Australian Institute of Vocational Development

EMPLOYER INFORMATION GUIDE

8-34 Gladstone Park Dr, Gladstone Park VIC 3043 | RTO 40596

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1. Introduction

Welcome

Welcome to Australian institute of Vocational Development (AIVD)!

Thank you for your decision to choose AIVD as your preferred training provider.

We look forward to working with you and your staff as we assist students through their training program. Time spent training is time spent valuably.

The RTO

Australian Skills Quality Authority (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 Handbook

This Employer Information Guide contains all the basic information you will need to work with AIVD to execute your responsibilities as the employer of an Australian apprentice or trainee. It has been designed to be as accessible as possible, with each section corresponding to a stage in the VET qualification process, allowing you to easily follow the student's journey, including:

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

This guide includes AIVD policies and procedures, information on applicable laws and regulations, and details of the responsibilities of the various parties involved in the training and assessment process. It is designed for all employers who are engaged with AIVD, though it doesn't contain specific information about the course in which your apprentice or trainee is enrolled. Both the student and you will be provided with information about the course through other documentation.

Throughout this guide references to other documents, such as policies and procedures, are readily available on request from AIVD administration, or from AIVD website – www.aivd.edu.au

2. Marketing and Recruitment

Ethical Marketing

AIVD is committed to ethical marketing and recruitment practices. This means that it has policies and procedures within the organisation to ensure that all marketing material, including the website, contains accurate information about AIVD and the services it offers. This ensures that you can seek further information about the courses which will best meet the requirements of your business and employees, and that AIVD complies with its obligations.

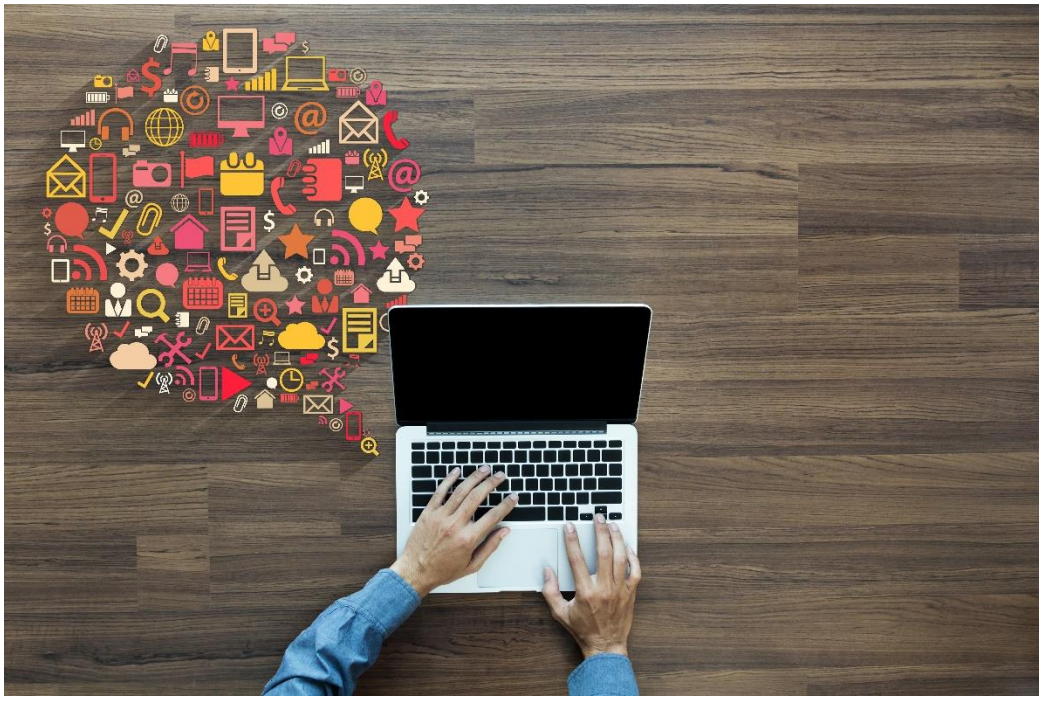
Fully Informed Decision Making

AIVD wants to ensure that, prior to deciding to employ and train an apprentice or trainee, both you and your employee are fully informed about the decision you are making. To this end, AIVD ensures that its marketing materials will always include:

