



APL Group Pty Ltd

Registered Training Organisation 3586

# STUDENT INFORMATION HANDBOOK

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## Welcome

Thank you for considering training with APL Group.

APL Group is a nationally recognised training organisation registered through the Australian Skills Quality Authority.

The purpose of this handbook is to provide you with a quick reference about training programs and processes at APL Group.

## Training programs

Training Services provided to students follow the policies and procedures developed to meet the National VET Regulator Act 2011 and the Australian Qualifications Framework.

APL Group delivers a range of training programs: both accredited and non-accredited. The training programs offered include:

- First Aid
- Warden training, fire and small workplace emergency training
- Food Safety
- Manual Handling

## The AQF

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

Benefits for students:

The AQF encourages lifelong learning and assists students to plan their careers and learning at whatever stage they are within their lives and wherever they live

AQF qualifications allow students to start at the level that suits them and then build up their qualifications as their needs and interests develop and change over time

The AQF supports national standards in education and training

AQF qualifications are recognised across Australia

The AQF ensures understanding of what each qualification name and level means

The registers of registered education and training providers and accredited courses provide assurance that courses and providers are approved by government

## Accredited programs

Accredited programs are competency-based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skill and knowledge requirements for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a skill set or a nationally-recognised qualification. Nationally-recognised qualifications are set out in Training Packages and these can be viewed at [www.training.gov.au](http://www.training.gov.au).

Each qualification includes foundation skills that may be defined as a combination of:

- English language, literacy and numeracy (LLN) – listening, speaking, reading, writing, digital literacy and use of mathematical ideas; and
- employability skills, such as collaboration, problem solving, self-management, learning and information and communication technology skills required for participation in modern workplaces.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any student regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Foundation skills
- Performance evidence
- Knowledge evidence
- Assessment conditions

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations and Government regulations. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

## Access to student records

Full access will be available in the following areas:

To all training facilities available to the APL Group and its Training Partners that are required for the successful completion of your course. If you select the on-line component, you will have access to your progress throughout the on-line learning system. You may also re-visit this systems to check completions.

All student records, personal details and results remain confidential and will not be released without the consent of the individual except for the purpose of reporting results to government regulators as outlined on your course Enrolment Form.

**Participants may access all results and personal records upon written request to the Training Manager.** Contact our friendly office staff if you are unsure.

## Access & equity

APL Group will adhere to and embrace all equal opportunity and Anti-discrimination principals with clients, students, employees and all those involved within our operations. The practice of anti-discrimination ensures that no-one is treated unfavourably because of their personal characteristics.

Any reports of breach of these guidelines will be dealt with seriously and promptly.

At the enrolment stage, you may be asked to complete a Language, Literacy and Numeracy (LLN) task, or asked about any areas in which you may require additional assistance. This is an opportunity for you to discuss your

personal needs in a confidential manner in order for your trainer to determine how they may best support you throughout your learning.

For some, this may be an uncomfortable and somewhat confronting discussion; however our Trainers will use their professional judgement and industry experience to gauge any special requirements you may have; therefore you should feel comfortable and confident that your situation and I or requests remain private when discussing any special learning requirements with any of our staff.

All participants and APL Group employees are expected to act in a manner that represents a responsible and respectful attitude towards personal behaviour, work commitments, language and applicable legislations such as OH&S, Anti-discrimination, Workplace Harassment, victimisation and bullying.

If acts of an unsuitable nature are commonly practiced or policies and procedures are violated, then training may be suspended or cancelled and employees/contractors duties will be reviewed.

In order for all learners, trainers and clients to maintain a positive experience with our RTO, APL Group has disciplinary procedures in place to ensure consistent standards of behaviour and effective responses to misconduct. In keeping with the educational purposes of APL Group, disciplinary actions, (other than those requiring recommendations for suspension or expulsion), are intended to be used to rectify the situation rather than punish a participant. Therefore, at all times, the expectation of all staff, students and clients is that behaviour is of a respectful, cooperative and professional manner.

## **Disciplinary procedure**

As an adult learner, you expect the right to be treated with respect and in a professional manner by not only your facilitators but also all those associated with the certification I training you are completing.

