



Domestic Student Handbook

Table of Contents

Welcome to Academies Australasia Polytechnic (AAPoly)	1
AAPoly	1
Introduction	2
Student Admissions	2
Application Form.....	2
Pre-Training Review	2
Recognition of Prior Learning (RPL)	2
Credit Transfer (CT).....	3
Course maximum for VIC government subsidised training	3
Course Information	3
Course Packaging	3
Codes and Units	3
Resources	3
Student Information	4
Unique Student Identifier	4
Student Code of Conduct.....	4
Timetables/Scheduling	4
Student Attendance	4
Classroom Behaviour	4
Social Media.....	5
Photocopying	5
Assessment and Study Requirements.....	5
<i>Submission of Assessments</i>	5
<i>Assessment Due Dates</i>	5
<i>Plagiarism and Cheating</i>	6
<i>Assessment Marking</i>	6
Access to Academic Progress.....	6
Student Feedback Surveys	6
National Student Outcomes Surveys	6
Department of Education and Training Contact	7
Smoking.....	7
Student Lounge	7
Computers for students' use	7
Library and Resource Centre.....	7
Student Support Services.....	7
Work-based Training	8
Work-based Training Requirements	8
National Police Check.....	9
How long does it take for a National Police Check to be processed?.....	9

Working with Children’s Check	10
Termination of work-based training	10
Student Administration	10
Student Files.....	10
Student Withdrawals	10
Student Completions	10
Student Certificates	10
Career Pathways – further education.....	11
Occupational Health and Safety	11
Australian Education – Regulatory Guarantee.....	11
AAPoly’s assurance to students	11
Fees and Charges	11
Fee Payment Options.....	12
<i>Fees for RPL.....</i>	<i>12</i>
Enrolment and term commencement	12
Fee Refund Policy.....	12
Resources and Materials.....	13
Other Fees.....	13
<i>Re-enrolling into failed unit/s</i>	<i>13</i>
<i>Copies of assessment records for inactive students.....</i>	<i>13</i>
General Information	13
Diversity and Equity	13
Complaints, Grievances and Appeals.....	13
Privacy and Confidentiality	14
Harassment and Discrimination.....	14
Workplace Trainees (VIC Students).....	15
Induction	15
<i>Purpose of Workplace Induction</i>	<i>15</i>
Contact & Monitoring	15
<i>Face-to-Face Workplace Visits</i>	<i>15</i>
<i>Monthly contact by Trainer/Assessor to discuss training against training plan</i>	<i>15</i>
<i>Absenteeism (AAC Field Officer).....</i>	<i>15</i>
Structured Training Withdrawal	16
<i>What is Structured Training Withdrawal (STW) and how does it affect me?</i>	<i>16</i>
<i>What activities can be classified as structured training?.....</i>	<i>16</i>
Trainee Unemployment.....	17
Withdrawal from Training Contract.....	17
Certificates	17

Welcome to Academies Australasia Polytechnic (AAPoly)

Congratulations for making the decision to undertake further training to improve your qualifications. It is a major and challenging decision, and we share your excitement as you commence this journey. More importantly, we are here to give you all the support you need to succeed.

You are not alone. Many others have made similar decisions and enjoyed success. You are not alone because there are others studying with you. You are not alone because you are now part of the AAPoly community, where students are our priority.

In this Handbook, you will be introduced to the policies and procedures relevant to your studies and the services that you can expect from AAPoly. There is information about your responsibilities and obligations as a student.

If there are any aspects of this Handbook or about your studies that you are unsure about, please do come and talk to us, phone or email.

Once again, welcome to AAPoly!

AAPoly

Main Campus – Bourke Street, Melbourne

Level 7, 628 Bourke Street,
Melbourne, VIC 3000
PH: 8610-4100

Parking: Nearest parking – Southern Cross Station/DFO. Many others within the CBD.

Transport: We are 200 meters from Southern Cross Station and trams 86 and 96 stop in front of the campus

Swanston Street Campus, Melbourne

488 Swanston Street, Carlton
Melbourne VIC 3053
PH: 8583-0961

Parking: Various parking places within 2 kilometres including Victoria Market.

Transport: Melbourne Central train station and a 10 minute walk. Trams 1,3,5,6,16,64,67,72 stop in front of the campus

Kent Street Campus, Melbourne

Level 6, 333 Kent Street
Sydney NSW 2000
PH: (02)9224-5555

Parking: Various parking places in the CBD

Transport: Nearest train stop – Wynward.

Introduction

AAPoly is a registered training organisation and a higher education provider delivering nationally recognised vocational training and higher education degrees. We are regulated by Australian Skills Quality Authority (ASQA) and Tertiary Education Quality and Standards Agency (TEQSA)

It is very important that you understand your rights and responsibilities as a student, and this Handbook will provide most of the information you will need. Please access our website and Learning Management System, for important updates and useful information relevant to your course of study.