- An accurate representation of the courses which it is currently registered to deliver, and how it delivers them.
- The name, contact details and unique RTO Code of AIVD.
- The title and code of any nationally recognised course it advertises, so that you can research the course details on training.gov.au.
- Information about any third-party (e.g., any other company) which will be providing services, such as recruitment or study assistance, to the student on behalf of AIVD.
- The details of any other RTO involved in the course, including whether they are doing the training and assessment for AIVD.
- Clear information about whether the course the student is doing is nationally accredited or not, such as only using the Nationally Recognised Training logo to market nationally accredited courses.
- Any applicable licenses or registrations which the student would need to get after completing their course to work in their chosen industry.
- Full and complete details of any funding or loans program which are applicable to be accessed to pay for training, and what the result of accessing the program would be to the student's future entitlements.
- A realistic explanation of what you, and the student, will have to do to so that the student can complete the course, including how long it will take, how much work it will be required, and what the further training and career pathways of the student are upon completion.

AIVD also follows a strict policy of using the names of people and companies in its advertising only when it has permission to do so. You can be sure that any testimonial or reference presented is a true and accurate representation of the positive experience of the individual.

If you feel that you have not received, or have not understood, any of the above information as it relates to the chosen course of your apprentice or trainee, please don't hesitate to contact AIVD administration. They can provide guidance to ensure that you are fully informed and are ready to begin training your apprentice or trainee.



3. Enrolment

Fully Informed Application

Course Information

Once you have made the decision to employ and train an apprentice or trainee, it is critical that both you and the student have a full and complete understanding of how that course will be delivered and assessed, what the obligations are, and what you can both expect from AIVD before the student commences. This is because AIVD wants the student to have the best possible chance to succeed, and to ensure it meets its registration obligations.

When the student completes their application for enrolment form, which will include you as the employer, you will be asked to sign a declaration that you have received or read:

- Advice about whether the course the student is seeking to enrol in is right for them, given their experience, existing skills, their plans, and the plans of you as their employer.
- The title and code of the nationally recognised course you want the student to enrol in, so that you can ensure its currency and that it meets the needs of your organisation.
- Detailed information about how the training program is going to be delivered, and what additional support services will be available to the student if they require assistance to complete their course, including:
    - How long the course will take?
    - Where they will be undertaking their training and assessment
    - How the course will be delivered?
    - Whether any person or company other than AIVD is going to be involved in their training and assessment, and who they are if applicable
    - The nature of the apprenticeship or traineeship contract in which the student is engaged, including the responsibilities of all parties
    - Support services, such as learning, literacy or numeracy assistance
- Information about the obligation which AIVD has in the delivery of training and assessment, such as the obligations to ensure the quality of the course, to comply with regulatory requirements, and to issue the student with their Qualification when they successfully complete their course.
- Information about the obligations which both you and the student will have when they enrol, such as the need for the student to demonstrate pre-requisite skills and knowledge, to pay study fees, repay any debt the student incurs if they access a loans scheme, and any equipment which you must provide for the student, or which they must bring to their training course.
- Information about the rights of students, and employers, such as the right to access AIVD complaints and appeals policy, and what protection exists for the circumstance in which AIVD can’t deliver the course for any reason.

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

If you feel that you have not received, or have not understood, any of the above information as it relates to the selected course, please don't hesitate to contact AIVD administration. They can give you guidance to ensure that you are fully informed and are ready to employ and train your apprentice or trainee.

Fees, Charges and Refunds

AIVD charges fees for its training services, and you or the student may have a fee to pay when they enrol in their selected course. To ensure that you are protected as a consumer, you will be provided with all relevant fee information prior to being required to pay. This will include:

- The money which you will be required to pay for the 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 the circumstance in which AIVD can't deliver the course for any reason

If you feel that you do not understand the above information you should contact AIVD administration. They can provide you with an additional copy of your fee information to ensure that you are fully informed. You can also access the current fee structure on AIVD website.

In some cases, you as the employer, or another party, may pay fees on behalf of the student. When this is to occur, it will be made clear to both you and the student. AIVD also provides payment plans when appropriate, so if you would like to discuss, please contact AIVD administration.