Therefore, when a participant's behaviour is of a repeated or inappropriate nature, the following disciplinary actions will be imposed by the RTO:

### **Minor Infringements:**

Informal counselling takes place when trainers observe minor infringements by a student.

### **Serious instances:**

In the event of serious misconduct, your enrolment may be terminated without warning. If an enrolment has been terminated, any statement of attainment earned at that point in time will be issued.

Instantly terminated enrolments will be at the discretion of the RTO's Director and no correspondence will be entered into; however written documentation will be provided to the individual in question outlining the breach and reason for dismissal.

Note: There is some behaviour that may result in an instant dismissal.

This behaviour is defined as:

"An illegal or criminal act performed in or around the building, workplace or training environment or involving other participants".

## Misconduct

Misconduct will not be tolerated by clients, visitors and I or employees and refers to violence of any kind, theft, misuse or damage to facilities, equipment and training materials, attendance under the influence of alcohol or drugs, including the inappropriate use of legal drugs, bullying and harassment or breaches of policies and procedure relating to the place of work or practical placement. Serious misconduct of this kind will not be tolerated. Our policies relating to these are outlined in the following paragraphs.

## Disability Act 2006

The Disability Act provides for:

- a stronger whole-of-government, whole-of-community response to the rights and needs of people with a disability, and
  - a framework for the provision of high quality services and supports for people with a disability
- The Act sets out principles for people with a disability and for disability service providers. Disability service providers are the Department of Human Services and organisations that are [registered](#) under the Act to provide disability services.

## Charter of Human Rights

The *Charter of Human Rights and Responsibilities Act 2006* (the Charter) is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. It is about the relationship between government and the people it serves.

The Charter requires public authorities, such as Victorian state and local government departments and agencies, and people delivering services on behalf of government, to act consistently with the human rights in the Charter.

Twenty fundamental human rights are protected in the Charter because the Victorian Parliament recognises that, as human beings, we have basic rights, including the right to be treated equally, to be safe from violence and abuse, to be part of a family and to have our privacy respected.

The 20 human rights are:

- Right to recognition and equality before the law
- Right to life
- Right to protection from torture and cruel, inhuman or degrading treatment
- Right to freedom from forced work (section 11)
- Right to freedom of movement
- Right to privacy and reputation
- Right to freedom of thought, conscience, religion and belief
- Right to freedom of expression
- Right to peaceful assembly and freedom of association
- Right to protection of families and children
- Right to take part in public life
- Right to protection of cultural rights
- Property rights
- Right to liberty and security of person

- Right to humane treatment when deprived of liberty
- Rights of children in the criminal process
- Right to a fair hearing
- Rights in criminal proceedings
- Right not to be tried or punished more than once
- Right to protection from retrospective criminal laws

### **Workplace Harassment, Bullying and Victimisation**

APL Group will not tolerate any form of harassment, victimisation or bullying at any level and we encourage any participants, staff, clients and visitors to report any such acts being witnessed or experienced to immediately report such behaviour to the RTO Director or Chief Operating Officer. These reports will be investigated and handled in a confidential and professional manner.

Under no circumstances will we allow these types of practice to continue once reported and individuals violating this policy will be dealt with under our disciplinary code of conduct.

### **Health, Safety and Wellbeing**

Your health, safety and well-being is of paramount importance at all times throughout your learning experience and we will strive to provide a safe, comfortable and healthy environment by:

- Protecting the health and safety of all staff, participants, visitors and clients at our workplace and any training and assessment venues.
- Prevent accidents and ill health caused by working conditions.
- Protect participants & staff from any health hazard which may arise out of their work or the conditions in which it is carried out.
- Place and maintain participants & staff in an occupational environment designed to satisfy their needs for health, safety and well-being.
- Monitor and evaluate WH&S standards on a regular basis.
- Encourage discussion of WH&S topics at monthly staff meetings
- Provide reasonable equipment for WH&S within the RTO's operations.
- Ensure these and company systems are adequately covered at all staff orientations.

If at any time you feel that your safety, well-being or health is at risk, please speak with your trainer immediately or contact our organisation on 1300 975 889

### **Drugs and Alcohol**

APL Group are aware of the implications that drug and alcohol abuse has on families, loved ones and children and therefore adopt a zero tolerance policy in relation to those participating in training and assessment or associated activities within our organisation. Therefore any participant or employee perceived to be under the influence of these substances whilst undertaking training, assessment or work duties will be subject to disciplinary action. This may include suspension, expulsion, reporting or any other associated penalty.

