

# STUDENT INFORMATION GUIDE





Contents

1. Introduction ..... 4
Welcome ..... 4
The RTO ..... 4
This Student Information Guide ..... 4
Australian Institute of Vocational Development Pty Ltd (AIVD) ..... 5
2. Responsibilities ..... 6
Student Responsibilities ..... 6
RTO Responsibilities ..... 7
Trainer Responsibilities ..... 7
Employer Responsibilities (if applicable) ..... 9
Workplace Supervisor Responsibilities (if applicable) ..... 9
Changes to Services ..... 10
3. Student Policies ..... 11
3.1. Marketing and Recruitment Policy ..... 11
Policy ..... 11
Objective ..... 11
..... 11
3.2. Enrolment Policy ..... 12
Policy ..... 12
Objective ..... 12
Course Information ..... 12
Course Entry Requirements ..... 13
3.3. Fees, Charges and Refunds Policy ..... 14
Policy ..... 14
Objective ..... 14
Fees and Charges ..... 14
Refunds ..... 14
3.4. Student Support and Progression Policy ..... 15
Policy ..... 15
Objective ..... 15
Student Support Services ..... 15
External Support Services ..... 16
3.5. Privacy and Personal Information Policy ..... 17
Policy ..... 17



Overview .....	17
Your Privacy and Personal Information .....	17
3.6. Unique Student Identifier (USI) Policy .....	18
Policy .....	18
Overview .....	18
3.7. Complaints and Appeals Policy .....	19
Policy .....	19
Overview .....	19
3.8. Training and Assessment Policy .....	20
Policy .....	20
Overview .....	20
Qualification Structure .....	20
Delivery Mode.....	20
3.9. Recognition Policy.....	21
3.10. Certification Policy .....	22
Policy .....	22
Overview .....	22
Issuance of Qualifications.....	22
4. Training and Assessment Definitions .....	23
Issuance of Statements of Attainment .....	24
5. Replacement AQF Certification .....	24



## 1. Introduction

### Welcome

Welcome to Australian Institute of Vocational Development Pty Ltd (trading as Australian Institute of Vocational Development (AIVD))!

Thank you for your decision to study with AIVD. Your choice is the first step toward learning new skills, developing new knowledge, and being presented with new career and personal opportunities. Time spent training is time spent valuably, and we look forward to spending this time with you.

### The RTO

You have chosen to study with AIVD, which means that the company is licensed by the Australian Skills Quality Authority (ASQA).

ASQA is the national registering and course accrediting body. It is responsible for the quality assurance and recognition of vocational education and training (VET) services. By registering as an RTO with ASQA, the company has demonstrated that it is compliant with the Standards for Registered Training Organisations (RTOs) 2015, which are the national standards for vocational training. This means that it can train and assess you toward nationally recognised qualifications and units of competency, and that you can be comfortable that a commonwealth government organisation assures its quality.

### This Student Information Guide

This Student Information Guide contains all the information you will need to make an informed decision about enrolling with AIVD. This guide has been designed to correspond with each stage of your student experience as per below:

- Marketing and Recruitment
- Enrolment
- Support and Progression
- Training and Assessment
- Certification

The Student Information Guide includes relevant RTO policies and procedures, information on applicable laws and regulations, and details of the responsibilities of the various parties involved in your student experience. Throughout this guide there is reference to other documents such as policies and procedures which are available upon request or by accessing our website at: <https://aivd.com.au/>.



## Australian Institute of Vocational Development Pty Ltd (AIVD)

AIVD is a registered organisation (RTO) that is governed by the Australian Skills Quality Authority (ASQA) the regulatory body that ensures we maintain a high quality of training delivery. We are registered to deliver the following qualifications:

Code:	Title:	Status:
CHC30121	Certificate III in Early Childhood Education and Care	Current
CHC32015	Certificate III in Community Services	Current
CHC33015	Certificate III in Individual Support	Superseded
CHC43015	Certificate IV in Ageing Support	Current
CHC43115	Certificate IV in Disability	Superseded
CHC50121	Diploma of Early Childhood Education and Care	Current
CPC40120	Certificate IV in Building and Construction	Current
HLT33115	Certificate III in Health Services Assistance	Current
ICT30519	Certificate III in Telecommunications Technology	Current
RII30820	Certificate III in Civil Construction Plant Operations	Current
RII30920	Certificate III in Civil Construction	Current
TLI27121	Certificate II in Rail Infrastructure	Current
TLI30321	Certificate III in Supply Chain Operations	Current
TLI37121	Certificate III in Rail Infrastructure	Superseded
UEE30420	Certificate III in Data and Voice Communications	Current



## 2. Responsibilities

### Student Responsibilities

As a student, you are entering into an agreement with AIVD and will be asked to agree to meet certain responsibilities as outlined in the **F-011.2 Code of Conduct for Students**. The Code of Conduct outlines your responsibilities as follows:

1. Follow AIVD policies and procedures as outlined in enrolment and the Student Information Guide.
2. Communicate effectively with all AIVD staff and/or other relevant stakeholder whether verbal or in writing.
3. Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance.
4. Attend all scheduled training sessions and notify the trainer / branch before the scheduled start time, if unable due to sickness or any other appropriate reason.
5. Ensure all behaviour, actions and practices support the trainer in delivering the training whether one to one or in a group setting.
6. Respond to any reasonable instruction from a member of Staff.
7. Refrain from any form of discrimination, bullying or harassment.
8. Contribute positively to all modes of training and refrain from disruptive behaviour.
9. Produce necessary forms of identification to AIVD when required.
10. Complete all necessary paperwork accurately within the specified timeframe.
11. Treat fellow Students, AIVD Staff, host employers and/or AIVD staff with respect, honesty, dignity, and sensitivity at all times.
12. Do not endanger or potentially endanger the safety, health, and well-being of others unintentionally or deliberately by breaching AIVD's policies and procedures.
13. Raise any issues, concerns and/or breaches of the Code with AIVD in a timely manner avoiding any form of escalation.
14. Respect the privacy and confidentiality of AIVD, staff, and students in the collection of any business or personal information.
15. Care for the property of students, staff and the property of AIVD or host employer.
16. Conduct myself in a professional manner at all times (including hygiene, neat and clean attire).
17. Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment / machinery.
18. Ensure that all communication devices are switched off or put on 'silent' during class times.
19. Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer.
20. Only submit work that is original and not plagiarised.
21. Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.



## RTO Responsibilities

By accepting your enrolment into a course, AIVD has taken on obligations to you as a student. Some of these obligations and responsibilities are created by the standards and regulation under which we work, and some are due to the agreement we have with you as a student. These obligations include:

- Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you.
- Develop a training plan for you which details the journey you will take through your studies.
- Ensure that any workplace arrangement, such as an apprenticeship or traineeship, is organised and monitored.
- Monitor your progress through the course and implement support strategies where necessary.
- Keep you informed of any changes in legislation, AIVD policy, or any other change which would affect your enrolment in, and progression through your course.
- Maintain thorough records of your training and assessment and provide you with access to those records when you request it.
- Issue a Certificate or Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course.
- Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.

## Trainer Responsibilities

All trainers and assessors employed by AIVD enter into an agreement with the RTO to ensure they meet certain responsibilities as outlined in the F-150.2 Code of Conduct for Trainers and Assessors. The Code of Conduct outlines their responsibilities as follows:

1. Act in the best interest of the student always by adhering to the RTO policies and procedures, being a role model to all students, engaging students in the relevant learning and offering support and encouragement with sensitivity.
2. Keep abreast of any ongoing changes to policies and procedures.
3. Report any potential conflict of interest between the student, employer and/or trainer/assessors in the assessment process and discuss with management to implement solutions.
4. Present a non-hostile and encouraging learning and assessment environment at all times, both onsite and in the students' work environment.
5. Ensure all forms of victimisation, discrimination and/or harassment are prohibited.
6. Recognise, promote, encourage, and safeguard the individual rights of students during and after the training and assessment process.
7. Make certain that personal beliefs, bias for or against the student does not influence the assessment outcome.
8. Maintain professional relationships with staff and students by ensuring boundaries are not exploited internally and externally.