The company's obligations as an RTO include taking actions to protect student fees. These protections exist to ensure that you can enrol your employees with confidence, and AIVD takes them very seriously. If you wish to know more about how student fees are protected, please don't hesitate to contact AIVD administration.

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 Fees, Charges and Refunds Policy and Procedure**, and the associated forms required to apply for a refund, and further information about how we administer our fees and charges, please visit the AIVD website.

4. Course Entry Assessment

AIVD is dedicated to ensuring that all students have the best possible chance of success in their selected 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 the student is the right fit for the course, and that the course is the right fit for the student.

AIVD undertakes its course entry assessment through several different processes. These include:

- A suitability discussion with a trainer and assessor.
- An online Language literacy and numeracy.

The suitability discussion will be undertaken with a staff member of AIVD and will focus on ensuring that the student fully understands the course structure, delivery strategy, assessment process, and all other relevant details of their selected course. The discussion will also encompass their career goals, and to finally ensure that the selected course is the right one for the student.

The online Language literacy and numeracy assessment is to ensure that the student has the right combination of language, literacy, numeracy, and study skills to succeed in their selected course. It's not an assessment which they can pass or fail, rather it is an opportunity for them and AIVD to evaluate their fit for the course and determine possible support requirements that they may need.

Between these two processes, a determination will be made regarding course entry. In most cases this will be admission to the course; AIVD's marketing and recruitment procedures ensure that the fit is usually close. In some cases, the result may be admission with support. Where this is required, such as to overcome a barrier to learning or the effects of a disability, the strategy will be discussed and agreed with both you and the student before their enrolment is confirmed. Finally, in very rare circumstances, an application may be rejected. Don't worry though, AIVD never rejects an application without speaking to the student and trying to find a way to assist them further.

Privacy and Personal Information

AIVD takes the privacy of all personal information extremely seriously and has a clear and well enforced privacy policy in place. This means that both you and the student can provide your personal information, which is required for enrolment, fully informed as to how your information will be protected and how it will be used.

AIVD privacy policy is fully compliant with the Privacy Act 1988 and the Australian Privacy Principles and is publicly available. To access **the P-039 Privacy and Personal Information Policy** please visit AIVD website.

5. Apprenticeships and Traineeships

The course in which you are seeking to place your apprentice or trainee is offered under an Australian apprenticeship or traineeship. Because of this there will be additional requirements for enrolment, such as having the contract for training approved by an Australian Apprenticeship Support Network (AASN) Provider. You, in your role as the employer, will also be required to take part in the enrolment process.

The process for enrolling an apprenticeship or traineeship differs depending on your state, and AIVD staff member who is assisting you with your enrolment will help you to understand what is required in your jurisdiction.

You can also access information about the Australian Apprenticeships and Traineeships program at https://www.australianapprenticeships.gov.au/.

Funding Programs

Some of the courses offered by AIVD may be offered with the support of funding provided by a State or Commonwealth government. When this is the case there will be additional requirements, such as an extended pre-training review process, or a requirement to register the application for funding.

The process for enrolling in a course which is supported by government funding differs depending on the state and the specific funding program which the student is accessing member who is assisting the student with their enrolment will help them to understand what is required in their circumstances.

6. Support and Progression

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. The suitability discussion is designed as an opportunity to identify any barriers to your employee completion. The online LLN assessment is designed to identify any LLN barriers and possible support arrangements around these barriers.

If it is agreed that a need for support exists, the nature of the support to be provided will be agreed prior to course commencement. Examples of the types of support offered 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.

In an apprenticeship or traineeship program it is important that any additional support is agreed by you, as the employer. During the enrolment process, if it is determined that there are additional support requirements, you will be consulted and will have the opportunity to agree or disagree with the intended plan.

7. Responsibilities of the Parties

Responsibilities of the Employer

By their nature, apprenticeships and traineeships are largely workplace based. As the employer of an apprentice or trainee you have agreed to take on certain responsibilities. These responsibilities will be made clear to both you and the student by the Australian Apprenticeship Support Network (AASN) Provider. Responsibilities held by all employers include:

- Providing the student with legal employment at the appropriate training wage for their award or workplace agreement.
- Providing the student with a safe working environment and a qualified and competent supervisor.
- Allowing both the student and their supervisor sufficient time to conduct training and to discuss. the student's progress.
- Maintaining contact with AIVD.
- Notifying AIVD of any changes to the student's employment status.

