

**AUSTRALIAN ACADEMY OF TRADES PTY LTD**

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CRICOS PROVIDER CODE: 03486D  
RTO CODE: 41174

# **POLICIES & PROCEDURES CRICOS**

**RTO NO: 41174**

**CRICOS Provider Code: 03486D**

**2017**

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## INTRODUCTION

Australian Academy of Trades Pty Ltd is a Registered Training Organisation.

**RTO Number:** 41174

**CRICOS Provider Number:** 03486D

Australian Academy of Trades Pty Ltd operates in Australia.

Australian Academy of Trades Pty Ltd delivers approved courses of study in Brisbane, Queensland, Australia.

Australian Academy of Trades Pty Ltd is incorporated in Australia.

Australian Academy of Trades's central management control is in Brisbane, Queensland Australia.

Principal Executive Officer: **Josiah Oyelodi**

Chief Executive Officer: **Josiah Oyelodi.**

**LEGAL ENTITY NAME:** Australian Academy of Trades Pty Ltd

**TRADING NAME:** Australian Academy of Trades Pty Ltd

**ABN/ACN:** 91 602 704 521

**Head Office:** 478 Logan Road Greenslopes, Brisbane QLD 4120

**Telephone:** (61) 7 3847 2080 OR (61) 7 3397 4186 **Fax:** (61) 7 3397 4186

**Website:** [www.aataus.com.au](http://www.aataus.com.au) **E-mail:** [info@aataus.com.au](mailto:info@aataus.com.au)

### College Campuses:

- 478 Logan Road, Greenslopes. QLD 4120 – Head Office and Main Campus

## Registered Provider History

- The provider is currently registered on CRICOS and has therefore satisfied any requirements of the Authority for registration on CRICOS.

## Maximum Number of Students

- The maximum number registered on the PRISMS is 150 students.

## VISION, MISSION AND VALUE STATEMENTS

### Business Overview

Since its registration in 2015, Australian Academy of Trades (AAT) has provided value for money, quality, and culturally appropriate educational services that respond to the changing needs of the community whilst enhancing the lifelong learning and wellbeing of local and international students.

With four campuses in the Stones Corner precinct, AAT has aligned its courses to satisfy a number of the critical skill gaps created by Queensland's accelerating growth. AAT is recognised for offering tertiary VET courses that provide real career pathways by targeting these skill shortages. Currently, nationally recognised certificate and diploma courses are offered to service the Hospitality, Food Preparation, Business, Security and Aged Care industries.

**As an active member of the Australian International Education Industry, AAT adheres strictly to several National Frameworks that govern local and overseas student study. The college supports the Department of Education's vision for a clever, skilled and creative Queensland through delivering quality technical education.**

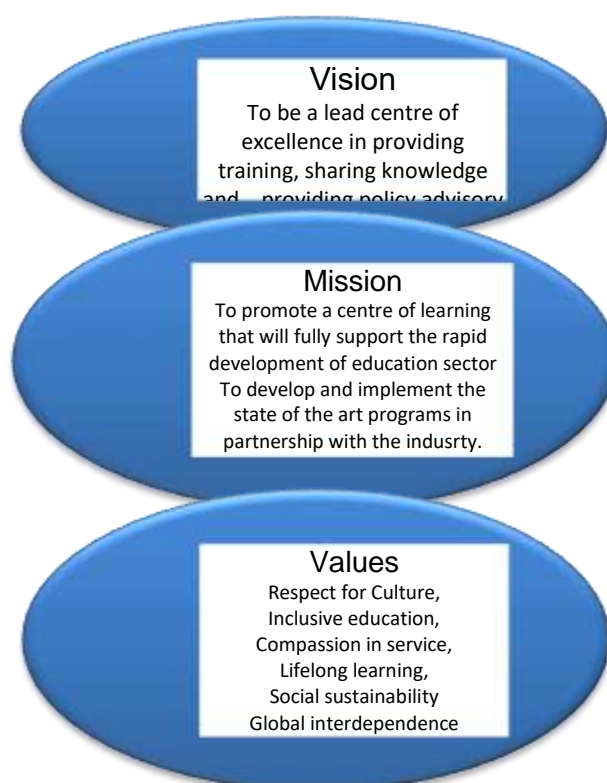


Figure 1 - AAT Vision, Mission and Values

AAT's priorities for 2015-2017 include expansion in campus size and enrolments. Success will be achieved through effective partnerships with the higher education sector to offer students seamless pathways to continue their education. Part of our growth strategy is to acknowledge our environmental footprint and build commitment for a sustainable future.

With growing inequity and polarisation in education locally and globally, a key priority for AAT is to provide more local and indigenous students access to quality AAT courses. Closing the gap in education and training outcomes for Indigenous Queenslanders and overseas students and lifting the performance of students across all courses is also a priority.

Rapid growth within the organisation has impacted systems and required a concentrated effort on financial and technological management. Growth in the use of technology and its role in every aspect of learning, teaching and skilling brings with it investment challenges. Strong resource allocation management is required to ensure systems within AAT keep up with the rapid pace of technological change.