9. Ensure that all evidence decisions are based on actual direct, indirect, and/or supplementary evidence and verified against the Rule of Evidence being valid, sufficient, current and authentic.
10. When undertaking assessments ensure that all procedures and instructions outlined within the assessment tools are abided by and adhere to the Principles of Assessment being valid, reliable, fair and flexible.
11. Complete all paperwork within the required timelines and in an accurate compliant manner.
12. Communicate effectively with the students regarding the responsibilities, boundaries, expectations, consequences, and outcomes at all times with regards to assessment practices.
13. Report the assessment process and outcomes as per the RTO procedure including reasonable adjustments, assessment outcomes and feedback.
14. Maintain confidentiality on the assessment decision / outcomes and records of individual/personal details ensuring release is only warranted with written permission obtained by the student.
15. Ensure all paperwork related to student assessments is kept secure and passed to administration teams immediately once completed.
16. Does not accept any incentive or encouragement while carrying out assessment duties that may support a positive assessment outcome which is not merited.
17. Report indecent behaviours acted by the student and/or others involved in training and assessment practices to management immediately to prevent unnecessary escalation that may impact on the student's experience.
18. Maintain competence and currency in the vocation (VET) / industry (workplace) by partaking in regular professional development activities, internally or externally with approved third parties and/or at appropriate work sites.
19. Ensure that the student and other relevant stakeholders' safety, health and wellbeing is not jeopardised at any time during training and assessment activities.
20. Maintain up to date records re ASQA trainer/assessor requirements on the approved and current version of the RTO template F-061 Trainer Matrix using both F-511.2 Professional Development Record and Approval Form and the F-519 Professional Development Record – Industry Currency Form to record evidence to be cited on the F-061 Trainer Matrix.

NOTE – A request can be made of any trainer/assessor to update their existing matrix and it must be supplied within 24 hours. Newly employed trainers must complete and provide a F-061 Trainer Matrix before commencing teaching.





## Employer Responsibilities (if applicable)

Some courses offered by AIVD may be workplace based. If this is the case then your employer, meaning the business which employs you, has agreed to take on certain responsibilities. If you are an apprentice or trainee there are additional employer responsibilities which will be made clear to them by the Australian Apprenticeship Support Network (AASN) Provider. Responsibilities held by all employers include:

- Providing you with legal employment at the appropriate training wage for your award or workplace agreement
- Provide you with a safe working environment and a qualified and competent supervisor
- Allow both you and your supervisor sufficient time to conduct training and to discuss your progress
- Maintaining contact with the AIVD

## Workplace Supervisor Responsibilities (if applicable)

If you are undertaking your course in the workplace, the supervisor who oversees you on a day-to-day basis has responsibilities as well. Whilst supervisors are not authorised by AIVD to perform training or assessment on its behalf, they may be involved in collecting evidence of your competence and mentoring you on your journey. The responsibilities of the workplace supervisor include:

- Allowing you to take the agreed time away from routine duties to undertake your training and assessment.
- Co-ordinating your training and assessment so that it does not affect your performance as a staff member.
- Mentoring and assisting you to link what you are learning with the skills demanded of you by your job.
- Maintaining contact with AIVD so that issues of support and progression can be addressed in a timely manner.



## Changes to Services

During your training, events might occur which could have an impact on your progression and completion. These are not always within your control or that of AIVD. Examples of these types of events include changes in the:

- Training package on which your course is based, which are released by the Australian government
- Apprenticeship and traineeship system, which are made by the Australian government
- Ownership or in the management of AIVD
- Your trainer and assessor might be changed
- Third parties who are taking a role in your training program, including those who are providing educational support services
- The addition of new third-parties to your training program

If a change like those described occurs, AIVD will advise you as soon as possible. Your notification will be in writing and will describe the change which is occurring and the effect which it may have on you.

If there is to be any material change to your course of study these will be discussed with you and their affect will be agreed between you and AIVD. This includes changes to any support services being provided, or changes which may require the addition of new support services.