Responsibilities of the Workplace Supervisor

Because apprenticeships and traineeships are workplace based, the supervisor who oversees the student on a day-to-day basis has responsibilities as well. Whilst supervisors are not automatically authorised by AIVD to perform training or assessment on its behalf, they may be involved in collecting evidence of the student's competence and mentoring the student on their journey. The responsibilities of the workplace supervisor include:

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

Responsibilities of the Student

As a student, they are entering into an agreement with AIVD and will be asked to agree to meet certain responsibilities as outlined in the **F-011.3 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.

Responsibilities of AIVD

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.

Responsibilities of the Trainer and Assessor

All trainers and assessors employed by AIVD enter into an agreement with AIVD to ensure they meet certain responsibilities as outlined in the **F-150.3 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 AIVD 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 AIVD 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 AIVD template **F-061 Trainer Matrix** using both **F-511.3 Professional Development Record and Approval Form** and the **F-519 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.

8. Changes to Services

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

- Training package on which the course is based, which are released by the Australian government
- Apprenticeship and traineeship system, which are made by the Australian government
- Ownership or management of AIVD
- Industry expectations of a qualified member of the trade or profession which the student is training to join
- Third parties who are taking a role in the training program, including those who are providing educational support services
- The addition of new third-parties to the training program.

If a change like those described above occurs, AIVD will try to give you, as the employer, and the student notice in advance. If this is not possible, both yourself and employee will be notified as soon as is practical after it occurs. Your notification will be in writing and will describe the change which is occurring and the effect which it may have on you and the student.

If there is to be any material change to the course of study this will be discussed with both you as the employer and the student, and their effect will be agreed between all three parties. This includes changes to any support services being provided, or changes which may require the addition of new support services.

Complaints and Appeals

A complaint is a grievance regarding something or someone that you feel has broken the rules, or which has unfairly affected the student's experience in training. An appeal is a request to review an assessment decision which has been made.

You have the right to make a complaint about AIVD, any staff member of AIVD, another student, any third-party involved in the students training and assessment, or any other aspect of their experience. The student also has the right to appeal any assessment decision made by AIVD.

To facilitate this, a complaints and appeals process, based on the principles of natural justice, has been created by AIVD. For more information, see the P-006 Complaints and Appeals Policy and Procedure on AIVD website. If you wish to make a complaint, please do this via an email to complaints@aivd.edu.au

9. Training and Assessment

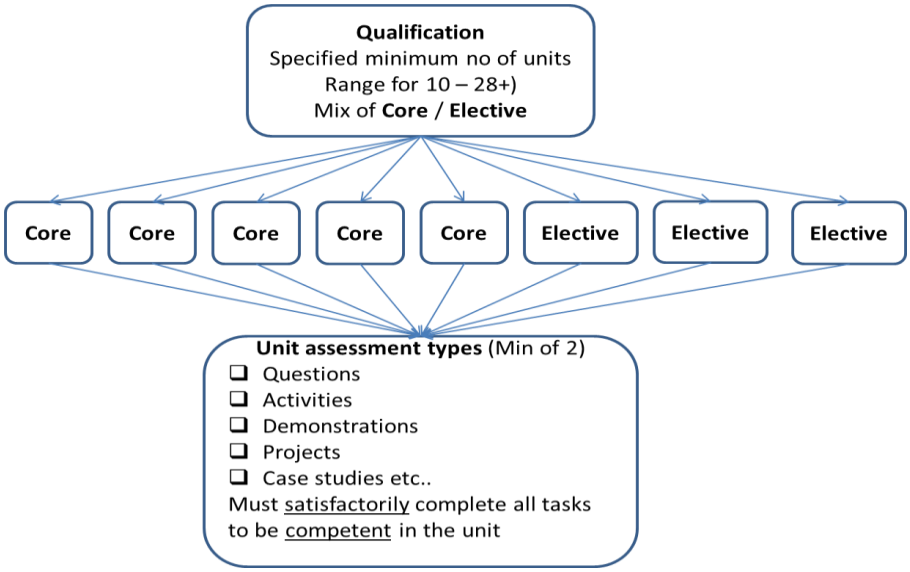
How are Qualifications and Courses structured?

