post Billpay
- Payment Plan\*

#### **\* PAYMENT PLAN**

The payment plan option is for full priced formal qualifications ONLY (not applicable for discounted programs or non-residents of Australia)

For any payment plan an agreement between AOT and the participant will be put in place. Payment of full course fees is required even if the participant does not complete the course or fails to advise of withdrawal from the course during the orientation period. The payment plan agreement clearly outlines all terms and conditions.

## **Course Enrolment**

- Course enrolment is complete when AOT issues the student a username and password for online course access.
- AOT and the student will agree on a date for online course access, this date will be known as the agreed course commencement date.
- Course duration is effective from the agreed course commencement date.
- Login access to available units will be active as at the agreed course commencement date.
- A student will be deemed to have commenced their course at the time of login on or after the agreed commencement date.

- The Course is non-transferable once the student has commenced.
- Payment of full course fees/payment plan deposit must be received by AOT before course enrolment can proceed. Payment plan is not applicable for discounted programs or non-residents of Australia. Also refer to Payment Information section of this handbook.
- Applicable to non-residents of Australia: Course enrolment may not be processed without certified current English proficiency documentation if requested by AOT. Please contact AOT Student Support Centre for further information.

#### **Orientation period:**

- Students enrolled in a Nationally Recognised Course of 8 units or more have a fourteen day orientation period from the agreed course commencement date in which to access the course and ensure that the course meets their requirements.

#### **Eligible cancellation during orientation period:**

- Should a student wish to cancel within the orientation period of fourteen days, provided they have not accessed more than four units of the course, they may do so by contacting an AOT Course Advisor. Refer to AOT refund policy for further information.

### **3. REFUND POLICY**

#### **Hospitality short courses only**

- If a candidate withdraws from any hospitality short course prior accessing the course, a full refund will be made less an administration fee of \$10.
- Refunds do not apply to an enrolment cancellation from any hospitality short course where the student has undertaken active course participation.
- A one month course extension is available for a fee of \$10. This can be purchased via a link within your course.

#### **Cancellation of course or program by Accredited Online Training**

Should AOT cancel a course for any reason, students enrolled at the time AOT announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties.

#### **Withdrawal due to unavailable units**

Should AOT be unable to provide all units to meet the student's course completion schedule. The following will apply:

- Course Fees paid will be refunded in full, and
- No Statement of Attainment will be issued on any unit, or
- Course fees paid on any unavailable unit/s will be refunded, and
- Statement of Attainment will be issued for satisfactorily completed units.

#### **Withdrawal prior to course or module commencement**

If a candidate withdraws from a course before the commencement of the course, full refund of the fees will be made, however a cancellation fee of \$150 will be withheld to cover administration costs.

#### **Eligible cancellation during orientation period**

Eligible cancellations, for students enrolled in a Nationally Recognised Course of 8 units or more, received during the orientation period will receive a full refund of course fees paid, however a cancellation fee of \$150 will be withheld to cover trainer and/or administration costs. Statement of Attainment/s will not be issued

## Withdrawal during course or program

Cancellations (other than eligible cancellations during the orientation period) for students that have commenced their course, will not be entitled to a refund. Statement of Attainment/s will be issued for any units that have been satisfactorily completed.

## Withdrawal due to illness or hardship

In the case of a participant who withdrew from a course or program due to illness or extreme hardship, AOT may, at its discretion, allow a refund of the fees. The following conditions apply:

- The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates;
- A cancellation fee of 25% of full course fees will be withheld;
- Withdrawal must take place prior to the expiration of the course; and
- If a refund has been issued a Statement of Attainment will NOT be granted for any units.

## Course Extension Policy

AOT will not be obliged under any circumstances to extend the period of a student enrolment if the student has not completed the program/course in the allocated time.

Once the allocated time for a given program/course has ended the student will no longer be provided with access to the course material, course assessment and unlimited trainer support.

In most instances AOT may arrange a course extension for a student at an additional fee of \$280 for a three month extension and \$500 for a six month extension.

In some circumstances a student may wish to place their course on hold due to extended holidays or unforeseen events which do not allow continued study. Students should contact AOT Student Support to request their course be placed on hold for a period time which is not to exceed six months.

**Hospitality short courses only:** A one month course extension is available for a fee of \$10. This can be purchased via a link within your course.

