



Accredited Online Training

## AOT Student Handbook

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<p><b>Communication:</b></p> <p>All AOT policies, procedures and guidelines are saved in a central file location accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

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## Contents

AOT Student Handbook .....	1
Letter from the Director .....	5
1. About AOT.....	6
1.1 Benefits of studying with AOT.....	6
1.2 Australian quality standards .....	7
1.3 Commitment needed from you .....	7
1.4 Our training guarantee .....	7
1.5 Feedback .....	8
1.6 Quality indicator feedback form .....	8
2. Student support services .....	9
2.1 Learning support – Language, Literacy and Numeracy (LLN) .....	9
2.2 Specialist support.....	9
2.3 Support organisations.....	9
2.4 Reasonable adjustment .....	11
3. Assessment .....	11
3.1 Recognition of Prior Learning (RPL) .....	12
3.2 How to apply for RPL.....	12
3.3 Credit transfer .....	12
3.4 Timelines for issue of Qualifications and Statement of Attainments .....	13
4. Technology.....	13
4.1 Technology requirements .....	13
4.2 Communication requirements.....	14
5. Admissions and enrolments.....	14
5.1 Non-residents of Australia .....	15
5.2 Orientation period .....	15
5.3 Individual Training Plan.....	15
5.4 Helpful tips .....	16
6. Payment information .....	16
6.1 Payment plan .....	17
7. Course extensions.....	17
7.1 Extensions for full qualification students.....	17
7.2 Extensions for short course students.....	17
7.3 How to apply for an extension.....	17

- 7.4 Course on hold ..... 17
- 8. Withdraw from enrolment..... 18
  - 8.1 Eligible cancellation during orientation period..... 18
  - 8.2 Cancellation of course by Accredited Online Training..... 18
  - 8.3 Course cancelation due to no USI provided..... 19
- Policies/Procedures: ..... 19
- 9. Concerns and complaints..... 19
  - 9.1 Step One: Raising a concern..... 19
  - 9.2 Step Two: Initiating a complaint ..... 19
  - 9.3 External appeal ..... 19
- 10. Student/staff conduct ..... 20
  - 10.1 Student responsibilities..... 20
  - 10.2 Plagiarism ..... 20
  - 10.3 Harassment ..... 20
  - 10.4 Staff responsibilities..... 20
  - 10.5 Student and staff rights..... 21
- 11. Grievance and appeal procedures ..... 21
  - 11.1 Appeals..... 21
  - 11.2 External appeal ..... 21
- 12. Records management ..... 21
  - 12.1 Our commitment to your privacy ..... 21
  - 12.2 Student records..... 22
  - 12.3 Who do we share your information with?..... 22
- 13. Quality and continuous improvement ..... 22
- 14. AOT policies..... 23
- 15. Legislation ..... 23
- 16. Contact information..... 26

## Letter from the Director

Dear student,

We have a large staff at AOT, who have all been chosen based on their experience, skills and customer service. On behalf of us all from Accredited Online Training – Welcome!

Choosing to study and making that first step of enquiry, and then enrolment are the beginnings of your career path journey. You may be joining us to formalise your previously attained skills and knowledge and upgrade your qualifications. Whatever the reason, we at AOT are here to support you through professional and informed expertise that not only meet the requirements of our governing bodies but those of current business and industry practices operating in the market today.

We provide the flexibility that you need to access your training without having to attend a classroom session. We are here to provide personal support to you many hours after other RTO's have switched off their lights and gone home.

AOT strive to be the best that we can be at all times so that your experience with us leads to your satisfaction and achievement.

We are looking forward to working with you and sharing your journey!

Kind regards,



Paul Lange

Director

## 1. About AOT

Welcome to Accredited Online Training (AOT). AOT is a Registered Training Organisation (RTO) and we are one of the leading providers of online training in Australia. We specialise in providing training in nationally recognised qualifications.

Our courses are delivered 100% online and are backed up by industry current, seasoned professionals that understand your industry. We are here to support you in your learning journey to enhance the career path you have chosen.

### 1.1 Benefits of studying with AOT

*We have created a blend of learning and assessment in the online world to ensure that you have every advantage in your learning journey.*

The benefits of studying with AOT are that you do not have to schedule your time to attend a face to face classroom. You can study at times convenient to you in your own home through AOT's customised Learning Management System called sauceLMS.