In Vocational Education and Training (VET), the basis of all courses is units of competency. Each unit of competency describes an activity which the student must learn to perform to be deemed competent in the unit, for example “prepare and serve espresso coffee”, or “apply principles of mechanics to engineering problems”.

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. These are called “core units”. Other units can be selected between the student and AIVD. These are called “elective units”.

To be deemed competent in a unit of competency the student must complete 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.

Visually, the system looks like this:



Once the student has been deemed competent in all the units of competency in their chosen qualification, they will be awarded their Qualification and Record of Results. There is no final exam. If the student withdraws from their qualification prior to being deemed competent in all units of competency that make up the qualification, they will be issued with a Statement of Attainment for the units of competency which they did complete and were deemed competent.

Sometimes, courses do not form an entire qualification. In these cases, the student may study one or more units of competency for a specific purpose. One example is “provide first aid”, the first aid certificate. These courses are called skill sets, and when all units of competency in a skill set are completed, the student is awarded a Statement of Attainment for that skillset.

There are also highly specialised courses known as accredited courses. If a student is considering an accredited course, the staff of AIVD will speak to them about what this means prior to them enrolling.

How are Courses Delivered?

One of the strongest aspects of the VET system in Australia is its flexibility. RTOs can deliver courses in a variety of different ways, which allows them to best meet the requirements of industry and the students who seek to enter industry. At AIVD, we deliver courses in a variety of ways, and you will be informed through AIVD’s marketing and enrolment documentation of the method being used to deliver the 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 a student 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 the student’s own pace and in a place and time of their choosing
- **Workplace training** – training which occurs partially or completely in your workplace, with a trainer coming to see the student as they work so that they can instruct them and assess their performance
- **Apprenticeship and traineeship training** – bonded training which includes a formal agreement between you as the employer, AIVD, the student, an Australian Apprenticeship Support Network (AASN) provider, and the Australian government

Not all these training methods are right for all courses, and not all of them are right for all students. If you are interested in having a student study through a particular delivery methodology you should discuss this with the AIVD administration

Apprenticeships and traineeships are delivered as a combination of workplace-based training, classroom training, and self-study. This means that some of the training will be conducted in your workplace. To employ and train an apprentice or trainee you must give permission for the trainer to enter your workplace, and you must allow the student appropriate time, during working hours, to undertake training.

AIVD strives to ensure that workplace training does not have a negative impact on workplace productivity and will work with you to ensure the timetable suits your workplace needs.

AIVD's Commitment

AIVD is committed to ensuring that all students who commence in a training program can complete that training program. This commitment extends to ensuring that adequate and appropriate support services are available to students and that the course selection and entry process places students in the correct course for them. The specific types of support which are offered, and how to access them, are detailed elsewhere in this guide.

Sometimes, unfortunately, things don't work out as planned. In the extremely unlikely event that AIVD is unable to complete a course of study, it will endeavour to locate an alternative training provider so that the student can complete their course of study. The student will be issued with a Statement of Attainment, which is nationally recognised under legislation, for any units of competency which they have completed. This will mean that they do not have to complete unnecessary work because of the change.

AIVD also has a comprehensive refund policy which complies with Australian consumer law, so any fees which have been paid in advance and which have not been used will be refunded.

Don't be worried! You are being told this to ensure that you understand what would happen under the worse-case scenario, but AIVD also wants you to know that it is 100% dedicated to ensuring that this policy never needs to be put into effect.

10. The Difference Between Training and Assessment

Training and assessment are different things, and it is important that you understand what the difference is.

Training is the process of undergoing instruction and practice so that the student can learn new skills and knowledge. If the student is in a classroom being taught, or if they are in the workplace practicing skills they have learned, they are training. Self-study time, instruction from a trainer, practical activities, are all examples of training. The main defining characteristic of training is that the student can't get it "wrong" because there is no-one judging them.

