



**A Grade Education and Training  
Pty Ltd**

**Student Handbook 2020**

This Student Handbook  
has been prepared for the students of:

A Grade Education and Training Pty Ltd  
RTO 70235

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## Table of Contents

<b>Introduction</b>	<b>6</b>
<b>Message from the CEO- Joan Stone</b>	<b>6</b>
Services	7
Location	8
Campus	8
<b>Student Overview</b>	<b>10</b>
<b>Legislative Requirements</b>	<b>11</b>
Complying with Legislation	11
Work, Health and Safety Policy	12
Safety and Security	13
Harassment and Discrimination Policy	13
Working with Persons Under 18 Years of Age	16
Consumer Rights	16
Privacy Principles	17
Student progress	18
<b>Fees</b>	<b>19</b>
Fee Structure Domestic /Corporate Only.	20
Receiving Payments	22
Refunds	22
<b>Records</b>	<b>23</b>

Record keeping Procedures	23
Access to Records	25
Student Access to Records	26
Privacy	27
Recognise Qualifications of Another RTO	27
Procedure for Recognition of Qualifications	27
Credit Transfer	28
Unique Student Identifier	28
<b>Training and Assessment</b>	<b>30</b>
Principles of Training and Assessment	31
Connecting Training and Assessment with the Workplace	32
Assessment Policy	33
Training Guarantee	33
<b>Recognition of prior learning</b>	<b>34</b>
A Grade Education and Training Pty Ltd's Recognition of Prior Learning Process	34
<b>Client services</b>	<b>35</b>
Student advice	35
Student information policy	36
Client Selection and Enrolment Procedure	37
Access and Equity	39
Language, Literacy and Numeracy	40
<b>Discipline</b>	<b>41</b>

Professional Behaviour	41
Plagiarism	42
<b>Complaints and Appeals</b>	<b>42</b>
Complaint Procedure	42
Appeals	43
Complaints / Appeals Procedure	44
	<b>57</b>

# INTRODUCTION

## Message from the CEO- Joan Stone

It is with great pleasure that as the CEO, I welcome you to our college, A Grade Education and Training, as you start your Educational journey and an exciting Career Pathway with us!

Working within the Childcare Sector or in Aged Care are all some of the most rewarding careers you can choose, and although each have many unique challenges, these sectors offer truly fulfilling roles with many diverse Career paths and opportunities, to follow.

At A Grade Education and Training, our courses offer our Students study time in class, whilst showcasing skills in the workplace where they will be supported and guided by our friendly Childcare Centre Educators and Staff, and Aged Care Career Partners, as well. We believe that upon successful completion of our Courses, Students will have gained many benefits from the training and support we deliver, including their personal growth and development that will also happen along the way. We also offer First Aid Training and Child Protection Training.

I would like to extend my personal congratulations to all our new and current Students, to wish you every success in your study with us, and all the very best in your chosen future Careers!

## Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations (RTOs) 2015 (Standards)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

## Services

To ensure best practice in service and delivery at all times, A Grade Training Institute Pty Ltd strictly adheres to Standards with all programs aligned to the qualifications contained in the CHC Community Services Training Package.

### **A Grade Education and Training Pty Ltd offer Nationally Recognised Qualifications:**

- CHC30113 - Certificate III in Early Childhood Education and Care
- CHC50113 - Diploma of Early Childhood Education and Care
- CHC33015 - Certificate III in Individual Support
- CHC40113 - Certificate IV in School Age Education and Care
- CHC50213 - Diploma of School Age Education and Care

### **Short skillsets (nationally recognised units of competency)**

- HLTAID001 – Provide cardiopulmonary resuscitation
- HLTAID003 – Provide first aid
- HLTINFCOV001 – Comply with infection prevention and control policies and procedures
- HLTAID004 – Provide an emergency first aid response in an education and care setting
- CHCPRT001 – Identify and respond to children and young people at risk

We recognise the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of the highest quality and relevance to the students. All trainers and assessors employed by us have significant industry experience in addition to tertiary qualifications, allowing them to provide a professional, well-rounded learning environment for students. Staff are equipped with the skills to ensure their teaching methods are suitable for all students, utilising common language where appropriate to communicate information most effectively. A Grade Education and Training Pty Ltd strictly adheres to the Standards for Registered Training Organisations to continue delivering training services of the highest quality to their students.

Our team, lead by the Chief Executive Officer recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture to capitalise on these opportunities for improved practice. We supply feedback forms to all students at the end of each program. Participant feedback has been identified as an essential and valuable factor in monitoring and developing business practices and quality training, ensuring that the students meet the needs and expectations of the industry. The CEO also welcomes feedback for other improvement opportunities such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports.

As our students, we value your feedback as critical to our continuous improvement. Along with the formal feedback mentioned earlier, students are encouraged to provide feedback throughout their enrolment.

## **Location**

### **Campus**

A Grade Education and Training Pty Ltd have a campus near Town Hall in the CBD of Sydney and within easy access to Sydney Darling Harbour. We are conveniently located in Kent Street near the Town Hall train and bus station with a range of cafés, shops and services in the surrounding areas. Our newly appointed college is on the top level of this unique Sydney building which retains its original character façade dating back to the Victorian era. We are also a short walk from the George Street entertainment precinct, world square shopping complex, and very close to both the Westfield Shopping Centre and the beautiful iconic Queen Victoria Building.



### **Campus:**

Level 5, 545 Kent Street, Sydney 2000

### **Office Number:**

1300 885 508



## Classrooms

Each classroom has a smart TV and a desktop computer networked for trainers, air-conditioning, and adequate lighting. Students will have access to 2 laptops.

All classrooms and workstations are fitted out with the latest furniture. Students have access to Wi-Fi functionality, photocopiers and printers.



## STUDENT OVERVIEW

### What courses can I study with A Grade Education and Training Pty Ltd?

To ensure best practice in service and delivery at all times, A Grade Education and Training Pty Ltd align programs to qualifications contained in the CHC Community Services Training Package.