In line with the government commitment to raising awareness of the problems associated with drug and alcohol use and abuse, we aim to increase knowledge about the potential negative consequences of drug use and provide the following information to participants and their families in order to take a pro-active approach to seeking professional advice relating to such exposure.



Australian Drug Information Network [www.healthinsite.gov.au](http://www.healthinsite.gov.au) website links to a comprehensive range of websites and information on alcohol and other drugs.

As part of our duty of care provision; we wish to provide you with specific counselling services that may be of assistance:

| Organisation Name                          | Purpose  | Phone number   | Website  |
|--|--|----------------|--|
| Lifeline                                   | A national 24-hour phone counselling service there to help you through any problem, no matter how big or small.  | 13 11 14       | <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>                   |
| Counselling online                         | Counselling Online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern, using text-interaction,             | NA             | <a href="http://www.counsellingonline.org.au">www.counsellingonline.org.au</a> |
| Beyond blue                                | The national depression initiative. Opening our eyes to depression throughout Australia  | 1300 224 636   | <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>               |
| ADIS: Alcohol and Drug Information Service | A confidential, anonymous information, advice and referral service. For information about drugs, including methadone, safer injecting advice, parent advice and detox. | (02) 9361 8000 | 1800 422 599 (outside Sydney)  |

**Important note:**

In cases where APL Group Trainers, Assessors, employees or associated personnel are concerned about the safety, welfare and well-being of training participants protected under the Commission for Children and Young People Act 1998, they are obliged to report such cases to the Child protection agency in accordance with legislative requirements:

Child protection helpline            132 111

24 hours, 7 days a week

## Student Rights and Responsibilities

Students undertaking APL Group courses have a right to:

- be treated with fairness and respect;
- be trained in an environment that is supportive and safe, free of discrimination and harassment;
- privacy and security of their personal details, subject to legal requirements;
- be supplied with accurate information regarding the course, their assessments and progress;
- appeal against assessment decisions in accordance with APL Group's Complaints and Appeals Policy;
- be re-assessed if required, in accordance with APL Group's Assessment Policy;
- make a complaint about staff members or processes;
- have any complaint or appeal dealt with promptly and fairly in accordance with APL Group's Complaints and Appeals Policy.

Students undertaking APL Group courses have a responsibility to:

- treat APL Group staff and fellow learners with fairness and respect;
- not disrupt or harass other learners;
- approach the training with due effort and commitment;
- complete all assessment tasks honestly, in keeping with APL Group's Plagiarism and Student Misconduct Policy;
- follow all reasonable instructions by APL Group staff;
- refrain from using drugs or alcohol in a way that could adversely affect their training program, in keeping with APL Group's Drug and Alcohol Policy;
- act in a safe manner at all times and observe safety procedures.

## Drug and Alcohol Policy

APL Group's Drug and Alcohol Policy requires students to refrain from drug or alcohol use that could have an adverse effect on performance or safety while engaged in training or assessment activities.

Students are responsible for:

- ensuring the safety of themselves and others at all times;
- refraining from drug or alcohol use that could have an adverse effect on performance or safety;
- informing their trainer/assessor of any problems relating to drug or alcohol use.

Students must observe all local, state and federal laws in relation to using, possessing, giving or selling alcohol or other drugs. Any incident involving illicit drugs will be reported to the police.

If a student is assessed as incapable of working effectively and safely as a result of drug or alcohol use, the trainer/assessor may disallow participation in class activities or take other appropriate action outlined in the policy.

Students using prescribed medications should ask their doctor whether such medications will impair their ability to perform the required tasks, and advise the relevant manager or trainer/assessor as appropriate to determine if tasks can be suitably modified.

APL Group will facilitate support for students suffering from drug or alcohol dependency by helping with access to professional support and counselling services and will support students in reviewing their training plan if necessary.