Assessment is the process of determining how effective training has been, and whether the student is able to perform tasks at the level required to deem them competent. Taking a written test, performing a task whilst an assessor watches with a checklist, and completing a workplace project which requires the student to provide the completed work to their assessor are all examples of assessment. All units of competency require assessment, and the student will be informed at the start of the unit of competency regarding what assessment will occur and when.

By training, the student develops new skills and knowledge. By assessment, AIVD assures itself that those skills and knowledge are strong enough for the workplace.

Duration of Training

Every course and every student are different, so the duration of training for one student may be different to the duration of training for another student. Part of the flexibility of the VET system in Australia is that it does not have mandatory minimum training periods; the student continues their training until they are able to complete their required assessment.

AIVD schedules the student's training plan based on their expected progression. This is determined based on their prior experiences, their existing skills, and the nature of the course which they are taking. Their expected course progression will be documented in their training plan.

A student's training may be extended or compressed depending on how they perform through the course. If they receive Recognition of Prior Learning, or if their trainer determines that the student can move faster, their training plan may be adjusted to make the duration shorter. If they are deemed not-yet-competent in one or more units of competency, or if they do not attend their training, their training plan may be adjusted to make the duration longer.

If you have any questions about the duration of training for your apprentice or trainee, please ask the trainer. They will be able to explain to you the expected duration, and other relevant details.

How are Courses Assessed?

Each course is assessed differently because each course is different. The methods which will be used to assess the student will be detailed in their training plan. These may include:

- Practical demonstrations of skills
- Portfolios of completed work examples
- Third-party reports from supervisors in the workplace
- Group projects or presentations
- Written assessment of knowledge
- Verbal assessment of knowledge
- Written projects or reports

If you have any questions or concerns about how your apprentice or trainee is to be assessed, please speak to the trainer about them. AIVD has a detailed reasonable adjustment policy which allows it to make changes to an assessment to meet a student's individual needs. AIVD cannot reduce the level of performance required, but it can make changes to make the assessment more accessible.

11. What do competent and not-yet-competent mean?

Vocational Education and Training (VET) in Australia does not use grades such as “A” or “D”, and it doesn’t use marks such as 5/10 or 77%. Students who have completed the assessment for a unit of competency are deemed to be in one of two states: competent, or not-yet-competent.

Competent means that the student has been assessed as able to perform the skills, and to hold the knowledge, required by the unit of competency at a level acceptable for the workplace. Competency can be thought of as being the minimum bar they need to reach to be suitable for work. It is possible to go far beyond competency and become advanced, or even a master, in the skill area. Determining whether a student has reached that level is not the purpose of RTO assessment; RTOs assess only as competent or not-yet-competent.

Not-yet-competent means that, during assessment, the student has not managed to demonstrate that they have the skills and knowledge required by the unit of competency. This can be caused by one of two things: either they have the skills and knowledge but have not demonstrated them, or they do not yet have the skills and knowledge. It is the responsibility of the student and their trainer to determine which of these is true. If the student has the skills but has simply not demonstrated them, they will be reassessed and given an opportunity to be deemed competent. If they require more training to develop the skills and knowledge, this will be arranged.

When a student undertakes an assessment task, they will be given a result of satisfactory or not-yet-satisfactory for that task. Individual assessment tasks are not marked with competent and not-yet-competent as that terminology applies only to units of competency. By completing all assessment tasks satisfactorily, the student will demonstrate that they are competent.

In an apprenticeship or traineeship, you, as the employer, are entitled to your say in whether a student has achieved competency. This is to ensure that the assessment level truly is appropriate for your workplace. You, or your nominated workplace supervisor, will be required to sign off on all competencies achieved.

12. Acting as a Third-Party

If you, or your nominated workplace supervisor, is a qualified and experienced trainer and assessor you may be able to act as a third-party in the training and assessment process for your apprentice or trainee. This means you may be able to conduct formal training on behalf of AIVD or conduct formal assessment toward units of competency.

No third-party agreement is automatic, and if such an agreement is to exist it must be negotiated between you and AIVD. There are strict compliance requirements requiring detailed written agreements, and RTOs are required to disclose third-party agreements to the regulator. Such agreements can have great benefit for you as an employer and for your apprentice or trainee, so if you believe you would be eligible and are interested, please contact the AIVD administration to discuss further.