### Our RTO currently offers students the following accredited training:

- CHC30113 - Certificate III in Early Childhood Education and Care
- CHC50113 - Diploma of Early Childhood Education and Care
- CHC33015 - Certificate III in Individual Support
- CHC40113 - Certificate IV in School Age Education
- CHC50213 - Diploma of School Age Education and Care

### How is training delivered?

Our courses are delivered in blended learning which includes:

- Face to face - (classroom training)
- Online Learning
- Blended – (classroom training and online)

### What are the prerequisites/entry requirements?

Pre-requisites are specific to individual courses. Please consult the course brochure/outline for your chosen course for pre-requisite information.

### How do I enrol?

Enrolment process is easy- contact A Grade Education and Training Pty Ltd on Ph: 1300 885 508 or by emailing [info@agradetraining.nsw.edu.au](mailto:info@agradetraining.nsw.edu.au). As per our policy, every student requires to undertake a pre-enrolment process to determine their language, literacy and numeracy capabilities and if the proposed qualification being considered is the correct avenue of study.

Once the student has completed our pre-enrolment process, we will assess the documents and then arrange for an pre-enrolment interview on the phone or in person. The proposed student will be made aware of the course tuition fees, timetable, cancellation, policies and procedures and our code of conduct. If the student meets the requirements, we will then commence with the enrolment process.

## LEGISLATIVE REQUIREMENTS

Registered Training Organisations are subject to legislation pertaining to training and assessment, as well as their business practice. A Grade Education and Training Pty Ltd will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

We will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. A Grade Education and Training Pty Ltd recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

### Complying with Legislation

Staff will be advised at induction and kept up-to-date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner. All staff are encouraged to view current legislation online at <http://austlii.edu.au>. Examples of legislation relevant to the training business and its staff include but is not limited to:

#### Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988
- Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Human Rights and Equal Opportunity Commission Act 1987
- National Vocational Education and Training Regulator Act 2011
  - Standards for VET Regulators 2015
  - Standards for Registered Training Organisations 2015

#### NSW legislation:

- Children and Young Persons (Care and Protection) Act NSW 1998
- Disability Inclusion Act 2014
- NSW Anti-Discrimination Act 1977
- Australian Consumer Law 2011
- Privacy and Personal Information Protection Act 1998
- Work, Health and Safety Act 2011

### **Training authorities/regulators:**

- Department of Education
- Department of Education, Skills and Employment
- Australian Skills Quality Authority (ASQA) / National VET Regulator (NVR)
- Council of Australian Governments Industry and Skills Council (CISC)

### **Work, Health and Safety Policy**

The Work Health and Safety Act 2011 outlines the requirements of a Registered Training Organisation (RTO) in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

At A Grade Education and Training Pty Ltd, we have initiated procedures, policies, guidelines and work instructions, practising an ongoing commitment to workplace health and safety, including each site used for training delivery.

The following presents a strategic overview of our safety system. It guides meeting the requirements of the Work Health and Safety Act at our premises, thereby ensuring a high standard of workplace health and safety at all times.

It is an obligation under legislation that all of A Grade Education and Training Pty Ltd employees and management contribute to and assists in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Our management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for our students, employees, management and stakeholders
- Adequately maintained facilities and equipment
- And a clean, tidy, suitably designed workplace with the safe storage of goods.

**The following procedures and standards are observed by all at A Grade Education and Training Pty Ltd to achieve a safe working and learning environment:**

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all A Grade Education and Training staff and students to see

### **Safety and Security**

Our campus located at Level 5, 545 Kent Street Sydney, NSW 2000, has CCTV systems installed at the venue to assist with the protection of all staff and students against harm to their health, safety and welfare. The CCTV aims to eliminate or minimise security risks and incidents arising such as theft, vandalism, violence or a possible assailant etc. The implementation of CCTV at our Sydney campus complies with the requirements of the *Workplace Surveillance Act and Regulations 2005*, as well as the *Work Health and Safety Act 2011*. Adequate signage and warnings are in place, and if you require access to the policy, please email us at [info@agradetraining.nsw.edu.au](mailto:info@agradetraining.nsw.edu.au)

### **Harassment and Discrimination Policy**

Under Australian law, every workplace requires to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At A Grade Education and Training Pty Ltd it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or another staff member should be informed of the situation. In this case, it becomes the responsibility of the relevant staff to follow our policy and procedures to rectify the situation.

All our students and staff have the right to discuss matters of harassment with the relevant members of the team without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to our policy and procedures.

We ensure that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination-free workplace. In addition to relevant training, our management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

### **A Grade Education and Training Pty Ltd staff and students should be aware of the following definitions:**

#### **Racial harassment**

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour of their skin, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

## **Sexual harassment**

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

## **Bullying**

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

## **Confidentiality**

Relates to the privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO, this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

## **Discrimination**

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

## **Harassment**

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## **Personnel**

Refers to all employees and contractors of A Grade Education and Training Pty Ltd.

## **Victimisation**

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment or denial of access to work-related resources.

### **Specific principles:**

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by the Directors and the Management.
- When management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected, and confidentiality should be maintained
- Management intends that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure a fair resolution

### **Persons Under 18 Years of Age**

Students under 18 years of age cannot enrol with A Grade Education and Training Pty Ltd.

### **Consumer Rights**

#### **Consumer protection**

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law



## **Contractual agreement**

Students who enrol in a training program with our RTO should be aware that they are entering into a contractual agreement. To ensure all students are fully aware of their rights and obligations, we will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. These forms and agreements may include, but is not limited to:

- Wording that allows the prospective student to know what he/she agrees to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

## **Privacy Principles**

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of A Grade Education and Training Pty Ltd's operations include:

### **Collection**

A Grade Education and Training Pty Ltd will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

### **Use and disclosure**

Our RTO will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

### **Data quality**

We will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

### **Data security**

A Grade Education and Training Pty Ltd will ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

## **Openness**

Our RTO will maintain documentation which details how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, we will explain what information is held, for what purpose it is held and what procedures outline the collection and use of data.

## **Access and correction**

We will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, management will correct and update to file.

## **Unique identifiers**

We will not assign students unique identifiers except when it is necessary for the efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for which they were issued.

