

# Access All Areas Training Student Handbook

Student's rights and responsibilities in plain english.



Access All Areas Training specialise in industry-mandated training and have over 20 years' experience developing training in consultation with the relevant state or territory authorities and customising courses that are appropriate to each.

Access All Areas Training is registered for delivery in all states and territories of Australia and our primary focus is to provide the highest quality online training; however our Trainers are also available to conduct classroom courses at our venue or on site for groups of staff at any location. Individually-tailored training programs are also available – contact us for more information.



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## Enrolment Procedure

You give consent to AAAT to make any enquiries necessary to verify any information disclosed.

Course outline and information is available:

- on our website, [www.aaat.edu.au](http://www.aaat.edu.au)
- in our Course Directory
- upon request by email, fax or in person.

Foundation Skills are embedded in the training and assessment. Information on the Foundation Skills relevant to a qualification or unit of competency can be obtained by visiting [www.foundationskills.training.com.au](http://www.foundationskills.training.com.au).

Participants register their details by completing an online registration form. Payment is required up front and in full. Once payment and enrolment information has been completed, participant will be issued with an automated email receipt along with confirmation of participant user name and password. This will be sent instantly following enrolment allowing participant to complete training immediately.

Clear and accurate advice is provided to all enrolling participants by AAAT. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.

AAAT is committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.

## Fees and Refund Policy

AAAT only enroll students who have paid the required course fees in advance. Please refer to the Fee Schedule for pricing information.

Students have **3 months to complete their training**. If a student fails to complete their training within this **3 month period**, the course/unit in which they are enrolled will deactivate. The student can call AAAT to reactivate their account to recommence training however this will be at the discretion of AAAT and will incur a \$20 reactivation fee.

There will be no refund for courses/units that exceed **3 months** and which have been deactivated due to incomplete training for whatever reason. AAAT will send email reminders to complete training however it is the responsibility of the student to complete the training within the designated **3 month** period.

Refunds will NOT be provided due to change of mind or circumstance, however in the case of a student's early withdrawal due to unforeseen circumstances such as illness that prevents them from completing the training within the **3 month** period **and** that can be supported by documentary evidence the following refund schedule will apply:

- In the case of early withdrawal from the course or where 5% or less of the course has been provided to the student, a 100% refund less a \$20.00 administration fee per enrolled course will apply.
- Where more than 5% but less than 50% of the course has been provided to the student a 50% refund less a \$20.00 administration fee will apply.
- Where 50% or more of the course has been provided to the student no refund will apply.

**AAAT does not receive Fees in Advance exceeding the threshold amount of \$1500.00 per individual student.**

AAAT applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

AAAT is not obliged to refund due to changes in legislation on a national or a state level that may affect delivery of classroom or online of units on scope. Such situations will be assessed case by case.

Prepaid Company Vouchers – In the case where a company chooses to prepay fees associated with units offered by AAAT for the use of its employees, AAAT will issue an invoice to be paid by the company, at which point voucher codes will be activated for immediate use. Cancellation of unused redeems associated with the code will not be refunded however AAAT may authorise a credit to the value of the remaining unused redeems to be applied to any unit AAAT offers for future use, there is a 12 month expiry on credit held.(ie 12 month expiry on voucher code from date of purchase)

## RSA NSW

Please note that if you have completed this unit within the last five (5) years and you have opted to train again, this will be at your discretion. AAAT will not refund training based on change of mind once training has commenced, or you may choose to contact L&G NSW on 1300 024 720 to discuss the option of refresher training. By accepting these terms and conditions, you acknowledge that you wish to retrain in the RSA NSW unit.

## Cancellations of training paid by Credit Card

Training paid for by credit card that are subsequently cancelled will be charged a 3 % cancellation fee so we can recoup the fees that we are charged by the credit card provider.