Issuance of Qualifications

As an RTO, AIVD is obliged to issue a Qualification and an accompanying Record of Results to each student whom it assesses as having met the requirements of that qualification. This can be delayed in a case where fees remain outstanding to be paid, or if the Unique Student Identifier (USI) is outstanding. However, if the fees are paid and if the USI has been provided (unless the student has an exemption) then the Qualification and Record of Results must be issued.

A Qualification and Record of Results issued by a Registered Training Organisation follows the format described in the Australian Qualifications Framework, which you can see at www.aqf.edu.au.

All RTOs are required to accept all verified Qualifications and Records of Results from other RTOs as a condition of their registration for recognition of prior learning or credit transfer purposes.

Issuance of Statements of Attainment

When a student completes one or more units of competency but not an entire qualification, an RTO is required to issue a Statement of Attainment. This holds the same place in the Australian Qualifications Framework as a Qualification in that all RTOs must recognise them, and that they follow a standard format. The difference is that a Statement of Attainment is not for a full qualification.

Statements of Attainment may be issued for partial completion of a qualification or for partial or full completion of a skill set or accredited short course. This can be delayed in a case where fees remain outstanding to be paid, or if the USI is outstanding. However, if the fees are paid and the USI has been provided (unless the student has an exemption) then the Statement of Attainment must be issued.

13. Australian Apprenticeships and Traineeships

Australian Apprenticeship Support Network

The course in which you are seeking to place your employee is offered under an Australian apprenticeship or traineeship. Because of this there will be additional parties involved in the training and assessment process, specifically an Australian Apprenticeship Support Network (AASN) provider. The AASN Provider is responsible for establishing and managing the contract for training which formalises the apprenticeship or traineeship.

A contract for training is a three-way agreement between the student, AIVD, and you as the employer. It places certain requirements on all parties and is registered with the state government to ensure that the apprentice or trainee can be tracked and supported through the process.

The AASN provider will come to the workplace to visit you, and the student, at various points throughout the apprenticeship or traineeship. They will provide you with an avenue to ask questions and gain support beyond which is provided by AIVD. If you have any questions regarding the apprenticeship or traineeship process which you don't believe AIVD is placed to answer, the AASN provider is the best organisation to call.

The process for enrolling in an apprenticeship or traineeship differs depending on your state, and AIVD staff member who is assisting you with the enrolment will help you to understand what is required in your jurisdiction. The AASN provider will also be involved in the enrolment process, as they need to create and lodge the contract for training.

You can also access information about the Australian Apprenticeships and Traineeships program at https://www.australianapprenticeships.gov.au/.

Training Plans

All apprentices and trainees have a detailed training plan developed for them. This training plan explains which units of competency the student will be completing, how they will be trained and assessed, when they will complete each unit of competency, and a variety of other details regarding the training program. The training plan is the central document describing the multi-year apprenticeship or traineeship.

Because the training plan is so integral, you, as the employer, are required to sign your agreement with it. You are also provided with the opportunity to engage in the development process, and to assist with deciding which units of competency are best for the student and meet the organisational needs.

If, at any time, the training program is modified this will be reflected in a revised training plan. The new training plan will need to be endorsed by AIVD, the student, and you as the employer.

14. Employer Responsibilities and Sign-Off

The employer of an apprentice or trainee has a variety of responsibilities. These include providing a safe and appropriate workplace for the apprentice or trainee, providing adequate supervision and tasks for the apprentice or trainee to complete, and providing the apprentice or trainee with enough training time to complete their allocated tasks. Your responsibilities as the employer of an apprentice or trainee also include providing final sign off when competency has been achieved.

After each unit of competency, you will be required to sign an agreement that the student has met the requirements of that unit of competency. If you disagree that the student has achieved competency you will have the opportunity to discuss this with AIVD, and to the two parties create a plan which will result in the student achieving the requirements of the unit of competency.

At the end of the entire apprenticeship or traineeship you will be required to provide the final sign off which concludes the contract for training. Again, if you disagree, you will have the opportunity to discuss this openly with the AASN provider, AIVD, and the student.