## **Anonymity**

We will provide students with the opportunity to interact with the business without requiring the student to make their identity known in any circumstance where it is practical and possible to do so.

## **Trans-border data flows**

Our RTO's (A Grade Education and Training Pty Ltd) privacy protection principles apply to the transfer of data throughout Australia.

## **Sensitive information**

We will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

## **Student progress**

Students have the right to request information about or have access to their records. Our trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your trainer and assessor or administration staff at any time for a printout of your progress.

## FEES

A Grade Education and Training Pty Ltd operate as a 'fee for service' training business. This means all training programs attract charges.

Where less than \$1,500 is collected before the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required. These fees are paid by/charged to the student, a government agency or the student's employer.

Where the total course fee is more than \$1,500, A Grade Education and Training Pty Ltd will observe the requirements of Schedule 6 of the Standards for RTOs 2015. This schedule outlines requirements for protecting fees prepaid by individual students or prospective students for services.

Fee information is available via our:

- Website
- Program Brochures
- Promotional Material
- Direct Email

Each of these information streams identifies all fees, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both the RTO **and** our clients will be protected.

We will provide the following fee information to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d) The fees and charges for additional services, including such items as the issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- e) The applicant's refund policy.

## Fee Structure.

### Total course fee

Each qualification, unit of competency or accredited course offered by the RTO has a specific course/unit fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

It is our policy that the course/unit fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, charges or expenses.

Where additional resources usually associated with a program of study are required (for example; reference material, research documents, own computer), the student will be advised of exactly what is required in the student study guide for that program.

### Program fees are:

#### Qualifications:

- CHC30113 - Certificate III in Early Childhood Education and Care - \$2500
- CHC50113 - Diploma of Early Childhood Education and Care - \$ 5100
- CHC33015 - Certificate III in Individual Support - \$1800
- CHC40113 - Certificate IV in School Age Education and Care - \$2500
- CHC50213 - Diploma of School Age Education and Care - \$ 5100

### Short skillsets (nationally recognised units of competency)

- HLTAID001 – Provide cardiopulmonary resuscitation - \$60.00
- HLTAID003 – Provide first aid - \$120.00
- HLTINFCOV001 – Comply with infection prevention and control policies and procedures - \$180.00
- HLTAID004 – Provide an emergency first aid response in an education and care setting - \$120.00
- CHCPRT001 – Identify and respond to children and young people at risk - \$120.00

Payment required in advance for full course fees. (Does not Include RPL) All Students are placed on payment plans for their course fees.

**Non-refundable deposit**

\$150.00

**Withdrawal fee**

No withdrawal fee is applicable.

**Re-submit fee**

No resubmit fee is applicable.

**Re-assessment fee**

\$75 re-assessment fee applies after the 3<sup>rd</sup> attempt.

**Course extension fee**

\$150 fee applies for three (3) months extension

**RPL Application (non-refundable) fee**

\$275

**Produce partial completion statement of attainment**

No fee applies to produce a statement of attainment when the student has partially completed the training program and withdraws.

**Re-print certification**

Where the student requests a new copy of his/her certification, the following fees apply:

- Statement of attainment - \$50.00
- Qualification (with academic transcript) - \$50.00

**Payment Options**

Payment can be made via: Electronic funds transfer

- Company Name: A Grade Education and Training Pty Limited
- BSB Number : 082 – 057
- Account Number: 78812 4016
- Debit/Credit Card payments (Mastercard or Visa)
- *Credit Card/PayPal transactions attract a 3% surcharge*

Fees must be paid by the due date agreed. This will be clearly stated before your enrolment.

*(No awards will be issued unless full fees have been paid)*

## **GST**

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by A Grade Education and Training Pty Ltd are GST-Free following the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

## **Payment Receipts**

A tax invoice/receipt will be issued for all payments.

## **Receiving Payments**

A non-refundable deposit of \$150.00 is required of the total course fee is required from each student upon enrolment. Please see payment options.

## **Contractual agreement**

Students who enrol in a training program or RPL application with us should be aware that they are entering into a contractual agreement.

To ensure that all students are fully aware of their rights and obligations, we have designed agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the prospective student to know what he / she agrees to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

## **Refunds**

A Grade Education and Training Pty Ltd will protect fees paid in advance and has a fair and reasonable refund policy.

An application for a refund is addressed according to the notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- 10 days prior to the commencement of the course – 75% refund
- Between 6 days and the commencement of the course – 50% refund

A Refund Request form can be requested from the RTO Administrator or you can download the form from our website.

All fees paid in advance are separated from the operations of the business. This is achieved by maintaining a number 2 account (deposits account) to ensure sufficient funds are always available for refund. The number 2 account is represented in the RTO's accounting system as a separate repository for funds paid in advance and cannot be accessed until the student commences training.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by us in the event the:

- The arrangement is terminated early, or
- A Grade Education and Training Pty Ltd failed to provide the agreed services.

## **RECORDS**

A Grade Education and Training Pty Ltd has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by the committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and in the record management procedures, ensure timely and accurate records inform the continuous improvement processes of the RTO. Also, these records management procedures will ensure that all documentation providing evidence of compliance with the essential standards of registration is accurately maintained.

### **Recordkeeping Procedures**

We have documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained the RTO and committees, individuals or organisations acting on its behalf.

Upon enrolment, the student's details will be entered into the RTO's database system. This process initiates the establishment of the student's file, which is then used to record all future details of the student. The RTO retains the data, and management of the file will be per our records policy.

A Grade Education and Training Pty Ltd are committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. We will undertake a validation of the training records of approximately 5% of registered students and report the findings at monthly management meetings.

## Completed assessments

Assessments submitted by students will be retained for a minimum period of six (6) months. At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically for thirty (30) years.

When in paper format, student's work will be filed according to the competency/unit number, competency/unit cluster or alphabetically according to the students' names. Individual student records will be stored in a lockable steel filing cabinet in a locked, secure office area. If the files are stored in a location where students or public access is possible, the file cabinet will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

## Results of assessment records

Student assessment results will be recorded electronically in our database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of the assessment will be retained for thirty (30) years

## Security

We will ensure further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. A Grade Education and Training Pty Ltd enhance its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spyware protection software.