## STANDARD 1 MARKETING AND PROMOTION POLICY

**1.1** Australian Academy of Trades Pty Ltd (Australian Academy of Trades) **will ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry. It will be:**

- true and honest
- accurate
- form part of the RTO's' scope of registration
- approved by the officer with the relevant authority within the organisation

### **1.2 CRICOS identification**

Australian Academy of Trades will clearly identify the organisation's name and CRICOS number in written marketing and other material for students, including electronic form; and not give false or misleading information or advice in relation to:

- claims of association between Australian Academy of Trades and other organisations and other RTO providers
- the employment outcomes associated with a course
- possible migration outcomes;
- any other claims relating to Australian Academy of Trades.

Australian Academy of Trades will ensure the CRICOS provider code is identified on **all material** and websites, (including the use of a footer) on all relevant material used to market the organisation and its courses to students. Information or advice given to students will not be false or misleading and will avoid vague and ambiguous statements.

#### **Permission to use marketing materials**

Written permission will be obtained from any person or organisation for the use of any marketing material that refers to that person or organisation and the company agrees to abide by any conditions pertaining to that permission.

No false or misleading comparisons will be made with any reference to any other training provider or course.

### **1.3 Marketing, recruitment and enrolling of students**

Australian Academy of Trades will not actively recruit a student where this clearly conflicts with its obligations under Standard 7 of the National Code 2007 (Transfer between Providers).

Australian Academy of Trades will not knowingly enrol a student wishing to transfer from another provider before the student has completed **six months** of his or her principal course except in circumstances outlined in standard 7. These restrictions also apply to courses taken before the principal course in a package of courses.

Australian Academy of Trades will not knowingly enrol a student prior to the student completing six months of his or her principal course except in certain circumstances (see Standard 7.1). These restrictions also apply to the courses taken before the principal course in a package of courses.

The principal course at Australian Academy of Trades College is normally identified as the last course or the course with the highest qualification eg. Advance Diploma Course.



## **STANDARD 1 MARKETING & PROMOTION PROCEDURE**

### **1. The Chief Executive Officer ensures the organisation:**

- Markets courses within its scope of registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course
- Does not state or imply that courses other than those within the scope of registration are recognised by ASQA.
- Checks to ensure that the marketing materials are compliant with AQF and ESOS guidelines and are current.
- Signs and dates a copy of the marketing material to indicate approval.
- ensures a copy of all approval marketing materials is kept in a file
- accepts full responsibility for approval of all Australian Academy of Trades marketing material
- is responsible under this code for the actions of its appointed agents in relation to the marketing of services
- ensures course applicants meet entry criteria including and average IELTS score of 5.5 with no sub band below 5.0 for both qualifications
- Makes every reasonable effort to ensure that at all times agents act in the best interests of the applicant and Australian Academy of Trades.
- Encourages applicants who are dissatisfied with any agent to refer the matter to Australian Academy of Trades.
- complies with the National Code of Practice for Registration Authorities and required acts and regulations
- Australian Academy of Trades's current promotion and marketing material is the Overseas Student Handbook (pre-enrolment).

## STANDARD 2 STUDENT ENGAGEMENT BEFORE ENROLMENT

Australian Academy of Trades will recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with Australian Academy of Trades in Australia. Australian Academy of Trades will ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

### 2.1 Information provided to students prior to enrolment

Prior to accepting a student, or an intending student, for enrolment in a course, Australian Academy of Trades will provide, in print and/or through referral to an electronic copy, current and accurate information regarding the following:

- a) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
- b) the course content and duration, qualification offered if applicable, modes of study and assessment methods (Student Handbook)
- c) campus locations and a general description of facilities, equipment, and learning and library resources available to students (Student Handbook)
- d) details of any arrangements with another registered provider, person or business to provide the course or part of the course
- e) indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies (Application Form)
- f) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled (See Standard 13)
- g) a description of the ESOS framework made available electronically by DEEWR including:
  - *indicative costs of living*
  - *accommodation options; and*
  - *where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred*
  - *Details of all costs associated with each including application fees, deposit, material fees and course fees.*

The information required to be provided to the student under Standard 2.1 must be given to the student before **the student acknowledges acceptance** (signed or otherwise accepted) of the offer of place. This means that information specific to the course for which the offer has been made may be provided to the student at the same time as the letter of offer.