## Plagiarism and Student Misconduct Policy

Plagiarism occurs when a student tries to pass off another person's work as their own. It includes copying from any published or unpublished source without the appropriate acknowledgement. Plagiarism undermines the integrity and fairness of the assessment process. Students are responsible for:

- maintaining honesty and integrity in producing *their own* work
- protecting their own work and not allowing any other student to copy their work
- understanding the impact of plagiarism and misconduct on their academic performance
- asking Trainers-Assessors for assistance if they are unsure of their obligations

Incidents of general misconduct are those incidents that in the opinion of APL Group management may be dealt with internally and need not involve external law enforcement authorities. Examples include:

- acting in an intimidating or disrespectful manner towards any staff member or student
- impeding the ability of another student to fully participate in the training program
- committing an act or making an omission that may endanger the health and safety of any staff member or student
- making a fraudulent representation with regard to a medical certificate, licence or academic record
- any breach of assessment conditions or any act or omission that seeks to pervert assessment processes including cheating in an examination, test or assessment activity
- any act or omission that disrupts APL Group operations or delivery of services

The APL Group Plagiarism and Student Misconduct Policy allows for a range of penalties from warnings and counselling to review of the students enrolment with APL Group, depending on the seriousness of the incident.

Where a student commits any kind of assault on a staff member or student, or an act of wilful damage to property, theft or other serious breach of law, the matter will be reported to the police.

## Assessment process

Assessment is simply a process designed to ensure that a person has achieved all the skills and knowledge requirements of a unit. This is not based on an exam or test (as it would have been at school). Assessment in a competency-based system involves a number of methods, usually in combination. For example:

- observation (an assessor observing performance in the workplace)
- third party reports (reports from a supervisor or other qualified person verifying a person's abilities)
- questioning (an assessor asking the learner questions in written or oral form to check their knowledge of key aspects of a unit)
- a work based project (a project undertaken on the job to demonstrate competency in one or more units).

All of these forms of assessment can provide evidence of a learner's knowledge and skills and standard of performance against one or more units of competency. Units can be assessed individually, or in an integrated way as part of a common cluster of related functions.

All assessment must comply with the Principles of assessment:

|                    |  |
|--------------------|--|
| <b>Validity</b>    | Ensuring evidence is collected in a variety of contexts and on a number of occasions, and that the assessment process and materials assess everything they claim to, and nothing else                            |
| <b>Reliability</b> | Ensuring that the interpretation of evidence and results are consistent  |
| <b>Flexibility</b> | Ensuring the skills and knowledge can be demonstrated in a variety of ways suitable to the workplace   |
| <b>Fairness</b>    | Ensuring the process does not disadvantage any individuals and the outcomes can be achieved through a range of training delivery strategies<br><br>An appeal process and confidentiality need to be provided for |

## Types of evidence

Evidence is information upon which an assessor makes a judgement of competency. A key consideration within the assessment process is determining the sources of evidence that will meet the requirements outlined in each of the units of competency. Evidence must meet the rules of evidence which are:

|         |   |
|---------|---|
| Valid   | <ul style="list-style-type: none"> <li>- Address the elements and performance criteria</li> <li>- Reflect the skills, knowledge and context described in the competency standard</li> <li>- Demonstrate the skills and knowledge are applied in real or simulated workplace situations</li> </ul> |
| Current | <ul style="list-style-type: none"> <li>- Demonstrate the candidate's current skills and knowledge</li> <li>- Comply with current standards</li> </ul>   |

|            |  |
|------------|--|
| Sufficient | <ul style="list-style-type: none"> <li>- Demonstrate competence over a period of time</li> <li>- Demonstrate competence that is able to be repeated</li> <li>- Comply with language, literacy and numeracy levels which match</li> <li>- those required by the work task (not beyond)</li> </ul> |
| Authentic  | <ul style="list-style-type: none"> <li>- Be the work of the candidate</li> <li>- Be able to be verified as genuine</li> </ul>  |

### Reasonable adjustment

The concept of 'reasonable adjustment' is important and must be considered. This means that the assessment process may be modified so that individual participants are not disadvantaged. For example, a learner with a disability, or with issues relating to language, literacy or numeracy may require some adjustment to the assessment process.

In accordance with the Disability Standards for Education (2005), education providers are under a positive obligation to make changes to reasonably accommodate the needs of a learner with a disability. Reasonable adjustments can be made as required, as long as competence is not compromised. For example, such a learner could be asked to demonstrate a work process rather than being asked to explain it in writing.