We provide a range of support options to best meet your needs including:

- **Personal course induction** – A Student Support Officer will personally take you through the sauceLMS and your course.
- **Simulated/virtual company** – Full use of our very own virtual company that provides you with a simulated workplace based on current industry practises.
- **Live chat** – Instant support available by a trainer whilst you are studying 7am - 9pm weekdays and 9am – 1pm weekends.
- **Contact us form** – Contact us at any time using the [contact us form](#) to create support tickets.
- **Mentoring sessions** – You can book an appointment with your personal trainer to discuss the learning material, assessment expectations, or assessment feedback.
- **Contact from AOT** through email and calls just to touch base with you.
- **Detailed assessment feedback.**
- **Additional research material** – Links within your course which takes you directly to additional research material.
- **Help & Support** – situated in the side panel of your sauceLMS dashboard, contains links to important documents and forms including the student FAQs.

You are not alone in your study with AOT!

Our course advisors are here to help make your course decision easier, so please do not hesitate to contact us: 1300 72 66 34\* or via email on: [info@aot.edu.au](mailto:info@aot.edu.au)

AOT's 1300 number allows you to contact AOT for the cost of a local call from anywhere in Australia.

\*Calls are toll free from landlines. Calls from mobiles or pay phones are extra.

You can also chat to a course advisor online via our live web chat facility. Simply click on the live chat icon located on the AOT website.

We look forward to working with you and speaking with you soon!

## 1.2 Australian quality standards

Being a Registered Training Organisation (RTO) means our training programs are nationally recognised and comply with The 'VET Quality Framework', which includes Standards for Registered Training Organisations (RTO's) 2015. The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service.

We offer Certificate II to Diploma level courses, specifically designed to align course outcomes with the Australian Qualifications Framework (AQF).

## 1.3 Commitment needed from you

To ensure you are successful in your flexible learning program you will need the following:

- Motivation to learn.
- Good time management so you can structure your study time.
- Realistic goals and objectives.
- Computer technology and internet access.
- Language and literacy skills to complete your course.

As a student with AOT you are required to do the following:

- Ensure that all the information provided to AOT is accurate.
- Notify AOT of any personal contact detail changes (email, phone, address etc.) as soon as possible. Our contact with you is vital; keeping AOT up-to-date with your details is a must so we can provide our quality service to you.
- Advise AOT of any difficulties or problems you may experience with AOT staff, procedures or training via feedback through our online [contact us form](#).
- Achieve satisfactory progress with your studies through participation as required.
- Submit your own work, it is important that you do NOT submit or claim any work derived from another source or work done by another person that has not been referenced.
- Keep a copy of all assessments and any work submitted electronically for your own records.
- Manage your time to complete your course of study in the allocated time frame.
- Be aware that additional costs are incurred for extension of the study period if course has not been completed in the agreed allocated time frame.
- Write assessment responses in your own words. Copying directly from the learning content only shows that you know where to find the information, it does not demonstrate your understanding of the topic.

## 1.4 Our training guarantee

AOT has responsibilities to you as the student, to offer a quality of service that will assist you as much as possible in attaining your qualification.

We endeavour to abide by all our policies and procedures to ensure effective management of student engagement, enhancing the learning process and outcomes through successful student contact, which will build rapport and aid in student retention.

With the provision of industry current, qualified trainers and assessors, AOT can provide a supportive, professional learning environment.

We are committed to helping you successfully complete your studies and look forward to helping you achieve your learning goals.

## 1.5 Feedback

AOT value your feedback. Feedback can be given throughout your enrolment through:

- Live chat - rate your live chat session and provide feedback
- Appointy booking calendar - rate your appointment and provide feedback
- [Contact us form](#) - found within your click on 'Feedback/compliments' to share your comments

## 1.6 Quality indicator feedback form

As part of our RTO obligations to meet the Data Provision Requirements 2012, AOT provide annual summary data to the Australian Skills Quality Authority (ASQA), to report on learner engagement and employer satisfaction.

The following questionnaires are issued at the end of enrolment.

- Learner Questionnaire

At the close of your enrolment you will receive a Learner Questionnaire. This information is valuable for us for continuous improvement.

- Employer Questionnaire

Employers that enrol staff into courses as part of professional development are supplied with an employer satisfaction questionnaire.

## 1.7 Unique Student Identifier (USI)

You need a USI upon enrolment with AOT as part of our legislative reporting requirements of a registered training organisation. We cannot issue a qualification or Statement of Attainment without a USI.

From 1st January, 2015 new legislation by the Australian Government advised that each person undertaking nationally recognised training are required to have a Unique Student Identifier (USI). This must be collected and verified by the training organisation.