### 2.2 Relevant Documented policies & procedures must be provided to the student and must contain:

- Information which will enable them to make informed decisions about their studies in Australia.
- documented procedures for assessing students' English proficiency and qualifications and requirements for entry into a course
- Information about the availability of course credit, assessment methods, course content and modes of study, through which the course may be offered.
- study pathways
- counselling

- academic support
- administrative support
- technical support
- recognition of Prior Learning (RPL)
- appeals and complaints
- Grounds on which the students' enrolments may be deferred suspended or cancelled.
- *A description of the ESOS framework prior to enrolment. Available electronically from the DEEWR Website*
- Information about **indicative** course related fees, *including the potential for fees to change.*
- Information on accommodation options, indicative cost of living, accommodation cost, and information about living in Australia.
- Information on school-aged dependants. Australian Academy of Trades will inform prospective students on Australia's schooling obligations and options for school aged dependants, including the fact **that they may have to pay school fees.**
- *A statement that documented procedures are in place for assessing students' qualifications, experience and English language proficiency.*
- campus locations and a general description of facilities, equipment, and learning and library resources available to students;
- details of any arrangements with another registered provider, person or business to provide the course or part of the course;
- visa requirements

### **Accompanying dependent school age children**

*If students have school-aged children coming to Australia, they will be obliged to attend school whilst in Australia. Schooling is compulsory and school fees may be incurred. Students have a choice of public schools (some fees apply) and private schools (where fees are much higher). For further information on schooling costs, please contact Education Queensland [www.educationqld.gov.au](http://www.educationqld.gov.au) or for Private School information please contact [www.privateschooldirectory.com.au](http://www.privateschooldirectory.com.au) . (See accommodation information for details on options for families*

### **Assessing students' qualifications, experience and English language proficiency.**

Australian Academy of Trades will ensure Students meet the English Language requirement of IELTS level of 5.5 with a sub- band of no less that IELTS level 4.5 or others.

Students will be required to provide documentary evidence of their levels

## STANDARD 2 STUDENT ENTRY POLICY & PROCEDURE

### 1. Entry of international students

Prospective students will be provided with comprehensive information about courses offered by Australian Academy of Trades, all related course costs and the opportunities and support available at Australian Academy of Trades.

The principal method for the dissemination of this information will be through the Overseas Student Handbook and through an interview process with an agent who must also be qualified as an **International Student Counsellor**. This person must undertake an induction with Australian Academy of Trades and read and understand the Student Handbook.

#### Pre – Requisites for entry

- English Language Proficiency IELTS average level 5.5 with no sub band below IELTS level 4.5
- PTE Academic 42 or more
- Cambridge English Advanced 47
- Year 10 to year 12
- Age 18 on commencement of training.

#### Pre course study requirements:

Students are encouraged to research and review any relevant course information depending on the qualification for which the student is seeking enrolment for.

#### Recognition of prior learning:

In accordance with AQTF requirements, full or partial credit recognising other qualifications/experience will be considered.

### 2. Admission procedure:

#### Students must:

- Be eligible to enrol
- Complete Australian Academy of Trades Application Form and pay \$250.00 Application/Enrolment Fee
- Pay deposit of 25% of the course fees (Course Money).
- Obtain a Class 2 medical (or equivalent).
- Complete student Visa application.
- Organise Overseas Student Health Cover
- Participate in an interview with a qualified agent (if appropriate)
- Apply to Australian Academy of Trades Course Administrator/Registrar for admission
- Submit documented records of prior education and supporting documentation including English IELTS test or equivalent

Students will be advised of all course fees and related costs, in writing before their enrolment into a particular course are accepted.

**3. Students entering Australian Academy of Trades will provide verified documentary evidence, which establishes:**

- Proof of identity
- Students prior academic record –proof of commitment to studies
- Verification of prior academic record
- IELTS results average IELTS score of 5.5 with no sub band below 5.0 for both qualifications
- Granted a Class 2 medical (or equivalent).
- Completion of student Visa application.
- Organisation of Overseas Student Health Cover

Admission will be based on Equal Education Opportunity and Anti-Discrimination Laws

**4. Australian Academy of Trades will:**

- review application
- send a letter of offer if student is to be accepted

**5. Students will**

- Have a period of fourteen days to accept the offer. If an acceptance has not been received in that time, the student will have his/her offer withdrawn.
- complete acceptance form and pay first semester deposit fees and identified costs

**6. Australian Academy of Trades will:**

- send student electronic confirmation of enrolment

**7. After admission**

- Students will have access to further course planning advice and guidance from the Course Trainers and Chief Executive Officer if required.
- Students entering Australian Academy of Trades will be advised that Australian Academy of Trades operates a process whereby prior learning is evaluated and may be recognised. Students will have the opportunity, at enrolment, to seek to have prior learning considered and evaluated.

**8. The student records officer will:**

- establish a record file on each student
- enter essential information in that file
- maintain its up-to-date status
- ensure necessary privacy considerations are met

Files will be established subsequent to the decision to admit.

**For policy about students previously enrolled in relevant courses (standard 7 – see Student Transfer Policy & Procedure)**

## STANDARD 2: PRIVACY AND INFORMATION SHARING POLICY

Australian Academy of Trades recognises the importance of maintaining confidentiality in regard to personal information relating to students. Australian Academy of Trades understands that students may have concerns about their privacy and about the confidentiality and security of their personal information. Australian Academy of Trades collects information considered necessary to deliver students with the best possible service.