The information below relates to the policies and procedures that guide AIVD in the delivery of your training and assessment services. If at any time you need clarification on this information please contact us at [studentsupport@AIVD.edu.au](mailto:studentsupport@AIVD.edu.au).



### 3. Student Policies

This guide has been designed to correspond with each stage of your student experience as per below:

#### 3.1. Marketing and Recruitment Policy

##### Policy

AIVD will ensure that students and employers will be provided with clear, accurate and readily available information that assists them in making informed decisions about the training that will best suit their needs. AIVD will achieve this by adhering to transparent, ethical and responsible marketing and advertising practices as prescribed by the Standards for RTO's (SRTO's) 2015, state funding bodies and any relevant legislation.

##### Objective

To ensure that prospective and current students and employers are provided with accurate and accessible information about the courses on its scope of registration.

If you feel that you have not received, or have not understood, any of the above information as it relates to your chosen course, please do not hesitate to contact the administration team. They can provide guidance to ensure that you are a fully informed student and are ready to apply for your course.





## 3.2. Enrolment Policy

### Policy

To establish and implement responsibilities to ensure that AIVD Pty. Ltd. fulfils the requirement of Standards for Registered Training Organisations 2015 ensuring student enrolments are fair, consistent, and non-discriminatory.

### Objective

To ensure an informative, systematic process occurs nationally by implementing and maintaining a centralised system to ensure a reliable, fair, accurate enrolment process between AIVD and the student enabling students to make informed decisions on selecting the AIVD and their capacity to confirm the student's ability in completing the course.

### Course Information

Once you have made the decision to enrol in a course, it is critical that you have a full and complete understanding of how that course will be delivered and assessed, what your obligations are, and what you can expect from AIVD before you enrol. This is because AIVD wants you to have the best possible chance to succeed, and to ensure it meets its registration obligations.

- When you complete an application for enrolment form you will be asked to sign a declaration that you have received or read:
- Advice about whether the course you are seeking to enrol in is right for you, given your experience, existing skills, and your future.
- The title and code of the nationally recognised course you want to enrol in, so that you can research further information about it.
- Detailed information about how the training program is going to be delivered, and what additional support services will be available to you if you require assistance to complete your course, including:
  - How long the course will take
  - Where you will be undertaking your training and assessment
  - How the course will be delivered
  - Whether any person or company other than AIVD is going to be involved in your training and assessment, and who they are
  - Whether you will have to undertake work placement as part of your course.
- Information about obligations which AIVD has in the delivery of your training and assessment, such as to ensure the quality of your course, to comply with its regulatory requirements, and to issue you with a nationally recognised certificate when you successfully complete your course.
- Information about the obligations which you will have when you enrol, such as the need to demonstrate pre-requisite skills and knowledge, to pay your fees and repay any debt you occur if you access a loans scheme, and any equipment which you must bring to your studies.
- Information about your rights as a student, such as your right to access the AIVD complaints and appeals policy, and what protection exists for circumstances in which AIVD cannot deliver your course for any reason.



- Full and complete details of any funding or loans program which can be accessed to pay for training, if available, and what the result of accessing a program would be on your future entitlements.

## Course Entry Requirements

AIVD is dedicated to ensuring that all students have the best possible chance of success in their chosen course, and in their careers. To assist with this, AIVD undertakes careful assessment of those who seek to enrol in its courses. This ensures that you are the right fit for the course, and that the course is the right fit for you. Where there are no formal entry requirements for this qualification, AIVD requires students to meet the following criteria:

- Must have, or be willing to apply for, a Police Clearance
- Must have, or be willing to apply for an NDIS Worker's Screening Clearance Check
- Must have, or be willing to apply for, a Blue Card online
- Undertake a Language, Literacy and Numeracy (LLN) assessment

The purpose of the LLN assessment is to determine that your LLN skills are at a level that will give you every opportunity to successfully progress through and complete this qualification. If your LLN assessment results do not meet the required level, we will discuss the following options with you:

- Undertake foundation skills course work to assist in improving your LLN skills to a level that meets this entry requirement; your enrolment will not proceed at this time.
- Prepare a support plan that outlines support measures that will assist in the development of your LLN skills whilst participating in the training program
- The LLN assessment will be conducted online and requires at least a basic level of computer literacy to complete. Our staff will be able to guide you in terms of access to the system however they are NOT permitted to assist in the completion of the assessment.
- The Suitability Discussion will be undertaken with a staff member and will focus on ensuring that you fully understand the course structure, delivery strategy, assessment process, and all other relevant details of your selected course. The discussion will also encompass your career goals, and to finally ensure that the selected course is the right one for you.
- Between these two processes, a determination will be made regarding course entry. In some cases, the result may be admission with support and where this is required, the support strategy will be discussed and agreed upon in consultation with you prior to the commencement of your training program.





### 3.3. Fees, Charges and Refunds Policy

#### Policy

To ensure that accurate and consistent processes are applied for all fees, charges, and refunds at a national level for both fee for service and VET Government funded courses as per the RTO standards 2015 and VET contractual agreements per state.

#### Objective

To ensure that all applicable fees and charges payable for courses are communicated accurately, invoiced, recorded and where applicable - refunded, according to the RTO procedures, payment terms agreed to during enrolment, the service agreement, state funding contracts and national legislation.

#### Fees and Charges

AIVD charges fees for its training services, and you may have a fee to pay when you enrol in your selected course. To ensure that you are protected as a consumer, you will be provided with all relevant fee information via a **F-048 Statement of Fees**, prior to being required to pay. This will include:

- The fee amount which you will be required to pay for your course
- The payment terms on which you will pay those fees, including the timing of your required payments
- Your rights as a consumer in Australia
- Your right to attain a refund in certain circumstances, such as when AIVD cannot deliver your course for any reason
- In some cases, your employer or another party may pay fees on your behalf. When this occurs, it will be made clear to both you and your employer of who will be paying and what amount.
- Additionally, AIVD takes action to protect your fees and protection exists to ensure that you can enrol with confidence. The principal protection which is provided to you is a pre-paid fee limit - AIVD will never require you to pay more than \$1,500 in advance and will never allow your advance payment balance to rise above \$1,500. This fee protection mechanism applies to all students of AIVD and complies with the Standards for RTOs 2015.

#### Refunds

AIVD has a clear and well enforced refund policy in place, so you can pay your fees fully informed as to the circumstances in which you would be entitled to a refund, and how much of a refund you would receive.

To access the **P-033.2 Fees, Charges and Refunds Policy and Procedure**, and the associated forms required to apply for a refund, plus further information about how we administer our fees and charges, please visit the AIVD website: [www.AIVD.edu.au](http://www.AIVD.edu.au).



## 3.4. Student Support and Progression Policy

### Policy

AIVD will ensure that it has sufficient educational and support services to meet the needs of the learner cohort/s undertaking training and assessment. AIVD will implement student support mechanisms and monitor the support needs of students over the entire student life cycle. This policy will provide information relating to staff responsibilities in the provision of student support services across the organisation.

### Objective

To ensure a systematic process occurs by implementing individual student support measures that meet their specific needs which is consistently applied across the organisation and that meets the Standards for RTO's (SRTO's) 2015. Additionally, AIVD will ensure that students receive support that is responsive, adequate, and appropriate to the individual needs of students.

### Student Support Services

AIVD is dedicated to ensuring that all students who are admitted to a course have the best possible support to complete their studies. If a support need has been identified through the suitability discussion, LLN assessment or through another source, then a **F-013.2 Student Support Form** will be completed and discussed with you to agree upon support measures to be implemented to assist you with your studies.

Some of the support measures that can be implemented may include:

- Language, Literacy, and Numeracy Support such as additional training in these foundation skills or additional contact hours provided by the trainer
  - Physical adaptations such as accessible classroom spaces and bathrooms, large print or audio resources, or screen reading technology
  - Information technology support, such as guides, instructional videos, and one-to-one support which detail how to use learning technology required to engage with the course material
  - Mentoring, coaching, tutoring, and other extra-classroom one-to-one support activities
  - Personal counselling to assist those who are going through a tough time or are experiencing issues not related to the course, but which are affecting their progression
  - Career guidance, job search, and internship placement.
- Not all services may be available for all courses, and some services may incur an additional fee. The services to be provided and any fees to be charged for those services will be agreed prior to course commencement.