The data management system is cloud-based and offers the security and integrity expected of a reputable cloud storage system. In addition, electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off-site in a fireproof secure location.

Our software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessments will be provided in electronic format wherever possible.



Paper-based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months following our CEO directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is utilised, and data/files/records are converted and saved in Adobe PDF format. A Grade Education and Training Pty Ltd have chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

### **Ceasing operation**

In the event that our RTO ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records, including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

We will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

### **Access to Records**

A Grade Education and Training Pty Ltd have implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for recordkeeping, and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

### **Access to student records**

Access to individual student training records will be limited to those required by the Standards for Registered Training Organisations, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Our trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on our database system during training and assessment or immediately after the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Within thirty (30) days of successful completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and/or statement of attainment will be produced and signed by A Grade Education and Training Pty Ltd management or authorised representative and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

### **Student Access to Records**

Students have the right to request information about or have access to their records. Students will need to complete an Student Records Request Form and will need to be forwarded to the Academic Director for approval. Our trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your trainer and assessor or administration staff at any time for a printout of your progress.

## **Privacy**

A Grade Education and Training Pty Ltd considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of the RTO and are made aware of the confidentiality procedures and privacy policies prior to commencing work with our RTO. A Grade Education and Training Pty Ltd will comply with all legislative requirements, including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

We will ensure no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

## **Recognition of Qualifications from Another RTO**

We will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, we will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

## **Procedure for Recognition of Qualifications**

Students enrolling with us will be made aware of the recognition of qualifications policy at the time of enrolment and offered the opportunity of recognition of relevant qualifications or statements of attainment before the commencement of training. Trainers will remind students of the policy progressively throughout their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to A Grade Education and Training Pty Ltd for verification. We will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, staff will inform the student and offer an exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected. Our staff will update the student's records accordingly.

## **Credit Transfer**

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by A Grade Education and Training Pty Ltd. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/ unit of competence. Credit transfer is available to all students enrolling in any training program offered by us.

For more RPL and Credit transfer information, please contact A Grade Education and Training Pty Ltd.

## **Unique Student Identifier**

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their Vocational Education and Training achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

A Grade Education and Training Pty Ltd will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or A Grade Education and Training Pty Ltd applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation, we will ensure that the student's USIs is applied for or is verified at the time of enrolment.

We will protect the security of all information related to USIs. Security measures are in place to protect both digital and hardcopy records from loss, damage or unauthorised access. Our RTO stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by us is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, we do not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the National Centre for Vocational Education and Research (NCVER) national VET provider collection will have a USI attached. This USI will be able to be used to draw down on this data collection in real-time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online, or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for when as the data builds, we (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the [Department of Industry's website](#).

## **Exemptions from the USI**

<http://usi.gov.au/Pages/exemptions.aspx>

The Industry and Skills Council of Ministers has determined a range of exemptions from the Unique Student Identifier (USI) scheme and a consequential amendment to the National VET Provider Collection Data Requirements Policy. Where an exemption applies, training organisations will be able to issue VET qualifications or statements of attainment to students who do not have a USI and will not be required to include a USI in respect of those students in any submission of AVETMISS compliant data to the National VET Provider Collection.

### **Exemptions for training organisations**

Training organisations exempted by their regulator from the need to collect and submit AVETMISS compliant data on nationally recognised training activities on the grounds that submission of such data would conflict with defence or national security legislation and/or could jeopardise the security or safety of defence, border protection, customs, national security or police personnel will continue to be exempted from the submission of AVETMISS compliant data and will not be required to participate in the USI scheme.

Training organisations exempted by their regulator from the need to collect and submit AVETMISS compliant data on nationally recognised training activities on the grounds that doing so would adversely affect their ability to continue to deliver vital community services to the Australian community are exempted as follows:

- For training delivered before 1 January 2016, in respect of all nationally recognised training activity
- From 1 January 2016, the exemption from the USI and AVETMISS reporting will apply only in respect of training activity not delivered on a fee-for-service basis. Therefore,

these training organisations will be required to submit AVETMISS compliant data and participate in the USI scheme in respect of all nationally recognised training delivered on a fee-for-service basis. This will ensure that competitive neutrality applies to registration requirements for training organisations. To give effect to this arrangement the [National VET Provider Collection Data Requirements Policy](#) has been updated.

- For training activity before 1 January 2017, training organisations delivering single day training courses will be permitted to issue a VET qualification or a VET statement of attainment to students who have not been able to provide a USI before completion of training. This transitional arrangement is intended to give training organisations specialising in this type of training activity time to develop their business processes and will be expected to participate fully in the USI scheme from 1 January 2017. However, during 2016 these training organisations must still:
  - record and verify a USI where it is provided by the student before completion of training; and
  - submit AVETMISS compliant data in respect of all nationally recognised training delivered, including to those students who do not provide a USI.

Where such exemptions exist, A Grade Education and Training Pty Ltd will inform students in writing prior to either the completion of enrolment or commencement of training and assessment, whichever comes first, that their assessment results will not appear on their authenticated VET transcript or be available to them via the USI System. A Grade Education and Training Pty Ltd will also retain evidence that they informed the student of this exemption in the student management system.

## **TRAINING AND ASSESSMENT**

We are committed to delivering high-quality training and assessment services that exceed the expectations of our students. To ensure this, we have implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The continuous improvement policy and procedure define the methods of data collection and analysis. In order to provide high-quality outcomes to our students, A Grade Education and Training Pty Ltd ensures that strategies for training and assessment are developed with active consultation with industry and stakeholders.

## Principles of Training and Assessment

Training and assessment strategies developed by our RTO will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

## Quality training and assessment principles

A Grade Education and Training Pty Ltd will apply the *Principles of Assessment and the Rules of Evidence*.

## Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

### Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

### Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

### Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

### **Reliable**

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

### **Sufficient**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

### **Authentic**

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

### **Current**

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

### **Connecting Training and Assessment with the workplace**

All aspects of A Grade Education and Training Pty Ltd training and assessment are informed by meaningful industry engagement. To maximise the outcomes for students, We ensure that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities communicated to all involved.