At the commencement of your studies, our trainer or representative from AAPoly will conduct an Induction during which the contents of this booklet will be reviewed to ensure that you are fully aware of your rights and responsibilities. The Induction will be conducted:

- In class if you are a class-based student
- In your workplace if you are a trainee
- Via email/phone if you are a distance/online student

If at any point you would like further information or clarification, please don't hesitate to contact your trainer in the first instance or one of our helpful staff.

Student Admissions

Application Form

All students wishing to apply for entry into a qualification delivered by AAPoly will be required to complete a Student Application Form. The application will need to be submitted along with certified copies of required documents. If you hold a current Centrelink concession card or are a registered job seeker, please make sure you also attach copies of these documents for us to accurately assess your application.

Pre-Training Review

A Pre-Training review is an assessment of an individual's current competencies including Language, Literacy and Numeracy skills in order to determine suitability for the chosen qualification. This will determine whether you meet the selection criteria and whether there is a need to provide you with any additional support whilst undertaking study.

Recognition of Prior Learning (RPL)

RPL is the assessment of relevant prior learning as credit that will transfer into the course being applying for. RPL is an assessment process that involves the collection of evidence against each unit in a qualification. An RPL assessment can be used to qualify for partial or full recognition in a qualification.

RPL must be assessed and completed **prior to** the commencement of the training. Please indicate your intention to apply for RPL when you submit the Student Application Form. AAPoly's Training Coordinator can discuss your application and provide further details.

If you would like more information regarding RPL, please contact us enquiries@aapoly.edu.au

Credit Transfer (CT)

If you have completed any previous studies (with another registered training organisation or TAFE), you may be eligible for credit transfer. Credit transfer is the transfer of credit from one course to another if units of study relevant to the course being applying for have successfully been completed. The previous unit(s) of study must be at least 80% equivalent to a similar unit within your chosen course. If a credit transfer is granted, you will be exempted from studying those units.

For example, you may have completed the same unit of competency at another institution when you were studying another course; this will be recognised if the unit is the same both in terms of title and unit code number. In the event that a course title and/or code are not an exact match, a mapping process will be conducted to identify whether the unit requirements have been met. This also includes units/qualifications held from previous training packages.

If you are applying for credit transfer, you must provide supporting documentation including unit, subject or competency information and original (or certified) documents including the qualification and related statements of attainment.

Applications for credit transfer should be made **prior to** course commencement and your intention must be clearly indicated on your student Application Form.

The granting of credit transfer may shorten the course duration and/or course cost; you will be advised of this upon finalisation of the credit transfer process.

Course maximum for VIC government subsidised training

Students who are eligible for the Skills First Program may undertake a maximum of two government subsidised courses at any one time per calendar year.

Note: students accessing government subsidised training will only be eligible to commence a maximum of two qualifications/courses at the same qualification level in their lifetime (excluding courses on the approved Foundation Skills List).

Course Information

AAPoly delivers vocational education and training in Business, Accounting, Information Technology, Community Services, Hospitality and Project Management. Delivery modes include on campus, online or at the workplace. Each course delivered is nationally recognised and supported by industry through an in-depth consultative process.

Please check our website for courses which are funded under the Victorian Government's Skills First program.

Course Packaging

The course you select to study has been packaged to meet the rules and requirements of the regulatory authorities and will ensure the qualification you gain meets industry standards and provides you with the best work opportunities in the future.

Codes and Units

The course you are studying is made up of smaller components called units of competency. Each course or unit of competency is identified by a code – these codes are nationally recognised. Each course has a set minimum number of units of competency to be successfully completed before a certificate can be issued.

Resources

AAPoly provides a range of resources to support your study – both printed and online (via our Learning Management System). These resources are up to date and reflect industry requirements.

Student Information

Unique Student Identifier

It is an Australian Government requirement that all students have a Unique Student Identifier (USI) allocated to them when studying nationally recognised training in Australia.

The USI will allow the student to access their enrolment and achievement records from a single online source, providing easy, reliable, lifelong online access to training history records. For further information please check <https://www.usi.gov.au/>

Student Code of Conduct

Everyone has the right to study in an environment free from discrimination and harassment and has the right to be treated in a fair and considerate manner whilst studying with AAPoly.

Regardless of a student's cultural background, gender, sexuality, disability or age, all students should expect to be treated fairly and equally.

For further information, please refer to Student Code of Conduct and Social Media Use Policy (Please see <http://www.aapoly.edu.au/student-policies>)

Timetables/Scheduling

You will be provided with a schedule for training and assessment once your student application is accepted and processed. Any changes to course dates and/or times will be advised in advance. In the event that a class is cancelled, you will be notified of any re-scheduling arrangements.