It is a mandatory requirement to provide your USI as part of your enrolment with AOT if you are:

- An Australian ex pat or resident (you need a USI even if you do the course whilst living outside Australia).
- International student living in Australia

International students not living in Australia are not required to submit a USI.

If you do not already have one, click here to create your USI <https://www.usi.gov.au/students>



## 2. Student support services

### 2.1 Learning support – Language, Literacy and Numeracy (LLN)

So that AOT may better assess the needs and level of support a student may require, all students enrolled into full qualifications must complete an LLN assessment, inside the AOT learning management system, prior to being given access to their course.

LLN assessments are designed and developed in accordance with the Australian Qualifications Framework (AQF) and the Australian Core Skills Framework (ACSF) to ensure each LLN assessment is at the appropriate level for the course.

As a student, you will have full access to our mentors on live chat through a link in your course. Mentors can assist with your understanding of the content, or tasks required to be completed, or helping you to adjust to the world of study. You may also book time with your trainer and assessor within the virtual classroom.

### 2.2 Specialist support

The team at AOT are here to assist you as much as possible, through Live Chat and booked sessions with your trainer. We can assist you to better understand the learning content, or assessment tasks required to be completed. In the beginning you may feel you just need a little help adjusting to the world of study.

For additional assistance, outside of our area of expertise, we suggest that students contact external organisations offering specialised services aligned with their particular needs. This may be for specific support learning or for more personal issues which may impact on their learning.

You may also book a scheduled time with a mentor or your assessor within the virtual classroom. Just click on the Virtual Classroom link in your course and follow the prompts.

To further assist you we have provided some organisations that may help you in LLN or other issues that may impact on your learning.

Thank you for the opportunity of supporting you, we look forward to working with you as you progress through your course.

### 2.3 Support organisations

#### Language, Literacy and Numeracy (LLN):

- Website: <http://www.centrelink.gov.au/internet/internet.nsf/services>
- Phone: 13 2307
- Website: <http://education.gov.au/search/site/LLN%20program>
- TAFE Queensland North | 1300 656 959
- TAFE offer a number of intense language, literacy and numeracy support programs. Look for one near you.

#### Specialist support:

Support learning or for more personal issues which may impact on learning.

- Website: <http://www.centrelink.gov.au/internet/internet.nsf/services>
- Phone: 13 2307
- Website: <http://education.gov.au/search/site/LLN%20program>

### **Counselling services:**

Assistance will be made available to assist students with:

- career and vocational options
- options for students experiencing financial difficulties
- family and relationship problems
- depression

### **Websites:**

- <http://www.vic.gov.au/health-community/medical-services/counselling-services.html>
- <https://www.lifeline.org.au/?gclid=CKLMhP3PgMMCFU0GvAodwrYA9g>
- <http://www.headspace.org.au/>

### **Phone Contacts:**

- ATODs Cairns | 07 4226 3900 Alcohol, Tobacco and Other Drugs provides help and support options for individuals to make informed choices about alcohol, tobacco and other drug use.
- Mates in Construction Queensland Helpline | 1300 642 111 MATES in Construction is about MATES helping MATES and is regarded as the best practice solution for suicide and mental health issues on construction and building, provided at no cost to construction companies or workers.
- Headspace | 07 4041 3780
- Headspace is the National Youth Mental Health Foundation who supports young people aged 12-25 years
- Centacare Migrant Services | 07 4041 7699 Centacare Migrant Services provides free support for eligible individuals, families and migrant communities in Cairns and the surrounding regions. Look for one near you.

### **Disability services:**

Disability services are available to students with a disability requiring assistance to achieve their training and career goals which may include:

- Coordinating personal support services including disability support workers, sign language interpreters, mentors and tutors
- Arranging exam accommodations and further reasonable adjustments with teaching staff
- Organising adaptive equipment and assistive software loans on behalf of the student
- Arranging professional assessment services
- Arranging professional assessment services.

### **Contacts:**

- <http://www.vic.gov.au/health-community/disability-services.html>
- Phone 1800 008 149

- Disability Support Services | 07 4048 9900 The Department of Communities, Child Safety and Disability Services helps people with a disability to access support and services.

### **Aboriginal and Torres Strait Islander Communities:**

- Wuchopperen Health Service Ltd | 07 4080 1000 Wuchopperen Health Service Limited is a community controlled organisation that delivers a suite of holistic primary health care services to Aboriginal and Torres Strait Islander communities across far north Queensland.