## Traineeship Enrolments

### Cancellation of course or program by Accredited Online Training

Should AOT cancel a course for any reason, students enrolled at the time AOT announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties.

### Withdrawal due to unavailable units

Should AOT be unable to provide all units to meet the student's course completion schedule. The following will apply:

- Course Fees paid will be refunded in full, and
- No Statement of Attainment will be issued on any unit, or
- Course fees paid on any unavailable unit/s will be refunded, and
- Statement of Attainment will be issued for satisfactorily completed units.

### Withdrawal prior to course or module commencement

If a candidate withdraws from a course before the commencement of the course, full refund of the fees will be made, however a cancellation fee of \$200 will be withheld to cover administration costs.

### Eligible cancellation during orientation period

Eligible cancellations, for students enrolled in a Nationally Recognised Course of 8 units or more, received during the orientation period will receive a full refund of course fees paid, however a cancellation fee of \$200 will be withheld to cover trainer and/or administration costs. Statement of Attainment/s will not be issued.

### **Withdrawal during course or program**

Cancellations (other than eligible cancellations during the orientation period) for students that have commenced their course, will not be entitled to a refund. Statement of Attainment/s will be issued for any units that have been satisfactorily completed.

## **4. RECOGNITION OF PRIOR LEARNING, CREDIT AND EXEMPTIONS**

There are several processes that allow students to have their current skills and experience recognised.

### **Credit transfer and National Recognition**

Credit transfer is recognition of study already completed which counts towards further study. Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent outcomes to those required within the current course of study.

If you have an appropriate statement of attainment from another RTO for this identical unit, then credit transfer is automatically awarded. The copy must be signed by a authorised signatory or the original must be shown to AOT Student Support Centre.

If it is for a very similar course, the assessor must be able to understand what the learning outcomes were from the course/subject you did, so that they can map these against the elements of competency. Therefore, you **MUST** have some official documentation that records what the learning outcomes were, such as a Statement of Result or an academic transcript.

If you are seeking a credit transfer at AOT, you will need to contact AOT Student Support Centre for the necessary application procedure. *Students cannot receive credit for their whole program of study; at least one competency must be achieved through normal enrolment or recognition of prior learning.*

## Recognition of prior learning (RPL)

Recognition of prior learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on a complete unit(s).

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Anyone wishing to undertake an entire program, course or individual module can apply for RPL. In deciding whether you may already have competency in a module/unit, the following must be considered:

- Is your prior learning relevant to the course?
- Is your knowledge and skill current? (Some fields of study change so rapidly that a skill achieved in the past may no longer be relevant or acceptable)
- Is it transferable? A skill should be applicable to a number of settings and situations
- Is it authentic? You have to provide evidence, or demonstrate that you have the knowledge and skill
- Is your knowledge and skill appropriate to the level of the module or course?

All RPL information and mapping of evidence guides are available on the AOT website.

You can also contact AOT for information on the RPL process or any specific questions you may have. AOT Student Support Centre will assist you in ensuring you have the necessary evidence to apply for RPL.

Applicants who are unsuccessful in their RPL process have a right to formally appeal any RPL assessment, through AOT's academic appeals procedure.

### Other Information You May Need To Know

Please note that confidentiality is an extremely important part of the RPL process. It is important that sensitive information is not disclosed. You should:

- Obtain authorisation to use evidence.
- Remove sensitive names and figures if necessary.
- Mark documents as confidential and not to be photocopied.

If there is confidential information that cannot be included, note this in your application and your course co-coordinator will request it only if necessary.

## Authorised Signatories

Certificates, Diplomas, and Statements of attainment that are being sent to AOT as evidence, need to be signed and dated by one of the following authorities with this statement on the front of the document/s:

Statement:

I certify that this is a true copy of the original document sighted by me.

Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Authorised Signatories:

Justice of the Peace  
Commissionaire of Declarations  
Policeman  
Doctor  
School Principal

## **5. ACCESS AND EQUITY POLICY**

### **Access and Equity Policy**

Accredited Online Training has a policy of equal access to training for all people seeking to enhance their knowledge and skills. In particular Accredited Online Training encourages the participation of women, indigenous people, and those who live in remote areas.

Accredited Online Training has many strategies in place to ensure that we provide an accessible and equitable service to our clients.

### **Anti-Discrimination**

Accredited Online Training does not condone nor will it tolerate any unlawful discrimination or harassment by AOT staff of any job applicant, employee or client, based on their sex, pregnancy, marital status, race (including colour, ethnic background, descent, national identity and ethno- religion), homosexuality, disability, transgender or age.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above.