Student Attendance

It is expected that all students attending classroom-based courses attend classes as per their schedule of training. Some assessments are conducted in class.

In the event that you are unable to attend a scheduled class, it is your responsibility to contact AAPoly at your earliest convenience. A make-up class will not be offered; however you are encouraged to speak to your Trainer, access the LMS for learning resources and speak with your fellow students for additional information and help. Please make every effort to keep up with your study load and let us know if you are having any difficulties.

Classroom Behaviour

To ensure all students enjoy the best study experience, rules apply regarding classroom behaviour. Any person displaying dysfunctional or disruptive behaviour may be asked to leave a particular session or the whole course. Dysfunctional behaviour may include: continuous interruptions to class, smoking in non-smoking areas, being disrespectful to fellow class members, harassment by use of offensive language, sexual harassment, bullying, acting in an unsafe manner, placing themselves or others at risk, refusing to participate when required in group activities and continued absence at required times.

Any student asked to leave a session or the course has the right to appeal through our Complaints and Appeals process.

Mobile phone calls are not permitted during class but the device may be used for online research or access to learning resources.

Social Media

Any social media use must comply with AAPoly's *Student Code of Conduct* Policy.

When using social media in the context of education training, and when making identifiable personal use of social media students must:

- ensure that the use, including content published, complies with all relevant rules of AAPoly;
- when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of AAPoly unless officially authorised by AAPoly;
- be respectful and courteous in communications;
- adhere to the Terms of Use of the relevant social media provider; and
- comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

For further information please refer to AAPoly's *Student Code of Conduct* Policy.

Photocopying

A coin-operated photocopy machine is available for student use in the Student Lounge of the main Melbourne Campus. Students can print from computers by purchasing print credit from Reception. Print credit vouchers are valued at \$5 each and refund rules are indicated on the vouchers.

Assessment and Study Requirements

We understand that there may be students who have not been studying for a number of years or who are new to vocational education and training. You have access to a range of learning resources from AAPoly's Learning Management System, to help you through your study and assessments. If you have any difficulties, please speak to your trainer who is there to help you.

Submission of Assessments

Each student must successfully complete assessments, according to the assessment criteria, to obtain competency in a unit of study. The requirements of the assessments, submission method and supporting evidence will be specified in each unit guide. To successfully complete each unit, you must satisfy all the assessment criteria and submit evidence according to the requirements.

Assessment Due Dates

Due dates for assessments are included on your schedule of training. It is expected that your assessment will be submitted on or before the due date. Written assessments must be submitted to the Learning Management System and NOT to your trainer. There will be specific situations where trainers require written assessments to be submitted in class but these are exceptions. Should you have a valid reason for not submitting your assessment by the due date, a Special Consideration Form, requesting an extension to the Assessment Due Date, must be completed and submitted to your trainer for approval.

If no valid reasons exist and assessments are submitted late, late submission penalties will apply.

Penalties can be, but are not limited to:

- Assessments not being marked therefore not achieving competency.
 - This will necessitate the student to re-enrol into the unit, paying the full fee for service as per course fees should the student wish to continue
- Suspension of training

- The student’s progression will be suspended until all outstanding unit/s have been received
- Cancellation of training
 - The student may be withdrawn from full qualification

Management will determine the appropriate action on a case by case basis.

Plagiarism and Cheating

Plagiarism means submitting or presenting the work of another person as though it is your own. It includes not acknowledging the original source and preparing and submitting/presenting work in conjunction with another person when that work should be the individual’s independent work. Plagiarism may also be considered a breach of copyright laws.

Cheating is obtaining or attempting to obtain an improvement in evaluation of performance by dishonest or deceptive means. Cheating includes, but is not limited to: copying from another during test or examination; and, using or displaying notes, "cheat sheets", or other information devices inappropriate to the prescribed test conditions.

Students submitting work where plagiarism or cheating has been identified will be investigated, resulting in disciplinary procedures being instigated.

Assessment Marking

All students are assessed against the relevant performance criteria which will determine whether students have achieved “Competency” or “Not Yet Competent.” Once your assessment is submitted and marked by your Trainer/Assessor, you will be given a mark of either C – Competent or NYC – Not Yet Competent. If you are marked as NYC, you can discuss re-assessment with your trainer.

Access to Academic Progress

All enrolled students will have access to the Learning Management System (LMS) for the duration of the course. Students may access current and accurate records of their participation and progress through the Learning Management System.

Students must advise AAPoly of any change to their personal details e.g. name, address change, etc. Students must put this in writing, and provide suitable evidence of the change. You can notify AAPoly of any changes through a Change of Contact Details Form (ask at reception) or by providing a signed letter of authority.