## Course Fees

Course	Online	Classroom	Correspondence
<ul style="list-style-type: none"> <li>SITHFAB002 - Provide responsible service of alcohol (Release 1)</li> </ul>	\$45	\$80	
<ul style="list-style-type: none"> <li>RSA NSW - (SITHFAB002 - Provide responsible service of alcohol (Release 1)</li> </ul>	\$120	\$180 *	\$110* incl comp ID
<ul style="list-style-type: none"> <li>RSA NSW Bridging</li> </ul>	\$110	N/A	
<ul style="list-style-type: none"> <li>52735WA – Course in Management of Licensed Premises</li> </ul>	\$155	\$240	
<ul style="list-style-type: none"> <li>Combo: SITHFAB002 - Provide responsible service of alcohol (Release 1) &amp; 52735WA – Course in Management of Licensed Premises</li> </ul>	\$185	\$280	

<ul style="list-style-type: none"> <li>SITXFSA001 - Use hygienic practices for food safety (Release 1)</li> </ul>	\$45	\$99	
<ul style="list-style-type: none"> <li>SITXFSA002 - Participate in safe food handling practices (Release 1) * excl NSW</li> </ul>	\$89	\$189	
<ul style="list-style-type: none"> <li>Food Supervisor NSW - SITXFSA002 - participate in safe food handling practices (Release 1)</li> </ul>	\$119	\$219	
<ul style="list-style-type: none"> <li>Combo: SITXFSA001 - Use hygienic practices for food safety (Release 1) &amp; SITXFSA002 - Participate in safe food handling practices (Release 1) * excl NSW</li> </ul>	\$109	\$209	
<ul style="list-style-type: none"> <li>Combo: SITXFSA001 - Use hygienic practices for food safety (Release 1) &amp; SITXFSA002 - Participate in safe food handling practices (Release 1) * incl NSW</li> </ul>	\$139	\$269	
<ul style="list-style-type: none"> <li>Conflict Resolution (non-accredited)</li> </ul>	\$30	N/A	
<ul style="list-style-type: none"> <li>Food Allergen Safety Training (non- accredited)</li> </ul>	\$30	N/A	
<ul style="list-style-type: none"> <li>Bundles available for all units</li> </ul>	View website for fees	View website for fees	

## Cessation of RTO registration

If AAAT ceases operations, then steps will be taken to ensure that all continuing students either complete their training or are placed with another RTO before the transfer or sale is complete.

AAAT will meet all its legal obligations to students. AAAT will protect former and continuing students and student records.

Any situation involving changes to the legal entity of AAAT, arrangements must be made for all current students to receive a copy of their student records, if not previously provided, including:

- a Certificate for each qualification completed,
- a Statement of Attainment for any units of competence completed in partial

- fulfilment of a qualification, and
- evidence of training and assessment activities undertaken that at the time of
- change in AAAT's legal entity were only in partial fulfilment of a unit of competence;
- providing ASQA, in an agreed electronic and/or hard copy form, the following
  - information for each student who has undertaken nationally recognised training with the AAAT since initial registration:
  - full name of student and date of birth,
  - name and national code of qualification(s) issued,
  - names and national codes of the units of competence and/or modules completed,
  - dates on which the requirements for each qualification were achieved or, for qualifications only partly achieved, the date each unit of competence and/or module was achieved;

When a change of AAAT's control, management or operations results in the grant of RTO registration to a new legal entity, the new provider may seek to enrol students of the previous RTO entity. Students enrolled by the previous legal entity are not bound to accept enrolment with the new legal entity, and may opt to transfer to other registered providers.

The sale or transfer of AAAT cannot 'transfer' the enrolment of individual students to the new entity. Individual students must consent to any transfer.

Students enrolled by the previous legal entity, and who have paid for ongoing courses of study with that provider, are entitled to apply for a refund of tuition fees in accordance with the provider's refund policy and general consumer protection legislation

## Non-Transferable

Once commenced your course is non-transferable to another person.

## Tax Receipt

You will receive a tax invoice once your Course enrolment has been processed and payment approved.

## Replacement of Statement of Attainment

Replacement of certificates via email will incur no additional cost to the student. Replacement of a certificate issued prior to January 1st 2012 will incur a cost of \$20 per certificate. In the case of certificates issued by a government body portal, such as NSW Food Authority, additional certificates incur a net fee of \$30 per certificate plus a \$20 reissue admin fee \* includes p&h.