## **2.4 Reasonable adjustment**

A legislative and regulatory framework underpins and supports the delivery of vocational education and training across Australia.

Under this framework, providers of vocational education and training must take steps to ensure that where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

Sometimes reasonable adjustments are made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the particular needs of a learner with a disability. An adjustment is reasonable if it can accommodate the learner's particular needs, while also taking into account factors such as: the views of the learner; the potential effect of the adjustment on the learner and others; the costs and benefits of making the adjustment.

As an RTO we must also comply with the requirements of the Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

To ensure fair access and equity, the assessor may make reasonable adjustment to the training and assessment activities for a particular student, to ensure the best learning outcome for that student.

Adjustments must:

- be discussed and agreed to by the learner with a disability
- benefit the learner with a disability
- maintain the competency standards
- be reasonable to expect in a workplace.

Adjustments are not required if they could:

- cause the RTO unjustifiable hardship
- harm other learners.

## **3. Assessment**

Submitted assessments will be assessed and returned, with feedback, to the student within five (5) business days.

All assessment tasks within a unit of competency must be successfully completed to be deemed as Competent. Students are provided with three (3) attempts at each assessment task to achieve a satisfactory outcome of that task, and are provided with written feedback and guidance following each attempt.

Please refer to the Policies/Procedures section of this handbook to review the appeals process.

Some assessments require a meeting with your assessor, these are completed through a virtual classroom (online).

Virtual classroom assessment takes place at a mutually agreed time between the student and the assessor through 'GoToMeeting' software. The following will then occur:

- i. An email confirmation is to be sent immediately the appointment is made.
- ii. Students will receive a reminder email twenty four (24) hours prior to the assessment appointment, and;
- iii. The assessor is to send the student a GoToMeeting invite ten (10) minutes prior.

### 3.1 Recognition of Prior Learning (RPL)

AOT acknowledges the skills and knowledge gained through previous studies, work and life experience. To be deemed as eligible for RPL, students must undertake an interview with an assessor and submit the required evidence. Each RPL application is based on individual units of competence and is assessed according to the relevant training package rules.

AOT ensures that the total evidence provided by the student demonstrates she or he already has current skills and knowledge in all requirements of the unit.

The following may also be taken into account during your assessment:

- your performance in paid and unpaid work experience
- results from formal or informal training and education.

To have your prior learning recognised, you must be able to show that your skills are still current and meet today's industry standards. **You will need to produce recent evidence of your skills and knowledge.** You will also need to provide contact details of people who can confirm your abilities. These people might be supervisors or others who have seen your skills in action.

All evidence provided must be clearly labelled and demonstrate your involvement in the topic. You are also required to submit an evidence checklist which lists each piece of evidence submitted for RPL assessment.

### 3.2 How to apply for RPL

Book an appointment with one of our trainers and assessors using our online booking calendar. Instructions can be found under 'Help and Support', in the side bar of your sauceLMS dashboard.

### 3.3 Credit transfer

AOT accepts and provides credit to students for units of competency which are evidenced by:

AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or authenticated VET transcripts issued by the Registrar.

With student authorisation, AOT will authenticate each Qualification, Statement of Attainment with a record of results by contacting the organisation that issued the document and confirming the content is valid.

AOT follows the definition of currency as ‘from the present or the very recent past’ the student must be able to demonstrate that they still hold current skills and knowledge in the unit of competence, or equivalent, submitted for credit transfer. To apply for a Credit Transfer, instructions can be found under ‘Help and Support’, in the side bar of your sauceLMS dashboard.

If you would like to know more about Credit Transfer options, prior to enrolment, contact our sales coordinator for more information by clicking on the ‘Live Chat’ icon on our website or calling 1300 72 66 34.

### 3.4 Timelines for issue of Qualifications and Statement of Attainments

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

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.

## 4. Technology

As our courses are all online, it is essential that you have access to a computer and internet for your studies with AOT. The following are our suggested minimum requirements to complete an AOT course.

You must have access to word processing software like Microsoft Word to open the assessment notepad and other documents. Some units will also require Microsoft Excel, Microsoft Publisher or similar software.