To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

A Grade Education and Training Pty Ltd will:

- Involve industry personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Consult with industry personnel in the development of workplace training and assessment processes
- Monitor the student's progress

### **Assessment Policy**

Our RTO acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with our access and equity policy
- All students have access to re-assessment on appeal

A Grade Education and Training Pty Ltd implement an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. We recognise that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

## **RECOGNITION OF PRIOR LEARNING**

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

We appreciate the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired, and the RPL process is designed to provide validation of such relevant skills.

For more RPL and Credit transfer information please contact A Grade Education and Training.

### **A Grade Education and Training Pty Ltd's Recognition of Prior Learning Process**

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to A Grade Education and Training Pty Ltd's RPL policy which is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to attain should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of our enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

### **When approached by a student seeking RPL, trainers will:**

- Provide the student with copies of an RPL Introduction Letter
- Provide the student with information about the types of evidence that can be used to support an RPL application

### **Recognition of prior learning fee**

There is a standard RPL application fee of \$275.00 which is non-refundable. RPL Applications are handled by subject matter expert assessors who will assess the application and may ask applications for a phone interview or further information/evidence if required. All candidates are emailed and phoned with the outcome and fees for the course will be reduced accordingly.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

### **CLIENT SERVICES**

A Grade Education and Training Pty Ltd are committed to delivering high-quality services that support students throughout their training and assessment. This commitment is based on a client-focused operation that produces the best possible outcome for students. We will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with A Grade Education and Training Pty Ltd receive every opportunity to complete their chosen training program successfully. We will provide students with information before the commencement of services, including any subcontracting arrangements affecting the delivery of training and/or assessment.

### **Student advice**

Our RTO (A Grade Education and Training Pty Ltd ) takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

We deliver specialised training and assessment services<sup>1</sup>. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in.

- 
- (a) Pre-enrolment materials;
  - (b) Study support and study skills programs;
  - (c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
  - (d) Equipment, resources and/or programs to increase access for students with disabilities;
  - (e) Learning resource centres;

At A Grade Education and Training Pty Ltd we have in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

**Educational and Support Services may include, but not limited to:**

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

While A Grade Education and Training Pty Ltd guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of our RTO.

**Student information policy**

- 
- (f) Mediation services or referrals to these services;
  - (g) Flexible scheduling and delivery of training and assessment;
  - (h) Counselling services or referrals to these services;
  - (i) Information technology (IT) support;
  - (j) Learning materials in alternative formats, for example, in large print; and
  - (k) Learning and assessment programs customised to the workplace.

A Grade Education and Training Pty Ltd will provide all relevant information and directions to each student prior to enrolment as part of student induction to enable the student to make informed decisions about undertaking training with us. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source our student handbook, available as a PDF document on the RTO's website: <http://www.agradetraining.nsw.edu.au/>.

A Grade Education and Training Pty Ltd will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register
- a) the services the RTO will provide to the student, including the:
  - the estimated duration of the services
  - expected locations at which the services will be provided
  - expected modes of delivery
  - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including any requirements that we require for the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide; the educational and support services available to the student

Where there are any changes to agreed services, we will advise the student in writing and with a follow-up telephone call as soon as practicable, in relation to any new third party arrangements, a change in ownership or changes to existing third party arrangements.

## **Student selection and Enrolment Procedure**

### **Student selection**

Enrolment and admission into our training programs are subject to meeting certain pre-requisite conditions and/or entry requirements. Specific details of the pre-requisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the pre-requisite conditions and/or entry requirements, our staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by our trainers or a member of the management team.

### **Enrolment**

When the prospective student makes an inquiry on a product listed on our scope, the details of the student are forwarded to the RTO Administrator.

The enrolment procedure commences once the student has undergone our pre-enrolment process. Enrolment applications and pre-course documents will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Within forty-eight (48) hours of submission of the completed forms, students will be informed of their enrolment status. Students who are successful are notified and sent information on the course and their course induction. Students who do not meet the pre-requisites for the selected course will be notified of their unsuccessful enrolment and invited to contact us to discuss their training needs and alternative opportunities.

### **Pre-course letter**

As an additional support to enrolling students, we will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

### **Pre-enrolment checklist**

A pre-enrolment checklist of each student is conducted. Questions are designed to identify the student's needs, so our staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome.

The designated staff member at the RTO will receive and assess each student's pre-enrolment checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, our staff and management may offer additional support. Examples of support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats, i.e. large print
- Learning and assessment programs customised to the workplace

### **Induction**

On successful completion of the enrolment process, all students will undergo an induction program including:

- Introduction to A Grade Education and Training Pty Ltd training and assessment staff
- Confirmation of the course being delivered to include dates and timings of tutorial sessions
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student handbook provided
- Recognition of Prior Learning Procedures

## **Access and Equity**

A Grade Education and Training Pty Ltd are committed to practising fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. A Grade Education and Training Pty Ltd ensure that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. A Grade Education and Training Pty Ltd will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require upskilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

Upon induction into A Grade Education and Training Pty Ltd, all staff is provided with copies of the policies which they must adhere to throughout all their operations as a A Grade Education and Training staff member. Students are made aware of the access and equity policy via the A Grade Education and Training Pty Ltd student handbook and informed of their rights to receive access and equity support and to request further information.

A Grade Education and Training Pty Ltd access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practising these policies will guarantee that any student who meets A Grade Education and Training Pty Ltd entry requirements will be accepted into any training programs. If any student or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to A Grade Education and Training's management for consultation.

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

Before commencing any nationally recognised course offered by A Grade Education and Training Pty Ltd each student must complete a Language, Literacy and Numeracy (LLN) online assessment. This is part of A Grade Education and Training Pty Ltd's pre-enrolment process. This LLN evaluation will assist A Grade Education and Training Pty Ltd in identifying learner needs and so appropriate student support can be offered.

A Grade Education and Training Pty Ltd will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of A Grade Education and Training Pty Ltd's staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

## **Student Support**

### **Student support policy**

Our RTO will assist all students in their efforts to complete training programs by all methods available and reasonable. We will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. We will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or another member of the staff in the event that they are experiencing difficulties with any aspect of their studies.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact our Student Support staff who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.