## Course Structure

AAAT is committed to providing Training and Assessment services to all enrolled students. Students will be enabled with instant access to training and assessment once payment has been made. AAAT will provide training and assessment that leads to the achievement of the chosen competency. All training modules must be completed to access the assessment questions. The assessment will measure competency of the training material. If competency is deemed and after additional requirements such as ID evidence, Statutory declaration or a manual assessment, which requires a qualified Trainer and Assessor to manually assess the students' performance and/or submitted answers, has been provided, the student will be issued with a Statement of Attainment for the chosen unit. In such cases a Statement of Attainment will be emailed to the student in a timely manner.



## Statutory Declaration and ID provisions

In some cases it is mandatory to include a Statutory Declaration and/or a form of ID prior to commencement of unit or issuance of Statement of Attainment. AAAT online system allows for the online upload of both documents. The student can also fax documents to 08 9463 6232 or email scanned documents to info@aaat.edu.au. Statement of Attainments will not be issued for most units until either ID and/or Statutory Declaration has been received.

## Pre-requisite Certificates

In some cases it is a legal requirement that a pre-requisite course has been successfully completed before the student can progress to the following unit such is the case with 52473WA: Course in Management of Licensed Premises, An RSA (accredited unit – SITHFAB002 Provide responsible service of alcohol (Release 1) ) statement of attainment must be provided in the pre-requisite upload area of the online course before the student can proceed to train. The pre-requisite certificate can be from another RTO or may have been completed with AAAT. The pre-requisite certificate must also comply with legislation in relation to the expiry of such Statements. Information about the expiration of such documents can be found on our website home page by selecting the required course. AAAT recognises AQF Statements of Attainment and AQF Qualifications issued by other Registered Training Organisations.

## Assessment Methods

AAAT maintains high professional standards in the delivery of training and assessment services, and safeguards the interests and welfare of participants and clients. We maintain a learning environment that is conducive to the success of participants.

AAAT has the capacity to deliver and assess the vocational units of competency for which it has been registered; provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of clients and participants.

AAAT ensures that trainers are suitably qualified, and are sensitive to the cultural and learning needs of participants. Assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited short course.

AAAT conducts online training and assessment. Assessment methods used are in the form of **written evidence, scenario based assessment, role plays, case studies, third party evidence and verbal assessments**. Students are entitled to three attempts at their assessment at no additional cost. If the third attempt is unsuccessful, the student will have the opportunity to contact AAAT to discuss the area of assessment which is of concern or redirect to the beginning of the module to review course content and re-submit incorrect answer. A qualified Trainer and Assessor may require the student submit additional evidence or provide assistance in relation to the assessment. No further costs are required from the student. A Statement of Attainment will not be issued until the AAAT qualified Trainer and Assessor has deemed the student as competent.

AAAT will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.

## Authenticity Checks

By accepting the terms of this Course Enrolment Agreement you are warranting that you are the person completing this course and as per this Terms and Conditions you give consent to AAAT to verify information disclosed in this application.

In some instances such as RSA ACT, you will be required to make a declaration in the presence of an Approved Person that you completed the assessment.

If it is established that you were not the person actually completing the assessment any Statement of Attainment issued will be revoked and the Licensing Authority in your State will be contacted.

In addition to the aforementioned declaration, all courses require students to provide photo identification, which is reviewed and confirmed prior to issuance of a statement of attainment. AAAT reserves the right to randomly select and contact students to verify identification and to ensure authenticity.

For Alcohol training, a verbal assessment is conducted. Questions will be asked to confirm the identity of the enrolled student and to ascertain that they are the person that completed the training.

For food training, an observer verification email will be emailed to the observer to confirm the authenticity of the observation task.

### **SITHFAB002 - Provide responsible service of alcohol (Release 1)**

In addition to providing photo identification, randomly selected students (RSA TAS/ACT) will be asked to verbally verify their DOB, identify the type of identification they provided to AAAT and will be asked two RSA specific questions.

### **52735WA – Course in Management of Licensed Premises**

Photo identification must be provided, checked and confirmed prior to issuance of a statement of attainment.