*Australian Academy of Trades is required under Section 19 of the ESOS Act 2000 to inform the Secretary of the Immigration Minister's Department and give information about accepted students. Australian Academy of Trades may access sensitive personal information for each student which is placed on the PRISMS database. Under the ESOS Act (i) any information provided to the provider may be made available to Commonwealth and State agencies and (ii) the provider is required to tell the Secretary of the Immigration Minister's Department about changes to the student's enrolment (Standards 10,11,12,13 - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007) and any breaches of a student visa condition relating to attendance or satisfactory course progress (Standards 10,11,12,13 National Code 2007). Your personal information will not be disclosed to any other third party without your consent, or unless authorized by law. Australian Academy of Trades staff will act in accordance with the requirements of the ESOS Act 2000, VETE Act 2000 and Privacy Act 2001 and Regulations. Australian Academy of Trades College will meet all requirements in relation to the protection of student information.*

**As a CRICOS provider, Australian Academy of Trades has certain legislative obligations in relation to confidentiality of student information.** Australian Academy of Trades staffs are required to sign a Confidentiality Agreement agreeing that all Confidential Information will be held in strict confidence and not disclosed to any other person who is not bound by equivalent confidentiality obligations. This is a condition of employment for all staff at Australian Academy of Trades.

With respect to this organisation's operation, it will observe the following National Privacy Principles.

### 1. Collection of information

The organisation will only collect information that is necessary for the purpose of providing a quality service to its students. The organisation will only collect information that is lawful and this will be done in an unobtrusive manner.

### 2. Use and disclosure (information sharing)

The organisation will only use and disclose personal information about its students for the purpose for which it is collected, unless consent has been given to use the information for additional purposes. Exceptions would be:

- where information is required by law
- where information is considered necessary to assist a law enforcement agency.

Information may be shared between agencies for the purposes of:

- promoting compliance with the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- assisting with the regulation of Australian Academy of Trades
- promoting compliance with the conditions of a particular student visa or visas, or of student visas generally facilitating the monitoring and control of immigration.

Examples of sharing could include:

When there is concern about a student breaching visa conditions relating to attendance or course progress, or when there are changes to the student's enrolment or when a provider fails to offer a course in which the student is enrolled.

### **3. Quality of personal information**

- The organisation's goal is to ensure that student's personal information is accurate, current and complete.
- Students must contact Australian Academy of Trades if any of the personal details they have provided change, in accordance with the obligations and requirements of holders of a student visa.
- Students are able to access and update their personal information if they believe the existing information is incorrect or out of date. As an RTO, Australian Academy of Trades is required to maintain student records of results for 30 years.

### **4. Openness**

The organisation is open and ethical about the kind of personal information it keeps about its students. At student induction, this policy will be explained in more detail.

### **5. Personal information of a sensitive nature**

The organisation does not collect personal information of a sensitive nature about students (e.g. race, ethnicity, religion, political preferences). However, should it be necessary to collect information of this nature for the purposes of continuous improvement and student support, it will only be done with student's consent.



## STANDARD 3 FORMALISATION OF ENROLMENT POLICY

### 3.1 Written agreement

The registered provider must enter into a written agreement with the student, signed or otherwise accepted by that student (or the student's parent or legal guardian if the student is under 18 years of age), concurrently with or prior to accepting course money from the student.

The agreement must:

- identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- provide an itemised list of course money payable by the student
- provide information in relation to refunds of course money
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
- advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course

### 3.2 Refunds and provider default

The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and provider default.

- amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider);
- processes for claiming a refund
- a plain English explanation of what happens in the event of a course not being delivered; and
- a statement that *"This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."*

## **STANDARD 3 FORMALISATION OF ENROLMENT PROCEDURE**

### **Overseas students**

#### **1. Application for enrolment**

Candidates shall apply for enrolment by:

- Completion of Application Form and payment of \$250 Enrolment Fees
- Payment of deposit of 25% of the course fees (tuition fees).
- Granted a Class 2 medical (or equivalent).
- Complete student Visa application.
- Organise Overseas Student Health Cover.

#### **2. Pre-requisites:**

- English Language Proficiency of IELTS score of 5.5 with no sub band below 5.0 for both qualifications
- Age 18 on commencement of training.

#### **3. Pre course study requirements**

Students are encouraged to research and read any relevant course information depending on the qualification the student is seeking enrolment for.

#### **4. Recognition of prior learning**

In accordance with AQF requirements, full or partial credit recognising other technical qualifications will be considered.

Maximum credit is given to candidates who provide quality evidence in accordance with the guidelines provided in the *'Australian Quality Framework RPL Principles'* and Australian Academy of Trades Policies & Procedures Manual 2016 *Recognition of Prior Learning Policy*'. This assists learners, client organisations and Australian Academy of Trades to realise the greatest possible efficiencies in terms of learning and skills acquisition.

#### **5. Training program recognition:**

- Nationally Recognised Training.
- Recognition of other RTO qualifications.

#### **6. How to enrol**

- Select your course.
- Complete the International Application Form and send to the Chief Executive Officer or the Registrar
- Send your application form and the enrolment fees to the address on the top of the form. We will contact you as quickly as possible, if further information is required to process your application and send course information.