In the event that a student's needs exceed the capacity of the support services we can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online.

### **Flexible delivery and assessment procedures**

A Grade Education and Training Pty Ltd recognise that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

Our staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services.

### **Reasonable adjustment**

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and /or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise, comparability of standards will be compromised.

### **DISCIPLINE**

We make every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

### **Professional Behaviour**

Every trainer or member of staff at A Grade Education And Training Pty Ltd who is dissatisfied with the behaviour or performance of a student has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the RTO's complaint procedure.

A Grade Education And Training Pty Ltd staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in a discussion between the relevant trainer, and appropriate action will be taken.

## **Plagiarism**

### **Definition**

Plagiarism is a form of cheating and includes presenting another person or organisation's ideas or expressions as your own. This includes, however is not limited to; copying written works such as books or journals, data or images, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

### **Policy**

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. A Grade Education and Training Pty Ltd's CEO takes a very strict approach to plagiarism, and proven incidents will not be tolerated.

## **COMPLAINTS AND APPEALS**

A Grade Education and Training Pty Ltd have a defined complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently.

We strive to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process, and where corrective action has been highlighted, it will be implemented as a priority.

## **Complaint Procedure**

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of this RTO. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to our management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Our management will maintain a complaints and appeals register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint procedure will be reviewed as part of the RTO's continuous improvement procedure.

It is the responsibility of our management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact the National Training Complaints Hotline to register a complaint by:

- Phone: 1300 885 508, Monday–Friday, 9 am to 9 pm nationally.
- Email: [training@agradetraining.nsw.edu.au](mailto:training@agradetraining.nsw.edu.au)

Or the student may register a complaint through the ASQA online complaint form at <https://www.asqa.gov.au/complaints>.

***Please note: ASQA will only consider complaints that are in breach of the Standards for RTOs 2015.***

If you are unable to access the online form, please contact the ASQA Info line on 1300 701 801.

## **Appeals**

A Grade Education and Training Pty Ltd appeals process apply to a student's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make a fair judgement to the best of their ability as to whether the change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to A Grade Education and Training Pty Ltd for a referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe; otherwise, the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of our management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the appeal after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint. **Please note: ASQA will only consider complaints that are in breach of the Standards for RTOs 2015.**

The form may be submitted by mail to:  
Complaints Team  
Australian Skills Quality Authority  
PO BOX 9928  
Sydney NSW 2001

Or via email to: [complaints.team@asqa.gov.au](mailto:complaints.team@asqa.gov.au)

## **Complaints/Appeals Procedure**

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of A Grade Education and Training Pty Ltd or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

### **Informal complaint/appeal:**

- An initial complaint or appeal will involve the person communicating directly with the RTO (A Grade Education and Training Pty Ltd) verbally or by other appropriate means.
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all-natural justice and procedural fairness response mechanisms
- Our management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of the decision may initiate the formal complaint procedure

### **Formal complaint/appeal:**

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by management
- On receipt of a formal complaint, the CEO or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.
- The panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
  - A representative of A Grade Education And Training Pty Ltd's management
  - An A Grade Education And Training Pty Ltd staff member
  - A person independent of A Grade Education and Training Pty Ltd
- The complainant/appellant shall be allowed to present the case to Management and may be accompanied by one (1) other person as support or as representation
- Staff member(s) and/or third parties involved shall be given an opportunity to present their case to Management and may be accompanied by one (1) other person as support or as representation
- Management will reach a decision on the complaint or appeal after consideration of each case presented
- Management will inform all parties involved of the outcome in writing within five (5) working days of making the decision

### **Delayed processes**

In the unusual circumstance where A Grade Education and Training Pty Ltd considers more than 60 calendar days are required to process and finalise the complaint or appeal, we will

inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. In line with the importance that we adhere to an open and transparent process and communication, the complainants or appellant will be regularly updated on the progress of the matter.

All complaints and appeals will be reviewed at A Grade Education and Training Pty Ltd monthly management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in the identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

## Student Agreement

This is an Agreement between you, the student, and A Grade Education and Training Pty Ltd.

This Agreement sets out your obligations to A Grade Education and Training Pty Ltd, and A Grade Education and Training Pty Ltd's obligations to you. By accepting this agreement you are acknowledging that you have read and understand it.

This Agreement you commit to paying the full course fees, unless you cancel your enrolment in writing to A Grade Education and Training Pty Ltd within the cooling off period which is fourteen (14) days from the date of the Agreement. Any cancellation after the expiry of the cooling off period, your request will be processed in accordance with A Grade Education and Trainings Pty Ltd's Fees and Refund Policy. The Fees and Refund policy is available on the website and in the student handbook.

### **Your obligations:**

Your obligations under this agreement include:

- You agree to pay all fees associated with your course
- You confirm that you fulfil all entry requirements as specified on A Grade Education and Training Pty Ltd's website, for the course in which you enrol.
- You will provide us with accurate information related to any special needs, disabilities or any other conditions known to you at the time of enrolment, which may impact on your learning.
- You agree to comply with A Grade Education and Training Pty Ltd's student Policies and Procedures as published on the A Grade Education and Training Pty Ltd's website (key Policies and Procedures)
- You must inform A Grade Education and Training Pty Ltd in writing within seven (7) days of any corrections or changes to your personal details including name, residential or postal address, email address and phone numbers.
- You must retain a copy of all assessments submitted to A Grade Education and Training Pty Ltd for the duration of your course.

## **A Grade Education and Training Pty Ltd with this Agreement**

While you are complying with the Agreement;

- A Grade Education and Training Pty Ltd will supply the learning materials for the first unit of study at commencement of training and it's at A Grade Education and Training Pty Ltd's discretion that the subsequent training and assessment materials are released based on your successful progression in the course and successful completion of the delivered unit material as scheduled in the training plan for your course.
- A Grade Education and Training Pty Ltd will provide access to learning, administrative and workplace support in accordance with our policies and procedures as outlined in the student handbook, Administration staff and website.
- A qualified trainer engaged by A Grade Education and Training Pty Ltd will mark your submitted assessments and provide feedback to you, the student.
- A Grade Education and Training Pty Ltd will issued the appropriate certification once you have successfully completed all course requirements and paid all course fees.