### **SITXFSA001 - Use hygienic practices for food safety (Release 1)**

Photo identification must be provided, checked and confirmed prior to issuance of a statement of attainment.

### **SITXFSA002 - Participate in safe food handling practices (Release 1)**

Photo identification must be provided, checked and confirmed prior to issuance of a statement of attainment.





## AAAT's Obligations and Guarantee

AAAT guarantees to complete training and/or assessment of enrolled participants providing the

Following conditions are met:

- a) Full fees are paid for the course/unit;
- b) The trainee meets the training/assessment requirements;
- c) The trainee meets the agreed training/assessment completion and submission due dates in accordance with the Training Plan; and
- d) The trainee meets all other obligations as stated in AAAT Policies and the Student Handbook.

In addition AAAT's obligations to the learner, include that AAAT is responsible for the quality of the training and assessment in compliance with the Standards, and for the issuance of the AQF certification documentation.

## Recognition of Prior Learning

**Refer RPL policy STD1.12** - Recognition of Prior Learning (RPL) is offered to all participants enrolling in AAAT courses. Where sufficient documentation is provided, AAAT will provide credit transfer to enrolling participants. AAAT recognises all current competencies held by participants regardless of how, where or when these competencies were learned. If a participant would like to pursue RPL they can apply at enrolment.

AAAT is committed to supporting the RPL enquiries and requests from potential and enrolled participants. Enrolling participants are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application. Students applying for recognition of existing skills and knowledge must provide evidence to support their claim as per AAAT RPL policy STD 1.12

- NSW Food Authority - Learning and Recognition pathway available only to re-certifying students. RPL does not apply to the full NSW Food Safety Supervisor course as directed by the NSW Food Authority.

## National Recognition

AAAT is a nationally registered training organisation issuing statement of attainments under the Australian Qualifications Framework. Units delivered by AAAT consist of nationally recognized accredited units and non-accredited units; however it is a requirement that certain units of competencies require individual state/territory related information set by the individual state/territory regulatory authorities. It is imperative that you are aware of the laws and regulations applicable to your location. AAAT provides accurate information applicable to each state/territory in Australia. It is the user's obligation to select the correct state/territory information that is applicable to the user's location.

In some cases, regulatory authorities in some states/territories may require participants to complete bridging courses. If this applies to your state/territory, you will be notified upon enrolment, before payment is required. Once payment is made, the user confirms knowledge of the requirements after completion of training with AAAT. Any further training required becomes the obligation of the participant.

AAAT recognises Statement of Attainments issued by other Registered Training Organisations and must be provided as evidence if completing a unit that requires a prerequisite qualification such as Participate in Safe Food Handling Practices – SITXFSA002 - participate in safe food handling practices (release 1). AAAT recognises AQF Statements of Attainment and AQF Qualifications issued by other Registered Training Organisations.

## Relevant Legislative and Regulatory requirements

Unit delivered by AAAT are nationally recognised; however it is a requirement that certain units of competencies require individual state/territory related information set by the individual state/territory regulatory authorities. It is imperative that you are aware of the laws and regulations applicable to your location. AAAT provides accurate information applicable to each state/territory in Australia. It is the user's obligation to select the correct state/territory information that is applicable to the user's location. In some cases, regulatory authorities in some states/territories may require participants to complete bridging courses. If this applies to your state/territory, you will be notified upon enrolment, before payment is required. Once payment is made, the user confirms knowledge of the requirements after completion of training with AAAT. Any further training required becomes the obligation of the participant. Please be aware that AAAT updates all current legislative and regulatory information on its website. Information can be viewed simply by clicking on the required course or on the website home page by selecting the required course. All information is sourced from each relevant government department and is updated on a regular basis. Please also check our Latest News for information in relation to proposed legislation changes. Further legislative regulatory requirements that affect student's participation in Vocational Education and Training (VET) are available on request. Please contact AAAT on 1300 287 554 or email [info@aat.edu.au](mailto:info@aat.edu.au) to gain access.

In situations where legislative changes both on a national level and/or a state level affect the delivery of AAAT units on scope, such as removal of online delivery, AAAT will not be held accountable. Students should refer to the governing body in such circumstances.