### 4.1 Technology requirements

<b>Software</b>	<ul style="list-style-type: none"> <li>• Up-to-date web browser e.g. <a href="#">Mozilla Firefox</a>, <a href="#">Internet Explorer</a>, <a href="#">Google Chrome</a>, or <a href="#">Safari</a> (for Apple computers)</li> <li>• The latest version of <a href="#">Adobe Flash Player</a></li> <li>• The latest version of <a href="#">Java</a></li> <li>• The latest version of <a href="#">Quicktime</a></li> <li>• Word processing software e.g. Microsoft Office, Microsoft Office Online</li> <li>• A valid email address which is individual to you</li> </ul> <p>*Please note, links above give you access to a free download of the required software.</p>
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<b>Hardware</b>	<ul style="list-style-type: none"> <li>• Operating System: Windows 7 or higher (recommended); MAC OS X 10.6 (Snow Leopard) or higher (recommended)</li> <li>• CPU: Min. of 2 GB of RAM, Min. of 2 GB of spare disk space is recommended</li> <li>• Processor: 2.0 GHz processor or higher (32-bit or 64-bit)</li> <li>• Monitor with at least 1024×768 screen resolution</li> <li>• Sound card</li> <li>• A headset or microphone and speakers</li> <li>• Broadband: Minimum ADSL1 with a speed of at least 1.5Mbps</li> <li>• Access to a webcam, photocopier, printer and scanner</li> </ul>
<b>Basic computer skills required:</b>	<ul style="list-style-type: none"> <li>• Knowledge of common computing terms.</li> <li>• Knowledge of word processing including copying and pasting, spell-checking, saving files in different formats.</li> <li>• Managing files and folders: save, name, copy, move, rename, delete</li> <li>• Ability to download software if required.</li> <li>• Proficiency with sending/receiving email, including email with attached files.</li> <li>• Proficiency with web browser software.</li> <li>• Familiarity with navigating the Internet</li> <li>• Knowing how to conduct searches on the internet</li> <li>• Perform online research using various search engines</li> <li>• Discern credible sources</li> </ul>

## 4.2 Communication requirements

To participate in a 'Virtual Classroom' you may be required to have a headset and/or a webcam.

We use GoToMeeting to run our virtual classroom sessions. This is free software and easy to download and run on any Mac, PC, iPad, iPhone or Android device that has an internet connection.

## 5. Admissions and enrolments

AOT is committed to providing quality administration services in accordance with the Standards for Registered Training Organisations (RTOs) 2015, AOT:

- provides comprehensive and transparent information about services and enrolment process
- applies the principles of access and equity in supporting prospective students to gain entry into the course of their choice
- adheres to policies at all times throughout the enrolment process.

Applications for enrolment will be processed within two (2) business days which includes:

- provision by email of a link to our enrolment form after payment is received
- an invoice is issued and the completed enrolment form is processed, which includes the student's acceptance of AOT 'Terms and Conditions' and the 'Student Handbook'

- student is then provided with course log in details by email.

If there is a delay in payment or return of completed enrolment form, the above timeline may extend.

Course enrolment is complete when AOT issues the student a username and password for online course access.

- AOT and the student or client 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 prepaid 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.

### **5.1 Non-residents of Australia**

Course enrolment may not be processed without certified current English proficiency documentation, if requested by AOT.

### **5.2 Orientation period**

All students have an orientation period of fourteen (14) days which commences from the date their username and password for online course access has been issued.

Students may enrol, log into their course, conduct the LLN test provided, and trial the course. AOT believe that this fourteen (14) day orientation period allows the student to determine if the level of qualification and mode of delivery is suitable for them. This process also allows our team to assess your needs and provide any necessary support.

If the student or AOT determine within the orientation period that the level of qualification or learning style is not suitable, then the student is withdrawn as per our Refund and Withdrawal Policy.

### **5.3 Individual Training Plan**

An Individual Training Plan (ITP) will be issued to each student, once the enrolment process has been completed. This plan will provide a summary of units and highlight any credit transfers applied.

You are encouraged to complete one unit of competency at a time, before moving on to the next. The order of units in your ITP is the recommended order of study and reflects the order of units listed in your course. If you wish to complete more than one unit at the same time, please discuss this with your trainer, so that you may be guided.

## 5.4 Helpful tips

If you would like to study with Accredited Online Training (AOT) here are a few helpful tips to guide you through your studies.

### **When can I enrol?**

With AOT you can enrol anytime that suits you. Courses can be purchased online 24 hours a day or over the phone by calling our toll free number during business hours.

### **How long is my enrolment?**

Your enrolment timeframe will depend on the course you enrol into. 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. After this time your course will expire and your access will be closed.

The duration of AOT courses are in accordance with the Australian Qualifications Framework.