### **Accepting this Agreement**

- You have accepted this agreement by applying your signature at the end of the agreement. The date you place your signature is the date you have entered into and accepted this agreement.
- A Grade Education and Training Pty Ltd enters into the Agreement with you when your enrolment has been confirmed and a copy of this agreement has been provided to you
- By accepting this agreement, you consent to A Grade Education and Training Pty Ltd contacting you by the phone number and email address you have provided to A Grade Education and Training Pty Ltd.

### **Workplace Assessment Obligations**

**If your course contains work placement or workplace assessment, work place projects;**

- You must find a suitable workplace(s) to undertake the work placement components of the course on your own.
- A Grade Education and Training Pty Ltd will assess and determine whether the workplace you have selected is suitable for work placement.
- A Grade Education and Training Pty Ltd will cover your work placement with an appropriate insurance – Voluntary Workers Insurance.



- If a student is unable to find their own work placement A Grade Education and Training Pty Ltd will support the student with information and recommendations.
- You may be required to travel to an appropriate work placement at your own cost.
- If you are late for placement you must inform your workplace supervisor and A Grade Education and Training Pty Ltd's nominated workplace trainer/assessor that you are running late.

A Grade Education and Training Pty Ltd undertakes to conduct workplace assessments;

A workplace assessment will include a range a ways to assess the student which may including but not limited to completion of a workplace log book, face to face assessments and interviews with you and your supervisor.

To complete your course, you must complete all mandatory workplace assessments within the maximum duration of your course.

### **Paying your course fees**

- At A Grade Education and Training Pty Ltd we offer our students the option of a payment plan.
- You must pay your course fees on or before the due date specified
- Complete and provide options for payment by credit card or Electronic Funds Transfer
- You provide A Grade Education and Training Credit Pty Ltd with your card details
- Pay all instalments on or before the due date specified in the Student Payment Plan Form.

Subject to Australian consumer law, if you do not pay the course fees by due date or an agreed date A Grade Education and Training Pty Ltd reserves the right to:

- Withhold material materials for the course
- Withhold marking of the assessment
- Notify relevant credit agencies of your default
- Withdraw you from the course

### **Course Duration**

You must complete your course before the expiry date outlined in A Grade Education and Training Pty Ltd's confirmation of your enrolment (maximum duration). If you do not complete the course within the maximum duration, your enrolment will expire, and you will not be entitled to any refund or partial refund of your course fees.

## **Course Extensions, Deferral and Transfer**

- You may apply for changes to your enrolment by submitting the appropriate request form to A Grade Education and Training Pty Ltd with supporting documents.

## **Course Deferral**

- Deferral and suspension of studies will ONLY be granted in the situation of compassionate or compelling circumstances that are likely to impact on your ability to study.
- When determining whether compassionate or compelling circumstances exist, A Grade Education and Training Pty Ltd will consider the evidence of the documents that have been provided to support the request, and copies of these documents will be stored in the student's file.
- A retrospective deferral or suspension may be justified if the student was unable to contact A Grade Education and Training Pty Ltd because of circumstances such as being involved in an accident.
- Where a student initiated deferral or suspension of enrolment is granted, A Grade Education and Training Pty Ltd will suspend the enrolment for an agreed period – to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

## **Course Extension**

- Students have seven (7) working days from the date of the notice of course expiry to contact A Grade Education and Training Pty Ltd and apply for a course extension. Student must complete a course extension application form with the required evidence. The student will then be notified in writing if the extension has been granted or not. All fees must be paid in full before any extension can be processed and approved.
- Full evidence including supporting documents to prove your circumstances will need to be submitted to the CEO for review. Documents include medical certificates, letter from the medical specialist, death certificates and/or legal documents.
- If an extension is granted the initial extension is free of charge, after that a fee of \$300 applies for three (3) months extension.

## **Re-assessment**

Students will be offered a maximum of three (3) assessment opportunities per unit during a normal training program for each assessment event. Student unable to demonstrate competence after the third (3) attempt will be required to re-enrol in the unit of competency to be retrained or re-assessed.

## **Course Transfer**

If you decide to pursue an alternative course with A Grade Education and Training Pty Ltd, you may apply for a course transfer within three (3) months on the Agreement commencement date provided;

- You have not previously been approved for a course transfer
- You pay the course transfer fees as outlined in the Schedule of Fees and charges
- Transfer course fees: If your transfer course fees are higher than your current course fee, then you will need to pay the additional course fees.
- You may use the fees you have paid in your current course fees to transfer to another course with A Grade Education and Training Pty Ltd.

## **Changing during your studies**

A Grade Education and Training Pty Ltd is a registered training organisation and must comply with the government regulations that apply with regards to the courses it provides. A Grade Education and Training Pty Ltd may be required to make changes to courses (including units of competency, learning materials and assessments) and A Grade Education and Training Pty Ltd's policies and procedures from time to time.

- Where there is a material change A Grade Education and Training will give you fourteen (14) days notice before the change applies and address any potential disadvantage that may from the change by:
- Providing extension maximum period duration of the course
- Providing you with additional learning support services
- Facilitate a course transfer to different A Grade Education and Training Pty Ltd course

## **Schedule of Fees:**

- A Grade Education and Training Pty Ltd updates the Schedule of fees and charges
- A Grade Education and Training Pty Ltd updates the schedule of fees in July each year
- Any changes will be notified within fourteen (14) days notice by email

## **Cancellation and Refund**

If you wish to terminate your studies, you must notify A Grade Education and Training Pty Ltd in writing (cancellation request) via email or post stating the reason why you wish to cancel.

- 14 days prior to the commencement of the course – 100% refund
- 10 days prior to the commencement of the course – 75% refund
- Between 6 days and the commencement of the course – 50% refund
  
- Students who cancel their enrolment part way through a course must notify A Grade Education and Training Pty Ltd in writing immediately if consideration of fee reimbursement is required. Once A Grade Education and Training Pty Ltd is notified, a refund will be issued for the component of training not commenced less an administration/enrolment fee.
- Where refunds are approved, the refund payment will be paid to the student within fourteen (14) days from the time the student gives written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Course Withdrawal Request form which you can request from the RTO Administrator or download from our website.