### **Disability**

AOT encourages the participation of disabled students. The training services provided by AOT can be adapted to suit the needs of disabled participants. Specific strategies addressing this can be found in the AOT Disability Policy.

### **Access for Remote Areas**

AOT specialises in flexible delivery, enabling us to reach those in remote regions. This allows for participation of students living in areas where training might otherwise be unavailable. We encourage participation in our programs by members of ATSI communities.

### **Flexible delivery and assessment methods**

AOT provides a range of flexible training delivery and assessment options. This includes correspondence workbook as well as on-line delivery and assessment. AOT will endeavour to ensure the training and assessment methods suit the requirements of the student and/or client.

### **Literacy and Numeracy Education**

AOT is committed to providing assistance to people seeking to undertake training with AOT, who may have special literacy and numeracy requirements. AOT will provide individual assistance where possible to trainees who have literacy and numeracy skill needs and will also provide referrals to specialist literacy and numeracy assistance agencies where appropriate.

## Laws and Legislation

AOT identifies and complies with relevant State or Territory laws including State/Territory legislation where applicable.

**The acts relevant to the operation of AOT as an RTO are:**

**Workplace Health and Safety Act 1995** and Regulations and Notice - Accredited Online Training abides by the Workplace Health and Safety Act which provides a framework for managing health and safety risks across all Australian states workplaces. The objective of the Act is to prevent anyone from being killed, injured, or contracting an illness because of a workplace, workplace activities or specified high risk of plant. This is achieved by preventing or minimising exposure to risk. Occupational Health and Safety and workplace harassment, victimisation and bullying is also found in the act.

- [The Vocational Education, Training and Employment Act 2000](#)

The objectives of the Vocational Education, Training and Employment Act 2000 are:

- to establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community
- to provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs
- to support the continued development of high quality training by and within industry
- to facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities
- to regulate the registration of training organisations within the State
- to meet the State's obligations under national training arrangements about vocational education and training.
- [Commission for Children and Young People and Child Guardian Act 2000 and Regulation](#)

This Act establishes the Commission for Children and Young People as an independent organisation with the aim of making all states a better place for children and young people.

In relation to the Working With Children program, the Commission for Children and Young People's functions include encouraging employers to develop their capacity to be safe and friendly for children, facilitating Working With Children background checking for child-related employment and reviewing the status of Prohibited persons.

- [The Privacy Act 1988 and Privacy Amendment Act 2004 and Regulation](#). The ten **National Privacy Principles** (NPPs) found in Schedule 3 of the Act, apply to the private sector.

Accredited Online Training abides by the Privacy Act which regulates the handling of personal information.

- Employees only collect personal information by lawful and fair means and for lawful purposes that are necessary for, or that relate directly to, a function or activity of the agency.
- Employees must keep personal information secure, maintain its accuracy, and ensure that it is used only if it is relevant and complete.
- Guidelines regarding the use of Tax File Numbers and data matching in Australian Government departments and agencies.
- [The Copyright Act 1968](#) and [The Copyright Amendment \(Digital Agenda\) Act 2000](#)

Accredited Online Training abides by the copyright law that gives the owner of a document, musical composition, book and any other pieces of information the right to decide what others can do with it.

- **Anti Discrimination Act 1991** and Regulation

Accredited Online Training promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work and education.

The act prohibits discrimination on the basis of the following attributes:

- Sex
- Marital Status
- Pregnancy
- Parental Status
- Age
- Race
- Impairment
- Religion
- Political Belief or activity
- Trade Union Activity

Victimisation is also against the law. Victimisation includes threatening, harassing or punishing a person in any way because they have objected about the discriminatory manner in which they have been treated. It also applies to anyone who has made a complaint, or intends making a complaint, under the Act.

- [Human rights and equal opportunity](#) - Reference site only

Accredited Online Training abides by the equal opportunity legislations by providing a work environment in which:

- All people are treated with dignity and respect;
- All people have equal access to jobs, opportunities and careers based on their knowledge, skills and abilities;
- All selection is based on merit, i.e. the best person for the job; and
- Diversity is valued.

## 6. APPEALS POLICY

### Re-Assessment Appeal:

A student has the ability to submit (attempt) any assessment task 3 times.