## Student Records

All students have timely access to current and accurate records of their participation. Students seeking advice concerning their course participation should in the first instance contact AAAT using the 'contact us' form on the website.

*By ticking the terms and conditions you have agreed that a copy of your statement of attainment may be provided to your employer if requested. If you do not wish this to occur please email [info@aat.edu.au](mailto:info@aat.edu.au)*

## Confidentiality and Privacy

AAAT is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by AAAT will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.

Student records information may be provided to ASQA (Australian Skills Quality Authority) upon request and in the case of students completing the NSW food Supervisor Course – SITXFSA002 - participate in safe food handling practices (release 1), Student record information may be provided to the NSW Food Authority upon request. AAAT Current policy reflects a commitment to a 30-year period for record of attainment record retention and complies with AQF Standard 3.4

We will only disclose information that we have about you:

- To the extent specifically required by law; or
- To the extent specifically required as an RTO for compliance purposes; or
- For the purposes of this agreement (including disclosing information in connection with any queries or claims).
- All students have timely access to current and accurate records of their participation. Students seeking advice concerning their course participation should in the first instance contact AAAT using the 'contact us' form on the website.

\*Student record information may be provided to ASQA (Australian Skills Quality Authority) upon request.

\*\* Student record information may be provided to the NSW Food Authority upon request if undertaking the NSW FSS unit – SITXFSA001 - Use hygienic practices for food safety (Release 1) & SITXFSA002 - Participate in safe food handling practices (Release 1)

## Unique Student Identifier

All students studying nationally recognised training in Australia from 1 January 2015, are required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI allows our students online access to their training records and results (transcript) through their online USI account.

A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive their statement of attainment or qualification and who are either residents of, or have a current visa that provides permission to study in Australia (please see the “Overseas Students Policy” for details of restrictions that apply to the enrolment of people who hold certain subclasses of visa). The USI can be created or verified online via the AAAT website management portal and is at no cost to the students.

This USI will remain the students for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.

Students can access their USI accounts online from computers, tablets or their smart phones anytime.

The USI will link with the new VET data collection and reporting requirements. The USI is now a mandatory data field for reporting nationally recognised training. The USI is a requirement under Commonwealth legislation and conditions of registration for training organisations.

AAAT must have a valid USI for our students before we issue a student with a qualification or statement of attainment. This applies to:

- New students
- Pre-enrolled students
- Continuing students
- School students completing nationally recognised training

## Procedure

AAAT require all students to apply for and receive their USI prior to receiving their statement of attainment in a training course or program.

AAATI is not exempt from providing AVETMISS and USI data.

USI information is confidential and numbers must not be disclosed. AAAT will apply the same security measures to USI information as applied to Student records; and these records must be retained for 30 years.

## Related Standards & Legislation

- Standards for Registered Training Organisations (RTOs) 2015
- Student Identifiers Act 2014
- Education and Training Reform Act 2006
- Privacy Act 1988

## Overseas Students Policy

AAAT provides accredited training to people from Australia and any other country as long as they are not considered to be an “Overseas Student”.

“Overseas Students” can only be trained by training organisation’s who are registered on CRICOS as specified in the ESOS Act 2000. AAAT is not CRICOS registered and has no plans to register for CRICOS in the future. Before a person who is not an Australian citizen enrolls in any accredited AAAT course, **they acknowledge, by accepting the Terms & Conditions prior to payment, that they are not an “Overseas Student”.** The person will also be asked again by an AAAT assessor at the final stages of their training and prior to issuance of a statement of attainment, if they hold a student visa. Any persons who are identified as an “Overseas Student” cannot enroll or attain a statement of attainment in any accredited courses with AAAT.

An “Overseas Student” is defined in the ESOS Act 2000 as a person who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994). This includes the following subclasses of visa:

- a Subclass 500 (Student) visa;
- a So effectively a person on a student visas 570 (Independent ELICOS Sector) visa;
- a Subclass 571 (Schools Sector) visa;
- a Subclass 572 (Vocational Education and Training Sector) visa;
- a Subclass 573 (Higher Education Sector) visa;
- a Subclass 574 (Postgraduate Research Sector) visa;
- a Subclass 575 (Non-Award Sector) visa;
- a Subclass 576 (Foreign Affairs or Defense Sector) visa.