### **When does my enrolment commence?**

Enrolment commences once AOT issues you a username and password for online course access.. All program and course durations are very generous, however if you do not complete your program or course within the specified enrolment period, you have the opportunity of applying for a course extension, or if you choose not to extend, you will be issued with a statement of attainment for any units you have completed to date.

Read the course information before you enrol to ensure you:

- have determined that the learning outcomes meet your needs
- can follow the order of study and assessment requirements as outlined in the program
- have met the entry requirements for the course
- have noted any additional resources required meet the literacy and numeracy requirement for the course you are enrolling in
- meet the requirements of any State or Federal funding programs ( if applicable)
- have the minimum requirements for computer/internet access.

## 6. Payment information

In order for AOT to meet the requirements of Fee Protection for students, AOT may only collect up to \$1,500 in fees in one instance, before, during or after enrolment. Please refer to our Terms and Conditions for details.

Applicants must pay full course fees.

At Accredited Online Training (AOT) we accept a wide range of payment methods:

- Visa, MasterCard
- American Express
- Cheque
- Money Order
- BPAY
- Australia Post Billpay



- Payment Plan\*

## 6.1 Payment plan

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

For any payment plan an agreement between AOT and the student will be put in place. Payment of full course fees is required even if the student does not complete the course the payment plan agreement clearly outlines all terms and conditions.

## 7. Course extensions

### 7.1 Extensions for full qualification students

Accredited Online Training (AOT) is not obliged to extend the period of a student enrolment if the student has not completed the course in the allocated time.

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

Students of AOT may arrange a course extension for an additional fee of \$280 for a three month extension and \$500 for a six month extension.

Course extensions will not be granted until the student Unique Student Identifier (USI) has been provided and verified.

### 7.2 Extensions for short course students

Accredited Online Training (AOT) is not obliged to extend the period of a student enrolment if the student has not completed the course in the allocated time.

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

Students of AOT may arrange a course extension for an additional fee of \$100 for a two month extension. A short course can be a course with a single unit of competency or any other course on the AOT Short Courses page of our website.

### 7.3 How to apply for an extension

In order to apply for a course extension, please use the [contact us form](#), fill out all the fields and select the category 'Course extension'. In the comments please let us know if you would like full qualification three or six month extension or a short course two month extension. Once we receive your request and it is approved by the training manager, you will be sent a link with payment method.

### 7.4 Course on hold

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 the AOT Student

Support, to request their course be placed on hold for a period of time which is not to exceed six (6) months. Only one (1) hold is permitted per enrolment.

AOT will not offer a Course Hold until the student Unique Student Identifier (USI) has been provided and verified.

## **8. Withdraw from enrolment**

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

Should a student wish to cancel within the orientation period of 14 days, provided the student has not accessed more than four units of the course, they may do so in the first instance by completing the Contact Us form located in your course.

Cancellations, received during the orientation period will receive a 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.

If a student has successfully completed units within the orientation period and still wishes to withdraw, an individual unit price will be calculated for each unit completed. The amount will be added to the cancellation fee and withheld prior to a refund being issued. A Statement of Attainment will be issued. Refer to AOT Refund and Withdrawal policy for further information.

### **8.2 Cancellation of course 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. This will not incur any administrative charges or penalties. Statement of Attainment will be issued for units successfully completed.

#### **Withdrawal from course after enrolment**

A student may withdraw from enrolment at any time by giving notice in writing to AOT. He or she will be given recognition for any satisfactorily completed units to date. Withdrawal from a course after the orientation period will result in automatic forfeit of the course fee. A Statement of Attainment will only be issued for any satisfactorily completed units for which fees have been paid in full.

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

Should AOT be unable to provide all units to meet the student's course completion, 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
- a Statement of Attainment will be issued for satisfactorily completed units.

#### **Withdrawal due to illness or hardship**

In the case of a student who withdraws from a course or program due to illness or extreme hardship, AOT may, at its discretion, allow a refund of the fees. Please refer to AOT's Terms and Conditions for details

### 8.3 Course cancellation due to no USI provided

In the case of a student not supplying their USI to be verified, AOT may take the measure of cancelling the student enrolment. This may only occur if the student has not responded to phone calls, voice messages and emails from AOT regarding the submission of their USI.

## Policies/Procedures:

## 9. Concerns and complaints

Concerns or complaints are taken seriously by AOT, and a record is maintained as part of our continuous improvement strategy. To ensure a satisfactory outcome for all, AOT provide a two (2) step process for students and potential students to follow so that AOT may have the opportunity of rectifying the matter immediately.