If a student does not agree with a decision of Not Yet Competent, they must appeal with-in 30 days from the result of assessment being advised by AOT.

### Appeal against Recognition of Prior Learning (RPL):

A student must appeal a decision of RPL with-in 30 days from the result of assessment being advised by AOT.

A student has the right to appeal against a decision made in regards to their application for RPL if:

- That student has sufficient grounds to believe they are entitled to be granted RPL.
- That student can provide evidence to adequately demonstrate the skills and experience required as per the learning outcomes of units of competency RPL has been applied for.

## **Academic appeals:**

A student must appeal a final result of assessment with-in 30 days from the Result of Assessment being issued by AOT.

A student has the right to appeal against a decision made in regards to their final result if:

- That student has been assessed as not yet competent against specific competency standards
- That student feels they have sufficient grounds and evidence entitling them to be assessed as competent
- That student must be able to adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to AOT's Education Board.

**All formal appeal documentation will be sent to students on request by contacting AOT.**

## **7. AOT CODE OF PRACTICE**

As a Registered Training Organisation, Accredited Online Training has agreed to operate within the Principles and Standards of the AQTF standards. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

### **Legislative Requirements**

Accredited Online Training will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations, and Vocational Placement Standards will be met at all times.

### **Access and Equity**

Accredited Online Training has a policy of equal access to training for all people seeking to enhance their knowledge and skills. In particular, Accredited Online Training encourages the participation of women, indigenous people, people with physical or learning disabilities and those who live in remote areas.

### **Quality Management Focus**

Accredited Online Training has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

### **Client Service**

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines. Our quality focus includes Recognition

of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure this information is disseminated, understood and valued by personnel and clients. Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

## **External Review**

Accredited Online Training has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audits following complaint and audits for the purposes of re-registration.

## **Management and Administration**

Accredited Online Training has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. Accredited Online Training has adequate insurance policies.

## **Marketing and Advertising**

Accredited Online Training markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

## **Training and Assessment Standards**

Accredited Online Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer.) Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the students.

## **Copyright**

Copyright laws will bind Accredited Online Training. Written permission to use Intellectual Property will be gained from the property owner prior to any use of such material. Reasonable use of excerpts from existing works will include attribution of its origin. Where work is produced specifically for clients, this work will become the property of the client.

## **Sanctions**

Accredited Online Training will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn. Accredited Online Training is committed to providing its clients with high quality service. This commitment is evident in the policies and procedures Accredited Online Training has in place. We aim to provide a training service that is centred on the needs of our students and their employers. As a Registered Training Organisation, means that we have met the quality standards of the Vocational Education, Training and Employment Commission, and are able to offer training and assessment services, for nationally recognised qualifications. Accredited Online Training, in conjunction with clients and other stakeholders, conducts regular internal reviews of its operations in order to maintain a high quality training organisation.

## **External Review of Accredited Online Training operations**

Accredited Online Training is subject to external auditing of its operations by the Department of Employment, Training and Industrial Relations. Accredited Online Training will provide service that complies with all the quality requirements pertaining to the status of a Registered Training Organisation.

## **Best Practice Standards**

Accredited Online Training will ensure it is up to date with Best Practice Standards by encouraging staff to attend industry network meetings and to seek and accept feedback via these networks. Through regular staff meetings, Accredited Online Training will ensure it is constantly reviewing literature, technology and methods in order to keep abreast of developments relevant to both the services provided by Accredited Online Training and the industries of its clients and students.

## **Timelines for issue of qualifications and results**

Accredited Online Training will provide students with written feedback by email of their assessment within 48 hours (excluding public holidays) except for holistic or major assessments which will be responded to by email within five working days of the receipt of your assessment.

Qualifications will be issued within 21 days of the issue of their results unless an appeal against assessment has been lodged.

Appeals lodged against assessments must be made within 30 days of receiving the assessment results. Accredited Online Training staff will examine these appeals and a result of the appeal will be provided to the student within 14 days of the day of the lodgment of the appeal.

A certificate will only be re-issued to student on receipt of a written request and payment of fees. Re-issue of certificates will attract a fee of \$40.

## **Records Management**

Accredited Online Training ensures that its record keeping procedures comply with the quality standards of the AQTF standards. All client and student records are confidential. Accredited Online Training recording system ensures permanent backup of documentation to ensure the security of client and student documents. Clients and students will have access to their records at any stage.