The assessment process will be explained at the orientation session and will also be available upon request to your assessor.

It is expected that all assessment tasks are completed when due. If there are difficult circumstances, please contact your assessor about completing a formal request for extension or support.

### Enrolling in a Training program

To enrol in a training program at APL Group, you will need to contact the Administration Office on 1300 975 889. They will provide an Application for Enrolment form and the relevant information flyer for the course chosen. When APL Group receives your application you will be contacted to confirm any additional requirements. You may be required to attend a pre-training interview. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding
- Confirm the fees you will have to pay
- Complete a competency-based training test to determine your learning needs
- Be informed about the requirements of a police/working with children check
- When you will be notified about your application
- The date of the mandatory orientation session

APL Group is committed to ensuring that all selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria if relevant,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

APL Group shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

APL Group is committed to the enrolment of students when the organisation has the capacity to deliver the course for which the student is enrolling and where the student has:

- applied in the prescribed manner
- met the selection requirements for the relevant course
- supplied accurate personal and previous qualification information
- agreed to abide by APL Group's policies, procedures and code of conduct
- paid the prescribed fees

## Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

APL Group believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

APL Group aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Course Coordinator on 1300 975 889 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and returned to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and required under the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

APL Group is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that Unit of Competency(s)
- NYC which means you are not yet competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enroll. Please talk to your assessor if you have any concerns.

## Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend the workshops and complete all required reading and learning activities
- Prepare well in advance of each workshop
- Be a willing participant
- Work with fellow students
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Contact your trainer if you do not understand the training activity or assessment task

## Getting help

At APL Group, your Trainers and Assessors are your best support. If you are in need of some support please speak to them. The APL Group administration team is also ready to assist where they can.

Your trainer is also there to provide support during training and assessment. If you have any concerns about training and assessment approach your trainer to discuss this and how they can best support you to be successful.

## Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer/Assessor.

## Rules and regulations while completing a program

APL Group is committed to providing a learning environment that encourages students of all abilities to participate and to successfully complete their training program. APL Group ensures that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance please inform our staff at the interview or on enrolment. APL Group respects the student's right to privacy and confidentiality.

## Appeals

If you have a complaint, grievance or wish to appeal any decision while completing your training program, APL Group has a documented process for you to access and follow. This will be explained to you in your orientation program when you enrol.

If you would like to find out more, please contact the Course Coordinator on 1300 975 889.

If you believe that a Not Yet Competent/Fail assessment decision is not justified, you are entitled to appeal this decision. This process applies to appeals by students in relation to academic decisions or procedural matters. Therefore, should you wish to appeal against an assessment decision, you have the following 4 avenues of appeal:

### *Approach the assessor informally.*

If you are dissatisfied with the assessor's decision, you can formally appeal to the Training Manager and present your case. This must be in writing, with a clear record of interactions. (see Grievance/Outcome Appeals Form on our website).

If you are still dissatisfied with the decision of the Training Manager, following the presentation of their formal decision, you have a further right to resubmit your Appeals Form to the Director.

Following consideration of the appeal, each appellant will be provided with a written statement of the appeals outcomes, including reasons for the decision. If the decision is not rectified with the RTO, then the Director will engage external assessment review committee until a final decision is reached.

If an appeal is lodged for any assessment outcome this must be done within 14 days of the outcome being awarded or the assessor's decision will be final



## Fees and charges

APL Group aims to keep fees and charges to a minimum. Your eligibility for government funding will be determined at your interview before you enrol.

APL Group also has a refund policy that will be discussed at your orientation session. The refund policy for short course training is provided at the end of this handbook.

If you would like to find out more about fees, charges and refund options please call reception to make an appointment.

## Continuous Improvement

At part of our continuous improvement process, APL Group encourages feedback from its staff, students and clients as well as those involved in our business operations. We understand that to keep up with market demands and remain a leader within our industry it is imperative that we too change and develop new and innovative systems to keep a step ahead.

At APL Group we take all feedback received from clients and staff seriously, and therefore handle all complaints following the National Complaints Code (National Code of Good Practice for Responding to Complaints about Vocational Educational and Training Quality).