Students also have access to their progress through feedback provided by their Trainer/Assessors.

If requested by the employer, AAPoly will provide monthly progress reports to employers for those students accessing employer-based training.

For students participating in a traineeship, monthly contact including progress reports is provided to the supervisor.

Student Feedback Surveys

AAPoly values feedback from students and collects data at various stages of the course. This feedback assists us with improving on the services we provide. We will also collect feedback from your work placement host organisations in our annual quality assurance surveys.

National Student Outcomes Surveys

All students involved in Government Funded Training Programs should be aware of the possibility of receiving an NCVER (National Centre for Vocational Education and Research) annual National Student Outcomes Survey. The survey assists NCVER with the task of collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training.

Department of Education and Training Contact

Students may receive an invitation to participate in an endorsed project of the Department of Education and Training or may be contacted by the Department for audit, review or investigation purposes.

Smoking

Smoking is not permitted on the premises, including the public toilet facilities. There are also designated non-smoking areas external to all training facilities (e.g. in front of the buildings) and students are advised to adhere to those restrictions.

Student Lounge

Student lounges are provided for all students in each of the campus locations. Facilities include: fridge, microwave, hot water, tables and chairs. There are vending machines for snacks and drinks.

It is an expectation that all students are responsible for cleaning up after themselves and show consideration for others using the facility.

Computers for students' use

There are computers in each campus designed for students' use. Wi-Fi is available for all enrolled students. Access to these facilities is via a student login issued after successful enrolment. Internet usage is monitored and should you be found to be using these services inappropriately, further action will be taken. Laptop usage in class is at the discretion of your Trainer/Assessor.

Library and Resource Centre

Students have access to library facilities at the main Bourke Street Campus. Students are able to borrow prescribed texts for 3 business days and non-prescribed texts for 2 weeks. Overdue fees do apply and if the borrowed resource is more than one month overdue, the student will be required to pay the current purchase price. All students have access to EBSCOhost literary database via the Learning Management Systems. EBSCOhost has more than 20,000 titles online and a range of worldwide published literary journals to support students' research.

Student Support Services

Your Trainer/Assessor will be your first point of contact for any matters related to your studies. Student Services will provide support regarding student administrative matters. We have two qualified student counsellors covering 5 days a week. They can be contacted by email or appointments can be made via Reception at the main campus. More information about support services will be provided at the Induction.

External Student Welfare Support Services

Type of Assistance Required	Name of Support Service	Contact
Police, Ambulance, Fire	Emergency Services	000
Alcohol and Drugs	Direct Line - <i>Provides counselling, information and referral service for you or someone you know with a Drug or Alcohol problem.</i>	1800 888 236 www.health.vic.gov.au/aod/directline.htm
Depression/Suicide	Lifeline - <i>Connects people with care.</i> Beyond Blue - <i>provides nationwide access to information, advice and referrals around depression, anxiety and related conditions.</i>	13 11 14 www.lifeline.org.au 1300 22 46 36 www.beyondblue.org.au
Ethnic /Multicultural	Ethnic Communities Council of Victoria	9349 4122

Assistance	Migrant Information Centre	www.eccv.org.au 9285 4888 www.miceastmelb.com.au
Financial Matters	Credit Helpline	9602 3800
Legal Assistance	Eastern Community Legal Centre <i>Free legal assistance</i>	9762 6235 Email: outereast@eclc.org.au www.eclc.org.au
Men's Support	Mensline	1300 78 99 78 www.mensline.org.au
Women's Support	WIRE - free, confidential information & referral service for women	1300 134 130 https://www.wire.org.au/
Sexual Assault	Sexual Assault Crisis Line - <i>Crisis counselling service for victim/survivors of both past and recent sexual assault</i>	1800 806 292 www.sacl.com.au
Translating and Interpreting	Translating and Interpreting Service <i>Interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them</i>	13 14 50
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic 23 QV Terrace/292 Swanston Street Melbourne Vic 3000	8993 7000

Work-based Training

Work-based training (also referred to as practical placement) is structured workplace learning that prepares students for the workforce and enhances their employability skills. It is a component of many courses, designed to help students consolidate their training by putting it into practice in a designated workplace.

For students, work-based training is an opportunity to:

- Learn in a workplace relevant to their qualification
- Practice skills over a period of time in real work situations
- Engage and learn from experienced staff members who will assist students with putting theories into practice
- Have access to real technology, equipment, clients and organisational policies and procedures

Work-based Training Requirements

The number of placement hours varies depending on the qualification, however if you are working in an industry relevant to your qualification, your workplace sign-off can be completed by your employer, if deemed suitable by your trainer/assessor.