*\* Please note persons who hold a secondary Subclass visa are subject to the same conditions.*

*\*\* Verification may require the submission of the person’s passport/immiCard number and country of issuance, which is then verified automatically, using the Department of Home Affairs VEVO system.*

## Complaints and Appeals

AAAT’s Management shall ensure that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness and remains publically available. All complaints and appeals shall be subject to notification within AAAT’s management meeting and require the implementation of AAAT’s complaints and appeals process.

### Scope of Complaints and Appeals Policy

AAAT will manage and respond to allegations involving the conduct of:

- AAAT, its trainers, assessors or other staff;
- a third party providing services on AAAT’s behalf, its trainers, assessors or other staff; or
- a learner of AAAT.

## Complaints and Appeals Procedures

Learners may choose to submit a complaint to AAAT staff via the Informal Process or Formal Process. (Please note 'AAAT staff' will be considered to include third parties or partnering organisation staff)

### Informal process

- Learners may submit a complaint (verbally or in writing) directly to AAAT's staff with the purpose to resolve a complaint through discussion and through mutual agreement. All complaints received will be acknowledged in writing by AAAT's Management.
- AAAT staff are required to explain to the Learner the Informal, Formal and complaints and appeals processes available to them.
- Learners may be accompanied by a third party of their choice to support them in the informal process discussion.
- All informal complaints when finalised shall be reported to AAAT's Management by AAAT's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- All informal complaints that are not resolved with Learners by mutual agreement with AAAT's staff will require the completion of the formal complaints process.

### Formal Process

- When a Learner wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the Learner may submit a formal complaint to AAAT's management utilising the '**Student Complaint Form**'.
- AAAT's Management will respond in writing to all formal Learner complaints within 5 days of receipt of a 'Student Complaint Form'.
- When a Complaint is recognised as requiring more than 60 calendar days to resolve AAAT's management must inform the complainant in writing, including reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.
- AAAT's Management shall respond to formal complaints from Learners in writing proposing a resolution to the complaint.
- AAAT Management responses to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- All formal complaints when finalised shall be reported to AAAT's Management by AAAT's staff (via a stakeholder feedback form) for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

### Appeals Process

In the event of a Learner advising that they are dissatisfied with the proposed solution for a formal complaint to AAAT's management, the CEO shall provide an additional opportunity to provide a solution and shall apply the External Appeal process.

### External Appeals

- The CEO shall advise the Learner that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the Learner.
- The selection of the Independent Third party shall be communicated with the Learner and the selection must be with the mutual agreement of the Learner.
- AAAT's management shall make contact with the Independent Third party and provide all

documentation related to the formal complaint and Learner contact details.

- Independent adjudication responses must be within 7 days from the date that all formal complaint documentation is provided to the Independent Adjudicator.
- When an Appeal process is recognised as requiring more than 60 calendar days to resolve AAAT's management must inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.
- On receipt of the formal complaint documentation the Independent Third party shall make contact with AAAT's Management staff and the Learner and arrange a suitable time for further discussion pertaining to the formal complaint.
- All Independent Third Party proposed solutions shall be final and be reported to AAAT's management and the Learner in writing and will require immediate implementation by both parties.

### Assessment result appeals

All appeals from Learners relating to assessment results must be received in a period no longer than 3 months following the competency decision.

### Assessment Appeals Procedure

Staff delivering training and assessment services on behalf of AAAT will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Provide each student that requests an assessment appeal with the required '**Assessment Appeal form**'.
- Communicate directly via email as soon as possible with AAAT's management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.
- Schedule a meeting with the student and AAAT's management when a completed assessment appeal form is received from a student.
- Communicate any outcome decision by AAAT's management to uphold or overturn an assessment appeal to the student's by completing the assessment appeal form clearly identifying the reason for the outcome.
- All assessment appeals will be processed by AAAT's staff and management within 10 days of receipt of an appeal. All assessment appeals must be maintained on the students file.
- Student records will be adjusted to comply with AAAT's management appeal outcome decisions.