## **Student Welfare Service**

Accredited Online Training will provide counseling and support to students experiencing difficulties with studies. In circumstances where students require specialised assistance outside the expertise of Accredited Online Training staff, we shall provide referral to agencies that can support those students' needs.

### **Documented Policies and Procedures governing quality**

Accredited Online Training has documented policies and procedures covering all aspects of the work it conducts and the administration of its operations. Copies of our policies are freely available to all clients and students, upon request from AOT's Student Support Centre.

### **Anti discrimination policy**

The Accredited Online Training Anti-Discrimination Policy details our commitment to providing a workplace and study environment which does not discriminate against people based on ethnicity, gender, sexual preferences or disability.

### **Disability policy**

The goal of this policy is to maximise access to, participation in and outcomes from vocational education and training for people with a disability. Accredited Online Training is committed to the concept of inclusive practice.

## **Language, Literacy and Numeracy Policy**

AOT is committed to providing assistance to people seeking to undertake training with AOT, who may have special literacy and numeracy requirements. AOT will provide individual assistance where possible to students who have literacy and numeracy skill needs.

## **Recognition of Prior Learning (RPL) Policy**

The objective of Accredited Online Training's RPL Policy is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experience is appropriately recognised. Our policy is based on the National Assessment Principles auspiced through the Australian National Training Framework Committee.

## **Recruitment policy**

Accredited Online Training's Recruitment Policy details our commitment to the concept of equal employment opportunity and selection of staff based on merit. All Accredited Online Training staff and sub-contract employees will be fully qualified as trainers and assessors and highly experienced in their field of training.

## **Refund policy**

Our refund policy provides clients with a written guarantee concerning refunds of fees under certain circumstances.

## **Privacy Policy**

To protect the privacy of Information provided by you to AOT we have adopted a Privacy Policy which is applicable to all information that you provide to AOT and that which we maintain electronically, whether you provide the information through AOT's World Wide Web Site or through other means.

AOT follows the 10 National Privacy Principles the Federal Government has developed that are derived from the Privacy Act 1998 (and the 2000 Amendment to the Act). The 10 National Privacy Principles are located at: <http://www.privacy.gov.au/publications/npps01.pdf>

## **Complaints procedures**

Accredited Online Training has complaint procedures in place for clients who wish to lodge a complaint in regard to any of the services or operations of Accredited Online Training. We provide numerous feedback and appeal mechanisms for clients. If appeals or complaints cannot be resolved informally you have the right to appeal to AOT's Academic board.

## **Marketing and advertising policy**

Our Marketing and Advertising Policy is a guide to ensure that Accredited Online Training only markets and advertises its services in an honest and ethical manner.

**Management of Accredited Online Training guarantees these policies and procedures will be adhered to so that the quality of standard is maintained.**

## Student Handbook Verification

Upon accessing and reading this student handbook indicates that you have read, understood and valued the Accredited Online Training Code of Practice and associated documents and policies which encompass: AOT enrolment processes, AOT marketing policy, assessment processes which meet the National Assessment Principles (including RPL and credit transfer), appeals and Complaint processes, refund policy and our access and equity policy.

## 8. PRIVACY POLICY

### Introduction: Our Commitment to Your Privacy

Accredited Online Training (AOT) is highly sensitive to the confidentiality of information provided by you to AOT. As a result, AOT has adopted the following Privacy Policy which is applicable to all information that you provide to AOT and that AOT maintains electronically, whether you provide the information through AOT's World Wide Web Site or through other means.

### AOT Follows the 10 National Privacy Principles

The Federal Government has developed 10 national privacy principles that are derived from the Privacy Act 1998 (and the 2004 Amendment to the Act).

The 10 National Privacy Principles are located at: <http://www.privacy.gov.au/publications/npps01.pdf>

### What Information Do We Collect?

AOT must collect personal information as part of your application process for training. This information may be of a personal nature and can include details of educational background, employment history, and current employment status, and language, literacy and numeracy skills. The purpose of this information is to allow the staff of AOT to develop effective training and assessment programs, according to the needs of each individual.

Where there is a requirement for allowable adjustments for assessments, we may collect details of physical disability to allow us to conduct the assessment.

From time-to-time, we may also conduct surveys or other promotional specials, and gather additional information from the AOT website in relation to these specials. The personal information gained during the enrolment process will not be used for marketing purposes.