Traineeship Programs

Whilst placement is not applicable to Trainees, there is a requirement for a 3rd party to sign a record for each unit of competency completed. The employer must also sign the Notification of Status Change form in order for Trainees to be finalised and issued with the qualification.

Upon determining the requirement for work-based training, the following documents will be provided to you with a confirmation letter outlining each party's obligations:

- Work-based Training Agreement
- Work Placement Record
- Log Book

We have strong partnerships with some of Australia's largest Community Services and Health providers; this means that our programs, student placement and even graduate employment

opportunities have very strong support from industry.

When can students go on Work-based Training?

Before sending our students out on Work-based Training we must ensure that you are fully prepared and ready for the work environment. This includes confirming that a student:

- Has a current National Police Check (for specific courses e.g. Diploma of Community Services)
- Has a current Working with Children Card (if applicable)
- Is at a point in the qualification where practical placement can commence (through review of class attendance, current submissions and trainer feedback)
- Has returned all required signed placement documentation for the Host Employer.

Can students source their own placement?

We have strong industry relationships with host employers who are willing to support our students through work-based training. When you are scheduled for work-based training, we will review our current partners and find a suitable Host based on your field of training. However, students may choose to source their own practical placement, especially in hospitality.

If you have found or been in contact with an organisation that is of interest to you, please let your trainer/assessor know and provide the contact details for that organisation. We will undertake a review and confirm if the organisation is a suitable workplace for training in your qualification.

National Police Check

Students undertaking work-based training are required, in some circumstances, to obtain a National Police Check. The cost of the police check is borne by the student however Victoria Police offers a reduced fee for issuing National Police Certificates for student placements; AAPoly will advise the student regarding eligibility requirements.

Regarding the National Police Check, where a student has been identified as having a disclosable outcome, it is up to the student to contact AAPoly's Training Coordinator should he/she wish to disclose the outcome and discuss. AAPoly's Training Coordinator will discuss the matter with the host employer prior to placement and may want to arrange an appointment with the host employer to ensure that all parties make informed decisions.

The use and retention of the information contained on the National Police Certificate may be subject to State or Commonwealth legislation. Students are urged to make their own inquiries with respect to any applicable legislative obligations or requirements.

Police check application details and frequently asked questions can be found at the following site: www.police.vic.gov.au

How long does it take for a National Police Check to be processed?

For a National Name Check, please allow a minimum of 10 working days from the date of application. The process may be further delayed if information is required from interstate jurisdictions pertaining to the national name search.

You may contact the Public Enquiry Service on 1300 881 596 to check the status of your application or to make a booking for any services.

A police check should not be older than 12 months.

Working with Children's Check

For certain qualifications, students undertaking placement may be required to obtain a Working with Children's Check. This will be advised at the time of enrolment and the cost borne by the student.

Working with Children's Check application details can be found at the following site: www.workingwithchildren.vic.gov.au/

Termination of work-based training

If a student's performance is deemed to be 'Not Satisfactory' while on placement (which may include misbehaviour at the workplace), a repeat placement will be arranged as soon as practical. The cost for the repeat placement will be determined by AAPoly (if applicable). Termination will be communicated by notice in writing to each party giving the reasons for the termination.

If the student's performance at the second placement has not improved or if it became necessary to withdraw the student from the second placement, the student will not successfully complete the course and will not be granted the qualification.

Student Administration

Student Files

In accordance with current legislation, record keeping in the form of a student file is a requirement for each enrolled student. Your student file in addition to your enrolment documentation contains:

- all records relating to participation of training
- submitted assessments
- Trainer/Assessor note/s
- any communication between AAPoly/yourself/Trainer/Assessors and any other documents such as assessment extension requests
- Facsimile copies of your transcripts and certificates

These records are required to be retained electronically for a period of 7 years, and be made available for audit purposes reprinting of any certificates or transcripts.

All student files are confidential with record keeping practices that comply with the Public Records Act (Vic) and all other contractual requirements.

Student Withdrawals

Students wishing to withdraw from their course must notify AAPoly in writing. Please speak to our Reception for the necessary documentation. However, please seek advice from your trainer/assessor or with our Training Coordinator before making the decision to withdraw.

Student Completions

Once students have achieved competency in all units of their course, the completion process will commence. This process ensures all course documentation is received, work placement is completed, structured training withdrawal logs are received (trainees only), Training Plans have been signed and Employers have signed off (if applicable).

Student Certificates

AAPoly issues certificates and transcripts according to Australian Skills Quality Authority (ASQA) standards and any applicable state contract guidelines when students have completed all requirements, including work-based training (if applicable), and all financial obligations are met.

Upon successful completion of your course, when your completion documentation has been finalised, and if there are no outstanding fees or library fines, a Certificate and an official transcript

will be issued. If you withdraw before completing all the units of your course, a Statement of Attainment will be issued for units you have successfully completed.