### Complaints and appeals records

AAAT's management shall maintain records of all complaints and appeals and their outcomes and reference complaints and appeals in AAAT's Management meeting minutes identifying potential causes of complaints and appeals and takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

Records of all Informal, Formal complaints and appeals will be recorded in AAAT's Review meeting minutes and all written student complaints records will be retrievable through the Student Complaints PCFs.



## Language, Literacy and Numeracy (LLN)

AAAT, where possible, provide training and assessment support services that meet learners individual needs regardless of their age, gender, culture or background. AAAT recognize some participants require more assistance than others. Participants with language, literacy or numeracy issues should notify AAAT by ticking the 'special needs' box on the AAAT registration page. Participants who request additional assistance will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken. This assistance provided by AAAT will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner. Some courses at AAAT require a minimum level of English. Participants with English difficulties may be eligible for free English tuition provided by the Adult Migrant English Program (AMEP). Information on this program can be found at [www.immi.gov.au/amep](http://www.immi.gov.au/amep).

Random sampling of students is conducted to ensure the authenticity of those completing learning and assessment online. A minimum standard of language, literacy and numeracy is required to complete online learning. If the participant fraudulently declares the minimum level is met, a statement of attainment may not be issued.

All students are questioned at the time of enrolment where they are provided with the opportunity to declare special needs in this area. If this is not indicated, the student has declared they have the minimum language, literacy and numeracy skills to proceed with online learning.

In addition, all students are required to undertake a short LLN self-assessment prior to the commencement of training. Satisfactory completion of the assessment is an entry requirement for admission into any course or unit.

## Satisfactory Performance

Students do not have to attain 100% correct in the assessment to demonstrate a satisfactory performance. The trainer/assessor has discretion as to whether or not the student fulfils the requirements for LLN. If an incorrect answer is submitted the student is flagged as a person who may require assistance or modified learning. AAAT will contact the student to discuss the incorrect answer/s submitted to determine if ongoing assistance is required. The student will be flagged for the duration of their training to assist trainers and assessor in recognising learners who require additional assistance or training.

Trainers/assessors base their judgement on:

- If the student can complete their enrolment in full
- If the student obtains at least 90% correct in the assessment

## Access and Equity

AAAT is committed to providing training and assessment services to all clients regardless of race religion sex socio-economic status, disability, language, literacy or numeracy. AAAT has a legal and moral obligation to provide an environment free from discrimination based on age, sex, race, disability, religion, and political conviction, and sexual preference, medical or criminal history. AAAT respects the rights and beliefs of all staff, consultants and participants with whom they may enter into a learning partnership

AAAT personnel are aware of and will adhere to our access and equity principles and processes. Training delivery and assessment is catered for in a valid, reliable, fair and flexible manner.

## Access to Trainer/Assessors

Students may require assistance from time to time from a trainer or assessor. AAAT is committed to ensuring training participants are provided with as much information as is needed to successfully complete training. AAAT normal office hours are from 9am to 5pm Monday to Friday, however as an online provider we offer after hour's service. After hours live message service is available 365 days a year: 1300 287554 or email enquiries: [info@aat.edu.au](mailto:info@aat.edu.au), in addition, any customer related enquiries can be answered using the AAAT website, and alternatively, participants may also request a call back using our automated enquiry form that will guarantee assistance within 1 hour during standard office hours. Live chat is also available when staffing permits.

## Welfare and Guidance

A participant experiencing any difficulty or concerns about their training experience should make contact with the lecturer or AAAT where a range of solutions may be discussed and provided.

## Legislative Compliance

AAAT conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OHS, Harassment, and Discrimination, Equal Opportunity and Vocational Education and Training Legislation.

## Stakeholder Feedback

AAAT is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.

## Student Resource Requirements

Students are required to have the minimum required resources to be able to train online. These resources are as follows:

- Access to a desktop computer or notebook
- Access to a modern operating system
- Access to a broadband internet connection
- Access to an up to date internet browser
- Access to an email account and program
- Access to a printer