### What do we use this Information for?

Primarily, we use your information to provide you with the services available to you. The purpose of collecting personal information during the enrolment process is to allow the staff of AOT to develop effective training and assessment programs, according to the needs of each individual. This will enable you to enrol and obtain your qualifications.

### How do we store this information?

AOT is required to keep your records for compliance with the AQTF standards. These records are kept for 30 years, in fire-proof safes, or in an electronic database. Access to these records is strictly controlled.

### With whom do we Share Your Information?

We will not sell, share, rent or otherwise provide personal information to others, including people in your workplace, spouses or parents, without your written consent.

## Cookies

AOT uses cookies for the operation of its learning management system. A cookie is a small file that is held on your computer, for the purpose of recording information about the pages that you have visited. AOT does not use these cookies to gather personal information, the activity being related solely to the operation of the Learning Management System.

### AOT will disclose personal information, when required to:

- Cooperate with the investigations of purported unlawful activities and conform to the edicts of the law or comply with legal process served on AOT.
- Fulfil a user's order or request, in accordance with the process outlined below.

### How do I obtain or release copies of my personal information?

Please refer to the AOT procedure on Access to Person Information. This procedure is printed in full at the end of this section.

## Laws and Legislation

AOT complies with Federal and State/Territory Privacy legislation, including The Privacy Act 1988 and subsequent amendments.

The acts relevant to the operation of AOT as an RTO are:

- [Workplace Health and Safety Act 1995](#) - Occupational Health and Safety and workplace harassment, victimisation and bullying is also found in the act
- [The Vocational Education, Training and Employment Act 2000](#)
- Commission for Children and Young People and Child Guardian Act 2000
- The Privacy Act 1988
- The Copyright Act 1968
- Anti Discrimination Act 1991 - Anti Discrimination
- [Human rights and equal opportunity](#) - Reference site only

# 9. POLICY AND PROCEDURE TO ACCESS PERSONAL INFORMATION

## NATIONAL PRIVACY PRINCIPLES – YOUR RIGHT ACCESS DOCUMENTATION

Principle 6 'Access and correction' of the ten National Privacy Principles from Schedule 3 of the Privacy Act 1988 (Cth) provides for an individual to access their personal information held by an organisation. In most instances the organisation must allow the individual access to the information on request by the individual. If the individual can establish that the information is not accurate, complete and up-to-date, the organisation must take reasonable steps to correct information.

## **STUDENT RECORDS**

Student records are to be raised at enrolment. These records are to be established electronically and as a hard-copy record. These records are to include, but are not restricted to

- Interview Report
- Enrolment form
- Fees Arrangements
- Student Identification
- Applications for RPL or Mutual Recognition

Student records are to be entered and maintained on the AOT database by administration. All enrolment changes, unit results, attendance records and changes to personal data must be forwarded directly to student administration for data entry.

Students may request a copy of their data profile on request and proof of identification.

Third party access cannot be approved by any means other than student agreement.

Enrolment forms are to make provision for student data access by AOT staff or representatives of the Office of Training and Tertiary Education for purposes relevant to the monitoring of student progress. All other data is to be held securely and in confidence.

## **ASCERTAINING IDENTITY**

AOT staff should be reasonably satisfied with the identity of the person seeking disclosure of a student's personal information before releasing the information.

If the person is seeking release of information in person, then they should be asked for some form of identification. As well, AOT staff should satisfy themselves that the release of the information is within the context of this policy.

If the request for the student information is made by telephone, then ask for the request to be made in writing. This can be via fax or email. Once the request is received then AOT staff should process the request in accordance with this policy.

## **COMPLAINTS & APPEALS**

As a student if you are not happy with the quality of service or the training received, or if you would like more information on how to lodge a complaint,

Accredited Online Training has complaint procedures in place for students who wish to lodge a complaint in regard to any of the services or operations of Accredited Online Training. If appeals or complaints cannot be resolved informally you have the right to appeal to AOT's Education Board. Contact our Student Support Centre on 1-300-726634 and ask for a Student Complaint Form to be forwarded to you for completion or email AOT on [trainer@aot.edu.au](mailto:trainer@aot.edu.au).

Should you wish to take the matter further, you should view the following website [www.training.com.au](http://www.training.com.au) or to the National Training complaints hotline on 1-800-000-674 or email DEST at [nationalcomplaintshotline@dest.gov.au](mailto:nationalcomplaintshotline@dest.gov.au)