Career Pathways – further education

After successfully completing your course, you may wish to further your skills and knowledge and enrol into a higher level qualification that is relevant to your chosen field of interest. Please speak to our Training Coordinator or Student Services for more information.

Occupational Health and Safety

AAPoly is committed to the highest level of safety, health and welfare for all students in accordance with the Occupational Health and Safety Act/Work Health and Safety Act.

All students have a responsibility to cooperate and work within OHS/WHS guidelines to ensure not only their own safety but the safety of others as well. This includes following workplace procedures, reporting immediately any damaged equipment or identified risks, reporting any accidents/incidents/near misses/injuries, using Personal Protective Equipment (PPE) when required and encouraging others to follow safe work practices.

Australian Education – Regulatory Guarantee

AAPoly's assurance to students

AAPoly is committed to provide quality training and assessment from the commencement through to completion of your chosen qualification or course.

In the unlikely event that AAPoly is unable to meet the above commitment, we will offer an alternative study mode or course that meets similar training outcomes.

Should AAPoly be unable to offer an alternative course, we will recommend another suitable RTO that delivers similar courses. Under such circumstances, the following will be adhered to:

- AAPoly will consult industry to ascertain alternative RTO/s that can provide the individual with the best training options
- AAPoly will discuss options with the student
- Once a suitable alternative has been chosen, all the student's hard-copy files and system records will be provided to the RTO
- Any fees paid for tuition yet to be delivered will be refunded to the individual

Note: The student is not obligated to accept any alternative offers from AAPoly and may request a refund instead.

Fees and Charges

Fees and Charges for training programs are based on the student's circumstances and whether they are eligible to attract a Victorian State Government subsidised training place (Victorian students only).

In 2017, AAPoly holds a contract with the Victorian State Government to access subsidised training places through the Skills First Program for specific qualifications. A student must meet specific eligibility criteria in order to be eligible for a funded place.

Please refer to the course fee schedule and the eligibility criteria on AAPoly website.

Alternatively, contact the main Bourke Street campus and speak to one of our staff members.

Fee Payment Options

You can pay tuition fees with cash (in person) or preferably electronic funds transfer with payments being made to:

Account Name: Academies Australasia
Polytechnic
BSB No: 013128
Acc No: 836268373

NB: Description for payment to be invoice number, course name and student/client name for allocation of payment

It is AAPoly's policy that we will not collect more than \$1500 in advance before the relevant services have been provided.

Students can contact our Finance Department on (03) 8610-4125 to discuss all account related matters.

Fees for Recognition of Prior Learning (RPL)

For all government funded training courses, the RPL fees are nil. For all other training courses, the RPL fees are on a fee for service basis. Please refer to General Fees on AAPoly's website for further information.

Enrolment and term commencement

New students are expected to enrol and continuing students to re-enrol at scheduled term enrolment dates. Students are expected to pay all fees relevant to that term's study activities at enrolment. If students have difficulties with the payment of their fees at enrolment, they can discuss with Student Services. If a student has outstanding fees after an approved grace period, the student will be contacted by email and phone, if the matter cannot be readily resolved.

If payment of fees cannot be settled, penalties may apply until such time as all outstanding monies have been paid.

- Penalties can be but are not limited to:
 - Suspension of training and/or Placement activities
 - Cancellation of training and/or Placement activities
 - Withholding the student's qualification certificate

Should there be extenuating circumstances as to why a student is unable to pay their fees at the prescribed date, then this must be put in writing to the Finance Department for review.

Students have the right to appeal decisions as per the *Complaints and Appeals Policy and Procedure*.

Fee Refund Policy

For those students who pay fees upfront:

If you wish to withdraw and seek a refund from your training course, you must apply before course commencement. Once the course commences, there is no refund.

Students have the right to appeal decisions as per the *Complaints and Appeals Policy and Procedure*.

Resources and Materials

There are no refunds on resource materials after course commencement.

Students have the right to appeal decisions as per the *Complaints and Appeals Policy and Procedure*.

Other Fees

Please refer to AAPoly's website for the list of General Fees.

Re-enrolling into failed unit/s

Students have the opportunity to access the Re-Assessment process should they fail any unit. However, should the student fails to achieve competency in any particular unit, the student will have to re-enrol and repeat the unit.

For both funded and non-funded courses, there will be an additional fee for repeating units. Your Training Coordinator will advise regarding the process of repeating a unit and the associated fees.

Copies of assessment records for inactive students

Former students seeking copies of their assessment records once the record is archived incur the following fees:

- An administrative fee of \$100 to recall the student file from archive and email records to the individual
- Refer to our website for the General Fees for re-printing of certificates.

Evidence of enrolment at AAPoly must be presented as part of the request for documentation.