### 9.1 Step One: Raising a concern

If a student or potential student has a concern this should be raised, in the first instance, through one of the below avenues for action:

- Telephone: 1300 72 66 34
- Email: [support@aot.edu.au](mailto:support@aot.edu.au)
- Live Chat: available to enrolled students through their on line course

The details of the concern will be directed to the relevant departmental manager and a response will be generated within three (3) business days of receipt of the concern.

If you have found the results of Step One unsatisfactory, you can initiate a complaint by instigating Step Two.

### 9.2 Step Two: Initiating a complaint

For students wishing to initiate a complaint with AOT, please click on the [contact us form](#). Ensure you select the category Feedback/Complaints and provide details of the situation, where the original concern was directed, and date of occurrence. A manager will contact you to conduct a full review. The complaint will be responded to in writing within seven (7) business days.

### 9.3 External appeal

If the student is not satisfied with the outcome, and it has not been resolved within sixty (60) days, the student may request that the matter be referred to the Australian Skills Quality Authority (ASQA) or an independent third party for review. AOT are not responsible for any third party costs incurred by the student. For information regarding making a complaint to ASQA click the following link: <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/submit-complaint-asqa>

## 10. Student/staff conduct

Concerns or complaints are taken seriously by AOT, and a record is maintained as part of our continuous improvement strategy. To ensure a satisfactory outcome for all, AOT provide a two (2) step process for students and potential students to follow so that AOT may have the opportunity of rectifying the matter immediately.

### 10.1 Student responsibilities

AOT students are required to maintain specific standards of conduct during their learning journey.

These standards include:

- Behave in a non-discriminatory manner to other students and staff members
- Attend the virtual classroom and Live Chat free of intoxication from drugs or alcohol
- All assessments submitted is your own work
- Commit to the chosen course and making reasonable progress through their studies

### 10.2 Plagiarism

Plagiarism will be treated as student misconduct. When a trainer assessor suspects alleged plagiarism in student assessments, the Group Training Manager will be notified and then an investigation will begin. Plagiarism may result in the student being terminated from their course. Students using information and ideas by others must fully acknowledge the source with appropriate referencing. Plagiarism can be defined as copying published information without acknowledgement of the source and presenting the work as your own. The misconduct of plagiarism may result in the student being terminated from their course. No refund applies.

Participants confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment. Assessment responses that are a direct copy and paste from the learning content of the course will not be returned to the student to re submit in their own words to demonstrate understanding.

Any participant that has received a suspension or termination of their enrolment has the right of appeal through our appeals process.

### 10.3 Harassment

Harassment by a student, toward another student or toward a staff member, will be treated as student misconduct, management will be notified to initiate an investigation and action into misconduct. The misconduct of harassment may result in the student being terminated from their course. **Harassment may include: bullying, verbal or written abuse, offensive messages by telephone, emails, text messaging or persistent contact and of a sexual nature.**

### 10.4 Staff responsibilities

All staff members of AOT are required to:

- conduct themselves in a professional manner in any circumstances connected with work
- ensure a safe and healthy environment for all participants undertaking activities AOT

- respect the confidential nature of information and intellectual property acquired by AOT and practice impeccable standards of confidentiality
- not discriminate in any manner and not behave in any manner considered to be offensive, violent or harassing
- contribute to a professional, supportive and respectful team environment

## 10.5 Student and staff rights

AT AOT, all students and staff members have the right to:

- to be free from discrimination based on age, gender, race, national origin, or religion
- record a concern, complaint or appeal
- be advised of any complaints which relate to them
- be responded to when submitting a request or question
- have their privacy protected

## 11. Grievance and appeal procedures

### 11.1 Appeals

AOT follows the principles of natural justice and procedural fairness. Therefore, students have a right to appeal any assessment decision including unsuccessful Recognition of Prior Learning (RPL) applications.

Students are provided with three (3) attempts at each assessment task with written feedback and guidance provided at each attempt.

If a student does not agree with the result they have been awarded, this should be discussed, in the first instance, with the trainer or assessor.

A student has a period of 21 business days, from results being provided, to instigate an appeal.

A student who appeals an assessment outcome has the opportunity to be re assessed by a second assessor within five (5) business days of appeal being submitted.

Students will be kept updated with the progress of the appeal.

### 11.2 External appeal

If the student is not satisfied with the outcome, and it has not been resolved within sixty (60) days, the student may request that the matter be referred to the Australian Skills Quality Authority (ASQA) or an independent third party for review. AOT are not responsible for any third party costs incurred by the student.