- Once your application has been assessed and you are successful, you will receive a **letter of offer**.
- Return your acceptance form within 14 days of receipt of offer of a place (if accepting) along with your **deposit of 25 % of course fees**, confirmation of Health Cover, and other payments outlined on the acceptance of offer.
- Some countries require additional pre-visa assessment processing. If this applies to you, we will send you a 'Pre-Visa Assessment Letter' to help you begin the initial visa application process in your country.
- You will need to sign the '**Refund and Transfer Agreement**' section of the letter of offer and return it to us with your payment.
- Upon request an **Electronic Confirmation of Enrolment (eCoE)** will be issued to the Australian Embassy/Immigration Office closest to you to help you apply for a student visa.
- You may wish to apply for Recognition of Prior Learning if you have done previous appropriate studies.
- Once you are enrolled at Australian Academy of Trades you must attend an induction and orientation session. At this time you will receive your copy of the Overseas Student Induction Handbook.
- The remainder of your course fees will be required at nominated intervals during the course as agreed prior to course commencement (as per course contract).

**For information about students previously enrolled in other courses, please see Standard 7 Transfer between provider's policy & procedure.**

## STANDARD 3 REFUND POLICY

### 1. Overseas Students

Australian Academy of Trades has a fair and equitable refund policy and procedure that is compliant with AQTF and ESOS requirements. This policy is provided to students prior to any contract being written, Agreement signed OR prior to any payment of the course (whichever happens first).

Australian Academy of Trades Pty Ltd acknowledges that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start on the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- If the College defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001

Refunds under the above conditions (provider default) will be paid in full to the student within 14 days after the default).

Australian Academy of Trades Pty Ltd may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.

Australian Academy of Trades Pty Ltd may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the College will not be liable to refund the money owed for the original enrolment.

In making a contract to enrol in a course(s) at the College the Applicant acknowledges:

- 1. That the information provided by the Applicant in their application is complete and correct.
- 2. Agrees to be bound by the College rules and regulations and any amendments made to the rules and regulations.
- 3. Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by the College.
- 4. Agrees to update the College on any change of contact details as soon as practicable.
- 5. Agrees to observe DIAC student visa requirements.
- 6. Agrees to pay all fees required on or by the due date as notified in writing by College or as per the invoice. A penalty of \$100 per month applies for late payment.
- 7. The College will access these fees in accordance with the procedures established by the State Government and DET.
- 8. Changes or variations to this contract above three times attract a \$30 administrative fee for each change. This fee is also applicable to changes requested for after the commencement dates of the relevant courses, as per the CoEs.

- 9. The College reserves the right to accept or reject any application for enrolment at its discretion.
- 10. The College reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
- 11. Refunds are made in accordance with the policy below and full refunds of amounts owed to the student will be made within 28 working days.

## 2. Deposit of Fees (Course Money)

A deposit of 25 % of the cost of the course is payable to secure a place in a course at Australian Academy of Trades College.

Tuition fees are refunded in full if you are originally NOT a holder of a student visa (which includes student bridging visa) and your application for a student visa is rejected or **Australian Academy of Trades** is unable to offer the course.

The term "Overseas Student" includes an intending overseas student

## 3. Refund Conditions

Australian Academy of Trades does not charge an application fees but charge an enrolment fees to cover all its administrative charges involved in the processing of applications.

Enrolment Fees of Fee \$250	Non-Refundable
<b>TUITION FEES</b>	
Visa refusal prior to course commencement	Full Refund less \$250(enrolment fees) or the lesser of 5% of Course money deposited prior to default date
Withdrawal minimum 10 weeks prior to agreed start date no visa granted	Full Refund less \$250 or lesser of 5% of course fees deposited
Withdrawal minimum 28 days prior to agreed start date with visa granted	No Refund
Withdrawal less than 28 days prior to agreed start date where visa has been granted	No Refund
Withdrawal after the agreed start date and visa has been granted	No Refund
Visa cancelled due to students own actions	No Refund
Course withdrawal by Australian Academy of Trades College	Full Refund payable including Enrolment Fee (Course fees plus Enrolment fees)
Provider (Australian Academy of Trades) unable to deliver course	Full Refund
Compulsory Student Health Insurance	Refer to OSHC provider Australian Academy of Trades College will promptly advice OSHC
Homestay/Accommodation Booking Fees	This service is not provided but may be referred to other provider on request.
Airport Pick-Up Service	This service is not provided by Australian Academy of Trades but may be referred to other provider on request.
Fraudulent or Fake Documents	NO REFUND

**Australian Academy of Trades reserves the right to withhold granting the Award attained by the student, if student tuition fees remain outstanding.**

#### **4. Application for refund form**

- If a student wishes to withdraw their enrolment, they are required to complete a **Australian Academy of Trades Application for a refund form and forward it to The Registrar**. If the reason for withdrawal is due to Student's default, your application will be processed within 28 days of the application being received.
- The application should arrive at **Australian Academy of Trades** prior to course commencement (see *Refund Conditions* for details of expected refund amounts).
- If the organisation is unable to offer the course, the refund will be processed within 14 days.
- **If Australian Academy of Trades defaults the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. Please note this before making payment to Australian Academy of Trades.**

#### **5. Provider default.**

In the unlikely event that Australian Academy of Trades is unable to deliver your course in full, you will be offered a refund of all course monies you have paid to date or alternately, Australian Academy of Trades will offer you the opportunity of studying in an alternative course at no extra cost to you. **Students may choose preferred option.**

Students will be required to sign an agreement outlining preferred options co-signed by the Chief Executive Officer.