General Information

Diversity and Equity

AAPoly will provide access to training and assessment opportunities for all prospective students through the provision of a transparent selection process based on equity principles. Access and equity principles include timely and appropriate information and advice and support services to assist prospective students to identify and achieve their desired outcomes.

For further information, please refer to the Diversity and Equity Policy on AAPoly website.

Complaints, Grievances and Appeals

All students can access AAPoly's complaints, grievances and appeals processes and receive fair, transparent and equitable treatment. The following is an explanation of complaints, grievances and appeals that a student may wish to lodge:

A complaint - A complaint is a problem, concern or grievance about the learning environment, related activities and functions. Complaints include the conduct of another student, discrimination/harassment or bullying, workplace safety or environmental issues.

An academic grievance - An academic grievance is when an individual believes there has been unfair treatment relating to student progress, assessment, course content or awards.

A non-academic grievance - A non-academic grievance is when an individual feels something is unfair unrelated to academic study. Non-academic grievances could arise from events that may

occur or from decisions made by AAPoly.

An appeal - An appeal is a formal request to a higher authority for a change in or confirmation of a decision. It is a process whereby a student, for example, may dispute a decision made by AAPoly staff.

If you have a problem we firstly encourage you to talk to staff (trainer/assessor, Training Coordinator, Student Services, Finance, etc.) to resolve the issue of concern either by:

- Visiting the office in person; or
- Contacting the office by phone on (03) 8610-4100

If a satisfactory outcome cannot be reached, you may put the matter in writing by:

- Completing a Complaints and Appeals Form; or
- Submitting an email with the full details of the issue

To lodge in person:

Main Campus: Level 7, 628 Bourke Street, Melbourne 3000.

Email details to enquiries@aapoly.edu.au or Academicssupport@aapoly.edu.au.

For further information, please refer to the *Complaints and Appeals* policy and procedure on AAPoly's website.

Privacy and Confidentiality

AAPoly is committed to ensuring compliance with the privacy requirements of all students through the Privacy Act 1988 (Cth). We will ensure all personal information held remains confidential and protected and only used and/or disclosed in line with our *Privacy* policy.

For further information please refer to the *Privacy* policy on the AAPoly website.

Harassment and Discrimination

AAPoly upholds an environment free from discrimination and harassment. All complaints are treated confidentially, seriously and sympathetically. Relevant disciplinary action may be taken against any individual deemed to have breached these rights.

Harassment is an unwanted behaviour that can take many forms and may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or offensive, including sexual harassment.

Discrimination is when a person has been treated unfairly on the following basis:

Age, disability/impairment, industrial activity/inactivity or employment activity, lawful sexual activity, marital status including defacto and same sex partnerships, physical features, political belief or activity, pregnancy, race, religious belief or activity, sex, gender identity, breast feeding, status as a parent or carer and family responsibilities, personal association with someone of the above attributes, and irrelevant criminal conviction.

For further information, please refer to the Student Code of Conduct Policy on AAPoly's website <http://www.aapoly.edu.au/student-policies>.

Workplace Trainees (VIC Students)

Induction

The Workplace Induction provided to students prior to placement will cover the following points:

- Employer/Workplace Supervisor Responsibilities
- Variations to DELTA Contract
 - required training to be delivered within the duration of nominal dates on the DELTA Contract
 - if unable to complete the structured training prior to completion date, Application for Approval to Vary a Training Contract to be completed and provided to AASN provider.
- Key Features of the Training Plan (any amendments to be endorsed by signatures)
- Credit Transfer/RPL (RPL max 50%)
- The workplace induction will be recorded on Trainee Face-To-Face Visit

Contact & Monitoring

Students will be provided with two face-to-face workplace visits from the Trainer/Assessor for monitoring purposes to make sure students are developing the skills and knowledge outlined in their training plan. Full-time trainees will need to abide by the specific requirements defined within each course. For part time trainees only a proportion of the approved training scheme is delivered and assessed in the workplace. Please refer to the course for an outline of the expectations for both full and part time work placements. The purpose of the Trainer/Assessor visits is to check the following points:

- That progress is being made in relation to the Training Plan
- That training and/or assessment is delivered in accordance with the Training Plan
- That documentation on the training and/or assessment provided is in reference to the competencies

All visits to Trainees as outlined above will be documented via the completion of Trainee Face-To-Face Visit.

Monthly contact by Trainer/Assessor to discuss training against Training Plan

- The Trainer/Assessor will contact both the Trainee and the workplace supervisor via email, fax, phone to:
 - Monitor the progress of training against the Training Plan
 - Monitor and document the training/learning activities undertaken during the previous month's withdrawal time (when students are withdrawn from routine work duties for the purpose of undertaking structured training or learning activities)
 - Structured Training Withdrawal Log is collected

The monthly correspondence is recorded in the Student Management System within the student's contact record.