## 12. Records management

### 12.1 Our commitment to your privacy

We are highly sensitive to the confidentiality of information provided by you. As a result, we have adopted the Australian Privacy Principles (APPs), which are contained in schedule 1 of the Privacy Act 1988 (Privacy Act)

The APPS can be found in this fact sheet: [privacy-fact-sheet-17-australian-privacy-principles.pdf](#)

## 12.2 Student records

As a student, you may gain access to your study records upon request to AOT. Please contact [support@aot.edu.au](mailto:support@aot.edu.au) to request any information.

Student records are kept electronically in a secure location. These records include, but are not restricted to:

- Interview reports
- Enrolment form
- Fee arrangements
- Student identification
- Applications for RPL or Credit Transfer

Student records are entered and maintained on the AOT database by administration. All changes to personal details must be forwarded directly to student administration.

## 12.3 Who do we share your information with?

We will not sell, share, rent or otherwise provide personal information to others, including people in your workplace, spouses or parents (if you are over 18), without your written consent.

### Cookies

AOT uses cookies for the operation of its Learning Management System (LMS). 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 (LMS).

### 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.

## 12.4 Ascertaining identity

AOT staff will not release any information without being reasonably satisfied with the identity of the person seeking disclosure of a student's personal information.

Request for the student information must be made in writing. This can be via email. Once the request is received then AOT staff will process the request in accordance with the AOT Privacy Policy.

## 13. Quality and continuous improvement

All policies, procedures and processes are reviewed on an annual basis.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations

- b) results of internal quality assurance processes
- c) feedback received from staff
- d) feedback received from students.

## 14. AOT policies

Click on the links to view relevant AOT policies

- Access and Equity Policy
- Admissions and Enrolment Policy
- Appeal Policy
- Assessment Policy
- Authentication Policy
- Concerns and Complaints Policy
- Issuance Policy
- Language Literacy and Numeracy Policy
- Legislative Compliance Policy
- Privacy Policy
- Records Management Policy
- Refund and Withdrawal Policy
- Student Support and Retention Policy

## 15. Legislation

AOT abide by all relevant legislative and regulatory requirements. Any changes to legislative and regulatory requirements that may affect the delivery of training and assessment will be reflected in updated policies and published in 'Announcements' inside your online course.

Legislation includes, but is not limited to:

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

Objectives of the National Vocational Education and Training act 2011 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 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 each State / Territory

### **Standards for Registered Training Organisations (RTO) 2015**

The purpose of these Standards is to:

- a) set out the requirements that an organisation must meet in order to be an RTO;

- b) ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- c) ensure RTOs operate ethically with due consideration of learners' and enterprises' needs.

### **Student Identifiers Act 2014**

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

### **Disability Standards for Education 2005**

The Disability Standards for Education 2005 (the Standards) clarify the obligations of education and training providers and seek to ensure that students with disability can access and participate in education on the same basis as other students. The Standards were formulated under the Disability Discrimination Act 1992 and came into effect in August 2005.

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

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.

### **The Privacy Act 1988**

The Privacy Act 1988 (Privacy Act) regulates how personal information is handled. The Privacy Act defines personal information as:

...information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Common examples are an individual's name, signature, address, telephone number, date of birth, medical records, bank account details and commentary or opinion about a person.

### **Copyright Act 1968**

The copyright conferred by the Copyright Act is a bundle of exclusive rights in relation to the work or material in question. They include the rights:

- to copy or reproduce the work;
- to make an adaptation of it;
- to publish it;
- to perform it in public; and
- to broadcast it to the public

### **Human Rights and Equal Opportunity**

AOT are subject to Acts which prohibit discriminatory practices which include:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992 and
- Human Rights and Equal Opportunity Commission Act 1986

These different acts ensure that there is no discrimination based on:

- Sex



- Marital status
- Parental status
- Age
- Race/culture
- Disability
- Religious beliefs

### **Electronic Transactions Act 1999**

The object of this Act is to provide a regulatory framework that:

- a) recognises the importance of the information economy to the future economic and social prosperity of Australia; and
- b) facilitates the use of electronic transactions; and
- c) promotes business and community confidence in the use of electronic transactions; and
- d) enables business and the community to use electronic communications in their dealings with government.

### **Fair Work Act 2009**

This Act relates to workplace relations in Australia.

## 16. Contact information

Enrolled students must use the [contact us form](#).

All other enquiries can be directed to:

Mailing address: PO Box 7575  
Cairns QLD 4870  
Australia

Toll-free call: 130072 66 34

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

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