Should students choose the refund option, the refund will be paid **with 14 days of the day** on which the course ceased being provided.

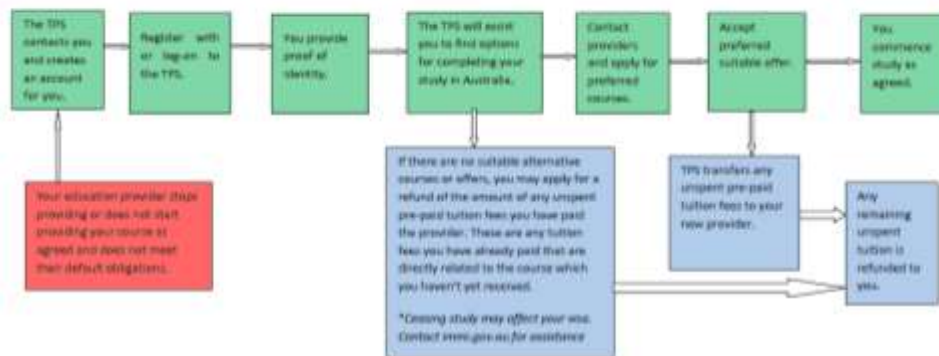
If Australian Academy of Trades is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme operated under the Commonwealth Tuition Protection Service(TPS) will place you in a suitable alternative course at no extra cost to you.

#### **Tuition protection service (tps)**

- Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS)
- The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
  - complete their studies in another course or with another education provider or
  - receive a refund of their unspent tuition fees.
  - In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is

called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS overview – how does it work for international students?



**Note:** The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the Education Services for Overseas Students Act (the ESOS Act) 2000 the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

For more information please visit <https://tps.gov.au/Information/Students/How/>

## 6. Student rights

**“This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.”**

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia’s consumer protection laws or to pursue other legal remedies. **Please see Australian Academy of Trade’s Complaints /Appeals Policy.**

The processes in the Australian Academy of trades’ Complaints/ Appeals policy do not circumscribe the student’s right to pursue other legal remedies.

When giving a student a refund Australian Academy of Trades will provide a written statement that explains how the amount has been worked out, as required in sub-regulation 3.19 of the ESOS Regulations.

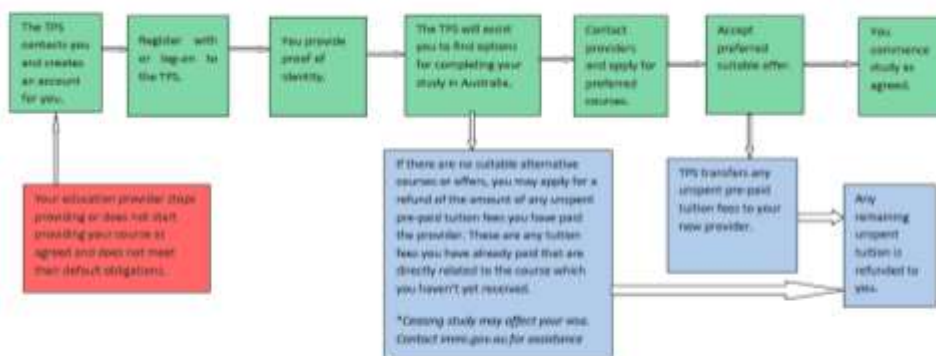
## 7. Protection of fees paid

All monies received are placed in a **separate holding account** and are not accessed until the course commences. A relevant proportion of the fees for the course will remain in that account until the course is completed to ensure pro-rata refunds are available for eligible students.

### Tuition protection service (tps)

- Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS)
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  - complete their studies in another course or with another education provider or
  - receive a refund of their unspent tuition fees.
  - In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS overview – how does it work for international students?



**Note:** The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the Education Services for Overseas Students Act (the ESOS Act) 2000 the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

For more information please visit <https://tps.gov.au/Information/Students/How/>

Australian Academy of Trades College offers “Student Payment Plan” to assist students to spread the payment load. This plan is tailored to suite individuals after commencing at the College.

Australian Academy of Trades Pty Ltd undertakes not to charge 50% of the course fees prior to commencement.

## 8. Recipient of refund

Australian Academy of Trades will **pay the refund to the person who enters into the contract** with the Registered Training Provider, unless the person gives a written direction to Australian Academy of Trades to pay the refund to someone else – (The legislation does not allow the refund to be paid to an agent.)