Absenteeism (AAC Field Officer)

- If after discussion with Employer regarding Trainee absence, there is no resolution after 14 days, a report will be made to the AASN Provider.

Structured Training Withdrawal

- Evidenced by an AAPoly Structured Training Withdrawal log
- Monthly submission
- Prevention of withdrawal will be reported to the AASN Provider

Certificates III and above

- A minimum of three hours per week, averaged over a 4 week cycle (pro-rata for part time Trainees) and only for the duration of competencies delivered and assessed in the workplace if the training program combines off-the-job structured training and workplace based structured training

Certificates I and II

- A minimum of one and a half hours per week, averaged over an eight week cycle (pro-rata for part time Trainees) and only for the duration of competencies delivered in the workplace if the training program combines off-the-job structured training and workplace based structured training

What is Structured Training Withdrawal (STW) and how does it affect me?

As part of a traineeship program a trainee is required to be withdrawn from routine work duties for a minimum period of time for the purpose of undertaking structured training/learning activities.

Structured training withdrawal is designed to ensure that students have sufficient opportunities to practice and consolidate their skills and develop competence. Everything students do during structured training withdrawal must be logged and the trainer will discuss the activities you have undertaken each time they see you.

A sample of a Structured Training Withdrawal form is included in the Training Plan and has been broken into cycles to align with the units the trainees commence as per the training schedule of the traineeship program.

Each cycle you will need to log activities that you complete as part of your structured training withdrawal, the date and the hours completed for those activities until you reach the required total amount or more.

Your employee together with you and your AAPoly Trainer must ensure that the Training Plan (including Withdrawal Log) is maintained to record details of the workplace structured withdrawal. A workplace supervisor will be required to monitor the withdrawal and activities and sign the Structured Training Withdrawal forms on completion of the 4 week cycle.

The structured training withdrawal form **must be submitted monthly** to your AAPoly Trainer or by email to the Training Coordinator.

Please note: completion of structured training withdrawal is not only an important part of a traineeship program and your development but a compulsory requirement that **MUST** be fulfilled.

What activities can be classified as structured training?

Examples of competency related development and Structured Training Withdrawal that trainees may engage in throughout the duration of the traineeship include, but are not limited to:

- Interview with the AAPoly Trainer.
- On-the-job training with the AAPoly Trainer.
- Off-the-job training with the AAPoly Trainer.
- Interview with workplace supervisor/trainer/mentor.
- On-the-job training with workplace supervisor/trainer/mentor.

- Off-the-job training with workplace supervisor/trainer/mentor.
- Working through learning material and completing structured activities.
- Participating in coaching, mentoring and buddying activities in the workplace and reporting on these activities either back to the AAPoly Trainer or the workplace supervisor/trainer/mentor.
- Completing Structured Demonstrations in the workplace. Participating in role-playing activities in the workplace.
- Participating in work shadowing activities and reporting on these to fellow colleagues, the AAPoly Trainer or the workplace supervisor/trainer/mentor.
- Participating in job rotation where you are given the opportunity to gain experience in new roles and situations in order to become multi-skilled.
- Completing problem solving activities where you are presented with a workplace problem and may seek assistance from fellow colleagues to solve the problem and report solutions back to the AAPoly Trainer or the workplace supervisor/trainer/mentor.
- Completing research activities relevant to a specific unit/s and reporting findings back to the AAPoly Trainer or the workplace supervisor/trainer/mentor.

Trainee Unemployment

If you leave your employer before completing the qualification on the training contract, you may continue training with AAPoly. In such an event the following actions may occur:

- Structured training will continue toward the named qualification, subject to tuition fees being paid, until the completion of the qualification; or,
- Structured training will continue for a period of three months or to the end of the enrolment period for which the Trainees tuition fees have been paid, whichever is the greater; or,
- If the Trainee successfully completes the structured training while continuing to be unemployed the qualification will be issued without the words “obtained under an approved Victorian Government Apprenticeship or Traineeship training scheme”; or,
- At the Trainees request the Certificate will be held to allow for re-employment and completion of the DELTA Contract with the applicable variations.

Withdrawal from Training Contract

- Contact AAPoly as soon as possible
- AAPoly will contact AASN Provider to confirm (within 2 weeks)
- Death of Trainee must be reported within 24 hours to Skills First (Department of Education and Training).

Certificates

- Withdrawal (Statement of Attainment (SOA)) may be awarded for units assessed as competent
- Completion Signatures need to be obtained from all parties on the Training Plan prior to issue
- The AAPoly *Notification of Completion of Training for Australian Trainees* form needs to be completed and returned.

----- End of Domestic Student Handbook -----