We handle all complaints in a way that:

- Is easily understood
- Is prompt and courteous
- Keeps the complainant informed of what is happening

As such, we apply the principles of fairness, fact and accuracy when investigating complaints or concerns in relation to our services. In order for you to remain assured that confidentiality and tact is maintained throughout making and resolving complaints, please ensure you follow the policy outlined below:

- A client may make a complaint APL Group, its trainers or staff members through one of the following procedural methods.

### *Personal Resolution*

The client may wish to personally and informally resolve the grievance by informing the person that their behaviour is causing problems and asking them to stop.

### *Formal Complaint*

A client may complete the Grievance I Outcome Appeals Form (available from our website) to initiate further action. The form will be forwarded to the APL Group Director. A conference will be organised, involving the client, the staff member and an impartial mediator. An outcome will be reached which satisfies all parties involved.

### *Format complaint to external agencies*

If a client is unsatisfied with the manner in which APL Group has managed a grievance or complaint, the client may then approach the the Australian Training Authority or the Australian Government Department of Education, Science and Training.

## **Students/Participants**

Contained within our student training manuals we have included feedback forms and we encourage you to complete these in order to have the opportunity to voice your praise, concerns and/or suggestions. This feedback is an integral part of our business and we value your feedback and ideas. This feedback will be used for the ongoing amendments made to training materials, programs and training methods and again is a confidential method of communication. Student support and assistance

The APL Group we will ensure that each individual is able to participate in the delivery of training and assessment of their choice, in the absence of discrimination in all aspects of our operations.

The RTO, their staff and contractors ensure that we have inclusive education and learning practices and make provisions which enable everyone to achieve their best possible learning outcome through:

- Everyone being entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training will not depend on factors beyond the learner's control or influence.
- During the allocation of resources, priority is given to narrowing those gaps in education and training outcomes that reflect the need and prevailing social inequalities.
- Ensuring that the diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs.
- A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in our education and training.

Additional assistance may be required by a participant due to (but not limited to) Language, Literacy and Numeracy competency levels, social economic constraints, English as a second language, physical and I or mental challenges and any other form of difficulty that a participant may face that prevents or makes the completion of their qualification difficult or impossible.

Your trainer is available to assist you throughout your learning should you require advice from someone with considerable experience and knowledgeable from within your chosen field.

Other client support provided by APL Group includes:

- Practical, hands-on experiences throughout training;
- The use of graphics to aid presentations;
- Allowing audio recordings of the sessions to be made;
- Providing handouts to students;
- If necessary, referring students to external agencies to assist students (e.g. WELL representatives, Community Colleges, etc.);
- Flexible learning and assessment procedures, which can be modified to cater for each individual student's needs. Reasonable adjustments will be made in compliance with each particular unit of competency;
- Referring students

## Refund Policy for Short-Course Training

1. In the event that fees are paid to APL Group prior to the commencement of a course and an individual participant is unable to attend a face-to-face course or practical training day for a blended delivery course, a full refund will be given provided notice is given 5 working days prior to the course commencement.
2. Where a group booking has been made 48 hours notification of a cancellation is required and APL Group reserves the right to charge a cancellation fee of up to \$150 in order to cover administration costs incurred up to that time.
3. APL Group reserves the right to withdraw or withhold certifications or qualifications for training received when a refund is made. However, where a refund is made and a trainee/learner complaint is established as fully justified, APL Group will not withhold certification.
4. In the event that illness or other unforeseen circumstance should prevent an individual participant from completing a course for which full payment has been made to APL Group, the participant will be offered a place in another course free of charge in order to complete the qualification. Otherwise a partial refund (up to 50%) may be given. A doctor's certificate may be requested.
5. If a student fails to attend a face-to-face training program or practical training day in a blended delivery program and no notification has been given, the course fee will not be refunded.

## Surveys

APL Group will seek feedback from students and trainers about the training being delivered. The results of these surveys are used to improve future programs. It is also a requirement of registration that the RTO report a summary of their survey data annually to the regulator and to publish this data on our website.

From time to time you may also receive a government survey about the training you have undertaken. This survey may come from a number of departments, but is usually co-ordinated by the NCVER.