The refund will be paid in the **same currency in which the fees were paid** unless this is impractical.



**The refund will be paid no later than 28 days after it is lodged with Australian Academy of Trades.**

#### **9. Provision of refund information to students**

The refund policy will be given to students in their handbook prior to enrolment (signing of contract) and made accessible on the Australian Academy of Trades website. It will also be explained at induction and orientation so that it is clearly understood by overseas students.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the student information guide)

#### **10. Grounds for deferment or Suspension or Cancellation**

Australian Academy of Trades may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*. These include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where Australian Academy of Trades was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- student failure to meet unit prerequisites,
- unavailability of units/subjects,
- non-payment of fees
- student behaviour

You need to complete the application for deferral form and send to the Chief Executive Officer for consideration.

## STANDARD 3 REFUND POLICY PROCEDURE

### 1. Overseas Students

Australian Academy of Trades has a fair and equitable refund policy and procedure that is compliant with AQTF and ESOS requirements. This policy is provided to students prior to any contract being written OR prior to any payment of the course (whichever happens first)

### 2. Deposit

A deposit of 25 % of the cost of the course is payable to secure a place in a course at Australian Academy of Trades.

Tuition fees are refunded in full if you are originally NOT a holder of a student visa (which includes student bridging visa) and your application for a student visa is rejected or **Australian Academy of Trades** is unable to offer the course.

The term "Overseas Student" includes an intending overseas student

### 3 Refund Conditions

Australian Academy of Trades does not charge an application fees but charge an enrolment fees to cover all its administrative charges involved in the processing of applications.

Enrolment Fees of Fee \$250	Non-Refundable
<b>TUITION FEES</b>	
Visa refusal prior to course commencement	Full Refund less \$250(enrolment fees) or the lesser of 5% of Course money deposited prior to default date
Withdrawal minimum 10 weeks prior to agreed start date no visa granted	Full Refund less \$250 or lesser of 5% of course fees
Withdrawal minimum 28 days prior to agreed start date with visa granted	No Refund
Withdrawal less than 28 days prior to agreed start date where visa has been granted	No Refund
Withdrawal after the agreed start date and visa has been granted	No Refund
Visa cancelled due to students own actions	No Refund
Course withdrawal by Australian Academy of Trades College	Full Refund payable including Enrolment Fee (Course fees plus Enrolment fees)
Provider (Australian Academy of Trades) unable to deliver course	Full Refund as above
Compulsory Student Health Insurance	Refer to OSHC provider Australian Academy of Trades will promptly advice OSHC for Refund
Homestay/Accommodation Booking Fees	Australian Academy of Trades does not offer this service but will refer student to another Homestay provider on request.

Airport Pick-Up Service	Australian Academy of Trades will refer this service to another provider on request.
Fraudulent/fake Documents submitted	NO REFUND

**Australian Academy of Trades reserves the right to withhold granting the Award attained by the student, if student tuition fees remain outstanding.**

#### **4. Application for refund form**

- If you withdraw, you then need to complete a **Australian Academy of Trades Application for a refund form and forward it to** the Registrar/Course Administrator. Your application will be processed within four weeks after the application is received.
- The application should arrive at **Australian Academy of Trades** prior to course commencement (see *Refund Conditions* for details of expected refund amounts).
- If the organisation is unable to offer the course, the refund will be processed within two weeks. **If Australian Academy of Trades defaults the student is covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001. Please note this before making payment to Australian Academy of Trades.**

#### **5. Provider default.**

In the unlikely event that Australian Academy of Trades is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date or alternately, Australian Academy of Trades will offer you the opportunity of studying in an alternative course at no extra cost to you. **You will have the choice of deciding which option you prefer.**

You will then be asked to sign an agreement which will outline your preferred option. This agreement will also be signed by Chief Executive Officer.

Should the refund option be decided upon, the refund will be paid to you **within 14days of the day** on which the course ceased being provided.

#### **6. Student rights**

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies. **Please see Complaints / Appeals Policy.**

The processes in this Complaints/Appeals policy do not circumscribe the student's right to pursue other legal remedies.

**"This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."**

When giving a student a refund Australian Academy of Trades will provide a written statement that explains how the amount has been calculated, as required in sub-regulation 3.19 of the ESOS Regulations.

## **7. Protection of fees paid**

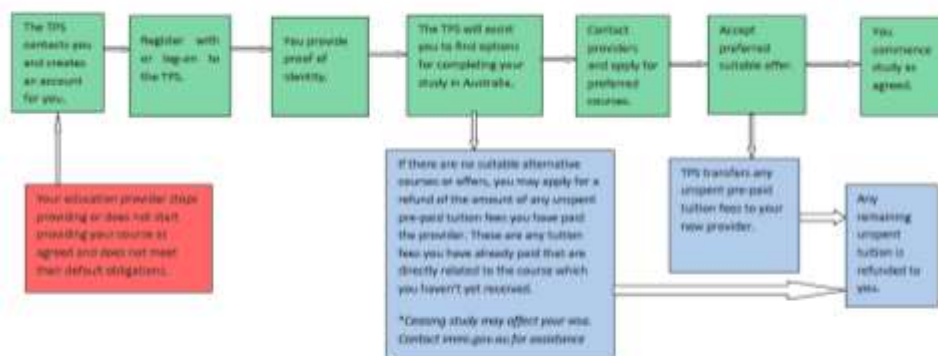
All monies received are placed in a **separate holding account** and are not accessed until the course commences. A relevant proportion of the fees for the course will remain in that account until the course is completed to ensure pro-rata refunds are available for eligible students.