Workplace Supervisors

Workplace supervisors are the individuals who oversee the work of the apprentice or trainee on a day-to-day basis. This might be a senior staff member, team leader, or another individual in a management position. Workplace supervisors have a critical role in the apprenticeship and traineeship process as they are the person who spends the most time overseeing the work of the apprentice or trainee.

Workplace supervisors are required to be qualified and properly experienced and are required to provide regular reports to AIVD and the AASN provider regarding the progress of the apprentice or trainee. Between them, the workplace supervisor and the trainer and assessor account for the bulk of the direction and support an apprentice or trainee will receive.

If at any point the apprentice or trainee is without an appropriate workplace supervisor there may be a need to suspend the apprenticeship or traineeship process until such a supervisor can be found.

Structured Training Withdrawal

Structured training withdrawal is paid work time in which the apprentice or trainee undertakes their training and assessment tasks. As the employer of an apprentice or trainee you are required to provide this time and AIVD is required to record when this has occurred.

There are established minimum amounts of structured training withdrawal which you are required to provide. These differ state-by-state, so speak to the AASN provider or AIVD to find out what minimum level of structured training withdrawal applies to your apprentice or trainee. Structured training withdrawal calculations are often averaged over a period of weeks, for example, if the required minimum is three hours per week on average, the apprentice or trainee may not have structured training withdrawal for two weeks and may then have nine hours in the third week.

Not providing the appropriate structured training withdrawal time is grounds for the cancellation of a training contract and would constitute a breach of your agreement as the employer of an apprentice or trainee.

Insurance and Tax

Employing apprentices or trainees can have benefits for your workers compensation insurance policy and your payroll tax if these applies. AIVD is not positioned to inform you of the specific benefits which apply to you. You should speak to the AASN provider or your accountant to understand what the benefits to your business might be.

15. Key policies

15.1. Code of Conduct for Students

AIVD has a Code of Conduct, and all students are required to sign agreement to abide by it on enrolment. The Code of Conduct appropriate and inappropriate student behaviour while studying with AIVD.

15.2. Student Safety

AIVD is dedicated to ensuring that all students are safe from harm when undertaking their studies. This includes having effective workplace health and safety procedures in all facilities, including client workplaces, and having appropriate student protection and critical incident policies in place. Refer to P-010 Workplace Health and Safety Policy.

15.3. Access and Equity

To ensure that all students can access the course of their choosing, and that all students have the best possible chance of succeeding in that course, AIVD has developed clear and consistent access and equity policies which can be reviewed in the P-019 Access and Equity Policy.

15.4. Quality Control

AIVD requests feedback from participants and clients on the services provided and uses this feedback for quality control and continuous improvement. Students, or employers, may be contacted to participate in a survey for this purpose. Students, or employers, may also be contacted by an agency such as the National Centre for Vocational Education Research (NCVER) for information.

15.5. Records Management and Privacy

AIVD keeps strictly managed, confidential records of all students and their progress in accordance with the standards of its registration. Any student can access the record which AIVD has for them,

however due to confidentiality and privacy policy, employers must obtain the student's consent to obtain information.

15.6. Complaints and Appeals

You have the right to make a complaint about AIVD, any staff member of AIVD, any student, any third-party involved in the training and assessment, or any other aspect of your experience. You also have the right to appeal any decision made by AIVD, including assessment decisions. If you wish to make a complaint, please do this via an email to complaints@aivd.edu.au. Refer to the P-006 Complaints and Appeals Policy and Procedure.

15.7. Fees, Charges and Refunds

The refund policy for AIVD is publicly available and clearly describes the circumstances in which students and others are entitled to a refund. It also describes how to apply for a refund if you feel that one if due. Refer to the **P-033 Fees, Charges and Refunds Policy and Procedure**.

15.8. Legislation

State and federal legislation binds AIVD, as it does for all businesses and citizens within Australia. If you would like to understand more about the legislation which is relevant to the provision of training services in Australia, or if you have questions about the compliance of AIVD with legislation, please contact AIVD directly for more information.

Contact Details

For any questions regarding the training or for a replacement Certificate or Statement of Attainment, please contact AIVD via an email to studentsupportqld@aivd.edu.au

If you have a grievance and wish to make a complaint, please do this via an email to complaints@aivd.edu.au