## External Support Services

The below examples/suggested sites have been provided for your reference and may assist you if needed:

- **Beyond Blue**

Beyond Blue provides support for people suffering with depression or anxiety with information to help further educate anyone looking for help and provides a list of national helplines and websites for those in need.

[www.beyondblue.org.au/](http://www.beyondblue.org.au/) - 1300 224 636

- **Lifeline**

Lifeline provides support especially in emergency crisis situations relating to mental health. Lifeline can provide support via phone; crisis support chat on their website or by text message.

<https://www.lifeline.org.au> – 13 11 14

- **Childcare – The Queensland Government**

The Queensland government aims to assist all individuals in finding a suitable childcare program that suits their lifestyle. To assist with this, they provide information on their website regarding options, fees and costs and how to find a suitable childcare centre. <https://earlychildhood.qld.gov.au/early-years> - 13 QGOV (13 7468)

- **Family and Child Connect**

Family and Child Connect work with a collection of services aiming to support each unique family situation to address:

- Better family relations
- Stopping violence
- Alcohol, drug and gambling problems

<http://familychildconnect.org.au/> - 13 FAMI (13 32 64)

- **Centrelink**

Centrelink provides social security payments and services to eligible Australians, including:

- Payments and services to help your child's education and health care
- Income support for individuals looking to complete study or gain assistance to get a job
- Payments and services for older Australians
- Payments and services to assist with illness, injury or disability

<https://www.servicesaustralia.gov.au/individuals> 13 24 68

- **The Reading and Writing Hotline**

The Reading and Writing Hotline is a free national service for those who are looking for assistance with reading, writing and basic mathematics. They offer services including:

- Information on classes in your area
- Assistance via mail or computer
- Finding teachers and others who can support you
- Suggesting websites and books to assist you

<https://www.readingwritinghotline.edu.au/> - 1300 655 506





## 3.5. Privacy and Personal Information Policy

### Policy

This policy is to ensure AIVD meets its legal and ethical obligations in regard to the collection, use, storage, security and destruction of personal and sensitive information collected from all stakeholders. AIVD will adhere to all legislative requirements as outlined in the Privacy Act 1988, Australian Privacy Principles (and any subsequent amendments) as well as the requirements under the Standards for RTO's 2015.

### Overview

To ensure that AIVD, its staff and other stakeholders are aware of the measures in place to ensure the confidentiality and security of their personal and sensitive information and how the information collected will be used.

### Your Privacy and Personal Information

AIVD takes the privacy of your personal information extremely seriously and has a clear and well enforced privacy policy in place. This means that you can provide your personal information, which is required for enrolment, with the knowledge that it will be kept securely and confidentially. AIVD's privacy policy is fully compliant with the Privacy Act 1988 and the Australian Privacy Principles and is publicly available. To access the **P-039.2 Privacy and Personal Information Policy & Procedure** please visit the RTO website.

[www.AIVD.edu.au](http://www.AIVD.edu.au)



## 3.6. Unique Student Identifier (USI) Policy

### Policy

To establish and implement responsibilities to ensure that AIVD fulfils the requirement of Clause 3.6 of the Standards for Registered Training Organisations 2015 (SRTO's 2015) and the Student Identifier Act 2014.

### Overview

To ensure a systematic process occurs nationally by implementing a centralised system to ensure a reliable, secure, and accurate set up and reporting of a student's nationally recognised training record in compliance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS).

- If you are studying a nationally recognised qualification in Australia, you are required to have a Unique Student Identifier (USI) unless you have an exemption under the Student Identifiers Act 2014. Your USI links to an online account that contains all your training records and results from 1<sup>st</sup> January 2015 onwards. A key benefit of your USI is that it will enable consolidation of information on nationally recognised training completed by you from January 2015 onwards.
- Training organisations are required to submit this information to NCVER at least once a year. Following the annual data collection in February, you will be able to access your USI account to view your training history online, or to generate authenticated transcripts which you can provide to prospective employers or other training providers. Getting a USI is free, and easy. You can create your own USI and will only take a few minutes of your time and you can find out further information by visiting [www.usi.gov.au](http://www.usi.gov.au).