## **Unique Student Identifier (USI)**

- Before commencing any nationally recognised course offered by A Grade Education and Training Pty Ltd, each student must provide a USI. Each student enrolment received from 1<sup>st</sup> January, 2017 must have a verified USI as per the AVETMISS reporting requirements. A Grade Education and Training Pty Ltd will only issue a qualification, record of result and statement of attainment to a student if there is a verified USI against the student's file. To create a USI, click on the link and following the prompts <https://www.usi.gov.au/>

## **Language Literacy and Numeracy (LLN) indicator tool**

- Before commencing any nationally recognised course offered each student must complete a Language, Literacy and Numeracy (LLN) online assessment. This LLN evaluation will assist A Grade Education and Training Pty Ltd in identifying learner needs and so appropriate student support can be offered. This LLN Indicator Tool must be returned to A Grade Education and Training within seven (7) business days so that it can be reviewed by the team.
- Please note that A Grade Education and Training Pty Ltd has up to ten (10) business days to finalise each LLN Indicator Tool from the date of receipt.

## **Mandatory Requirement**

- Each student will receive access to their course once A Grade Education and Training Pty Ltd has reviewed their LLN outcomes, verified their USI and received all entry requirements from the student. Upon receipt of all items, A Grade Education and Training will have up to seven (7) business days to issue a letter of offer. A confirmation of enrolment will be sent to the student when payment has been received and a signed Student Agreement is returned to A Grade Education and Training Pty Ltd.

## **Prior to Enrolment**

Each student must complete the pre-enrolment process before the student can be enrolled which consists of the following;

- Pre-enrolment checklist
- Pre-enrolment interview – (by phone or face to face)
- Complete an Language, Literacy and Numeracy (LLN) online assessment

## **Course Suitability**

A Grade Education and Training Pty Ltd provides information about each training product on the company website [www.agradetraining.nsw.edu.au](http://www.agradetraining.nsw.edu.au) through course information that is emailed to prospective student and through the Pre-enrolment Interview Process. By accepting the terms and conditions of enrolment, the student acknowledges that he or she has read and understood the course information.

## **Course Access**

A Grade Education and Training Pty Ltd reserves the right to modify or update course materials to improve the quality of training and assessment offered to students. Each student is responsible for reading and understanding the course material, including additional material that may be provided such as external websites. Each student is responsible for completing their course within the specified timeframe as communicated in their letter of offer.

## **Assessments**

Assessments for our nationally recognised vocational education and training courses are competency based, which means each student is assessed against the unit requirements as outlined on the national register [www.training.gov.au](http://www.training.gov.au) . Each student receives up to three (3) attempts to demonstrate competency. If the student is deemed not yet satisfactory on the third (3) attempt, the student must re-enrol, be retrained and reassessed. If a student successfully completes all units within a qualification and has been assessed as competent, the student will receive an official certificate and record of results. If a student successfully completes one or more units of competency, he or she will receive a Statement of Attainment for the units completed and assessed competent.

## **Certificate Issuance**

When the student has successfully completed a full qualification a Certificate and Record of Results will be issued. Students must provide A Grade Education and Training Pty Ltd with their USI number before a certificate, record of result and statement of attainment can be issued.

## **Access and Equity Policy**

A Grade Education and Training Pty Ltd's access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age marital status, pregnancy, sexual orientation or carer's responsibilities. Any student who satisfies A Grade Education and Training Pty Ltd's entry requirements will be accepted into the training program. It is the student's responsibility to ensure he or she has access to all relevant resources required as outlined on the A Grade Education and Training Pty Ltd website for each course.

## **Marketing and Advertising**

Under Consumer Protection laws, A Grade Education and Training Pty Ltd, it does not provide any guarantees to students, agents and third parties that

- a student will be automatically accepted into a course.
- successful completion of training or any particular employment outcome that is outside of the control of A Grade Education and Training Pty Ltd;

- A student will be eligible for any license or accreditation as a result of training and/or assessment unless it is a license outcome guaranteed by the issuer of the license or accreditation.

### **Privacy Notice**

Under the Data Provision Requirements 2012, A Grade Education and Training Pty Ltd is required to collect personal information about you, the student, and to disclose that personal information to the National Centre for Vocational Education and Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by A Grade Education and Training Pty Ltd for statistical, regulatory and research purposes. A Grade Education and Training Pty Ltd may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

Issuing statements of attainment or qualification, and populating authenticated VET transcripts;

- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning a consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted. NCVET will collect, hold use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au))

**Please complete**, sign and date the below declaration upon receipt of this student handbook and return to A Grade Education and Training either:

- Email to [info@agradetraining.nsw.edu.au](mailto:info@agradetraining.nsw.edu.au)
- Via mail addressed to 'A Grade Education and Training level 5, 545 Kent Street, Sydney, NSW 2000, Australia, or
- In person to your course trainer.



## Student Acknowledgement declaration

Terms and conditions prior to enrolment.

I (the Student) agree to abide by the following terms and conditions set by A Grade Education and Training:

- I declare the information provided on the enrolment form is true and accurate
- I understand that supplying false or misleading information is an offence
- I declare that I have been provided with A Grade Education and Training Policies and Procedures.
- I declare the information submitted belongs to me and has not been copied or completed by another person.
- I have read and understood the Student Handbook
- I have read and understood the Terms and Conditions of my enrolment
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above
- I have made an informed decision about this course based on the information provided by A Grade Education and Training Pty Ltd
- I declare that I have read and understood the course information
- I declare that I am able to meet all course entry requirements

I acknowledge that I, \_\_\_\_\_, have received, read and understood the contents of this student handbook, which outlines the conditions of my rights and responsibilities as a student of A Grade Education and Training Pty Ltd.

**Student Full Name** \_\_\_\_\_

**Student Signature** \_\_\_\_\_

**Date** \_\_\_\_\_