## 3.7. Complaints and Appeals Policy

### Policy

To ensure that AIVD has a systematic process to manage complaints and appeals for all stakeholders which includes staff, students and any other person involved with AIVD and to ensure that complaints and appeals are dealt with in a timely and equitable manner.

### Overview

To provide a framework to manage complaints and respond to allegations involving the conduct of:

- AIVD, its trainers, assessors, or other staff
- A third-party providing services on AIVD's behalf, its trainers, assessors, or other staff
- A learner of AIVD

To provide a framework to manage appeals and respond to requests for a review of a decision, including assessment decisions, made by AIVD or a third-party providing services on AIVD's behalf.

- A complaint is a written or verbal statement expressing dissatisfaction based on an unsatisfactory or unacceptable experience and would generally be directed at the general performance of the RTO or its staff in the delivery of services.
- An appeal in the context of Vocational Education and Training is a right given to the student to challenge an assessment outcome should they be dissatisfied believing that the decision made was incorrect.
- To facilitate the complaints and appeals process, based on the principles of natural justice, has been created by AIVD. For more information, see the **P-006.2 Complaints and Appeals Policy and Procedure** on our website: [www.AIVD.edu.au](http://www.AIVD.edu.au). If you wish to make a complaint, please do this by emailing us at: [complaints@AIVD.edu.au](mailto:complaints@AIVD.edu.au).





## 3.8. Training and Assessment Policy

### Policy

AIVD will ensure that high-quality training and assessment practices are implemented so that students are equipped for employment and/or for further study. Additionally, AIVD will ensure that the training and assessment practices lead to employers having confidence that graduates hold the skills and knowledge necessary to enter the relevant job market.

### Overview

This policy is designed to ensure that assessment within the organisation:

- Meets the needs of all students, clients, staff, and stakeholders
- Provides clear guidelines for staff on assessment practices
- Meet the requirements outlined in the principles of assessment and rules of evidence
- Is undertaken by qualified trainers and assessors
- Meets the requirements of all training package and relevant regulatory bodies

### Qualification Structure

A qualification is made up of multiple units of competency. Some of the units of competency which make up the qualification are required to be completed by all students, regardless of the RTO they are studying with and these units are called core units. Other units are selected from a list of options for each qualification which are called elective units.

### Delivery Mode

AIVD delivers courses in a variety of ways, and you will be informed through AIVD's marketing and your enrolment documentation of the method being used to deliver your course. Examples of some of the different types of training delivery which may occur include:

- Classroom training – traditional training which takes place in a classroom or a simulated work environment, such as you would experience at a university or school
- Online or blended training – a combination of eLearning activities and classroom training which provides flexibility for studying at your own pace and in a place and time of your choosing
- Workplace training – training which occurs partially or completely in your workplace, with a trainer coming to see you as you work so that they can instruct you and assess your performance
- Apprenticeship and traineeship training – bonded training which includes a formal agreement between your employer, AIVD, you, an Australian Apprenticeship Support Network (AASN) provider, and the Australian government.



### 3.9. Recognition Policy

AIVD will implement a systematic approach to accept and provide students credit for units of competency where these are evidenced by:

- AQF certification documentation issued by any RTO or AQF authorised issuing organisation OR
- Authenticated VET transcripts issued by the Registrar

AIVD will implement a systematic approach to Recognition of Prior Learning (RPL) that:

- Complies with the assessment requirements of the relevant training package or VET accredited course AND
- Is conducted in accordance with the Principles of Assessment and Rules of Evidence

#### Overview

AIVD will provide credit for studies completed at another RTO or at any other authorised issuing organisation. Students will not be required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or licence condition requires this. AIVD must provide credit for a unit or module where suitable evidence has been provided of successful completion of a unit or module.

AIVD will ensure that processes for RPL meet the same standards and requirements as other forms of assessment. Students will be advised at enrolment or prior to the commencement of training, that RPL is offered by AIVD. AIVD will conduct RPL assessments with the same rigour as any other form of assessment.





## 3.10. Certification Policy

### Policy

AIVD will ensure the integrity of qualifications issued by implementing and monitoring a systematic approach across the organisation. Additionally, AIVD will ensure the credibility of VET sector qualifications by adhering to the AQF Qualifications Issuance Policy and Schedule 4 & 5 of the Standards for RTO's 2015. AIVD will also ensure that it meets all the requirements of the Student Identifier Scheme which is enabled by the Student Identifiers Act 2014.

### Overview

AIVD will ensure the AQF certification documentation is only issued to learners who have met the requirements of the training product, is issued in accordance with the requirements of Schedule 5, is issued within 30 calendar days and records of issued AQF certification documentation is kept in accordance with Schedule 5.

### Issuance of Qualifications

AIVD will issue you an AQF certification in a timely manner for nationally recognised qualifications and record of results to each student who has meet the requirements of that qualification, any outstanding fees have been paid and a valid USI has been provided within 30 calendar days.



## 4. Training and Assessment Definitions

**Training** refers to the delivery of content relating to each unit of competency according to AIVD's delivery schedule. It covers the required knowledge for each unit of competency to teach and prepare you for assessment in each unit. Training delivery can include:

- Trainer led delivery of content
- Class activities
- Activities that allow you to put in practically apply things you have learnt
- Simulations
- Group discussions

**Assessment** is the process of determining your competence in both the skills AND knowledge required for successful completion of each unit of competency. You will be assessed on the level of your performance of your skills required for each unit as well as your knowledge of the topic. Assessment methods can include:

- Observation of practical skills
- Portfolios of evidence you have collected
- Group project/presentations
- Written/verbal assessment of your knowledge
- Written projects/reports

To be deemed competent in a unit of competency you must successfully complete all tasks in the assessment for that unit of competency. This will involve performing tasks and answering questions related to the requirements of that unit of competency and will always involve at least two different assessment methods.

For each assessment task for a unit of competency, you will be given an outcome of either 'Satisfactory' or 'Not Yet Satisfactory'. If you receive an outcome of 'Not Yet Satisfactory' for any tasks within an assessment, you will have **TWO (2)** opportunities to attempt the task again, otherwise you will receive an overall result of 'Not Yet Competent' for the unit of competency. There will be a fee for service charge payable by yourself, for any other additional attempts.

Once all tasks have been deemed 'Satisfactory' you will receive a 'Competent' result which means you have successfully completed the unit of competency.

**Recognition of Prior Learning (RPL)** is a process that assesses your competency—acquired through formal and informal learning—to determine if you meet the requirements for a unit of study.

You can use a variety of documentation to apply for RPL. This includes, but is not limited to:

- Records of completed training.
- Assessment items
- Assessment records
- Declarations from your employer, and/or
- A copy of your student records provided by ASQA

If you have any questions about training or assessment of your qualification, please speak with your trainer and assessor.



## Issuance of Statements of Attainment

If you complete one or more units of competency but not an entire qualification, you will be issued with a statement of attainment for the units of competency you have completed. Statements of attainment are issued for partial completion providing there are no outstanding fees and AIVD has been provided with a valid USI. Statements of Attainment are also issued within 30 calendar days.

## 5. Replacement AQF Certification

If you lose your qualification, record of results or statement of attainment you can request a replacement by emailing: [studentsupport@AIVD.edu.au](mailto:studentsupport@AIVD.edu.au). Replacement AQF certification requests attract an additional fee of \$85 and you will be asked to submit a F-316.2 Student Release Form as part of your request.

We look forward to assisting you along the way as you progress through your training program.

If at any time you have a query or require further assistance, please feel free to contact student support by emailing: [studentsupportvic@aivd.com.au](mailto:studentsupportvic@aivd.com.au)

We hope you enjoy your training experience with Australian Institute of Vocational Development!