Australian Academy of Trades College subscribes to the Commonwealth Government Tuition Protection Service which protects all student fees.

### **Tuition protection service (tps)**

- Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS)
- The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:
  - complete their studies in another course or with another education provider or
  - receive a refund of their unspent tuition fees.
  - In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The TPS overview – how does it work for international students?



**Note:** The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the Education Services for Overseas Students Act (the ESOS Act) 2000 the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

For more information please visit <https://tps.gov.au/Information/Students/How/>

Australian Academy of Trades College operates a “Payment Plan” to assist students in need. Payments are paid in arrears to ensure students are not disadvantaged in cases of provider default.

This is a voluntary arrangement between the Student and the College and can only be arranged after the student has commenced.

## 8. Recipient of refund

Australian Academy of Trades will **pay the refund to the person who enters into the contract** with the Registered Training Provider, unless the person gives a written direction to Australian Academy of Trades to pay the refund to someone else – (the legislation does not allow the refund to be paid to an agent.)

The refund will be paid in the **same currency in which the fees were paid** unless this is impractical.

The refund will be paid no later than 4 weeks after the application is lodged with Australian Academy of Trades.

## 9. Provision of refund information to students

The policy will be given to students in their handbook prior to enrolment (signing of contract) and made accessible on the Australian Academy of Trades website. It will also be explained at induction and orientation so that it is clearly understood by overseas students.

Course deferment, suspension of studies, or cancellation (Procedure for application for deferment is available in the student handbook)

## **10. Grounds for deferment or Suspension of Studies**

Australian Academy of Trades College may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*. These include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where Australian Academy of Trades was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- student failure to meet unit prerequisites,
- unavailability of units/subjects,
- non-payment of fees
- student behaviour

You need to complete the application for deferral form and send to the Chief Executive Officer or Registrar for consideration.

## **STANDARD 3 FEE PAYMENT PROCEDURE (RPL)**

### **1. Recognition of prior learning (RPL) assessment**

A qualified Instructor from Australian Academy of Trades will assess applications for RPL and the results of that assessment will be forwarded to the applicant within 10 working days of receipt of the application.

### **2. Deposit**

Enrolments are only accepted if received with an initial deposit of 25 % of course costs with the course application form, as specified in the course costs document. Australian Academy of Trades's Registrar/Course Administrator processes all enrolments and a course file commenced.

### **3. Payment options and protection of monies paid by students**

The Registrar will ensure payments can be accepted by cheque, credit card or cash or bank transfer.

The Accounts Manager who handles all payments will issue a receipt and deposit the monies from overseas students into a special trust account set up especially for collection of student/clients fees. These monies will be drawn down in accordance with the conditions provided to applicants prior to their enrolment being accepted.) This documentation will confirm the following:

*"Other than amounts to pay for services that have been delivered, institutions may withdraw up to 20 per cent of the pre paid tuition fees from two weeks prior to the commencement of the student's course and up to 45 per cent of pre paid tuition fees (including the previous 20 per cent) at or on the first day of the course. Notwithstanding the above, there must remain a minimum of 55 per cent of the pre paid tuition fees at the date of course commencement."*

Students may opt to take advantage of the College Payment Plan after they have been fully enrolled in the College.

If a staff member receives notification from a student that they wish to withdraw their nomination for a course, the student is to be reminded of Australian Academy of Trades's refund policy.

The student's application form will be passed to the Chief Executive Officer; who will in turn contact the student and request the course administrator to process the enrolment cancellation in accordance with Australian Academy of Trades's refund policy.

## **STANDARD 3 PROTECTION OF FEES PAID IN ADVANCE POLICY**

Australian Academy of Trades makes adequate arrangements to protect fees paid by students in the event of financial loss of the business. Australian Academy of Trades operates a holding account for overseas students and fees collected are not accessed until after the course commences.

Drawing down from this account will occur on a monthly basis.

Australian Academy of Trades is a subscriber to the Commonwealth Government Overseas Tuition Protection Services The TPS scheme protects fees paid by overseas students to Australian Academy of Trades. In the event of a financial loss or closure of the business, the ESOS Assurance Manager will place any affected students who have paid fees in advance to Australian Academy of Trades into similar Study Centre at no extra cost to the students.

As an extra protection of fees paid by overseas students, Australian Academy of Trades belongs to the ESOS Assurance Fund. The ESOS Assurance Fund refunds fees paid by students in the event that the tuition Assurance Scheme fails to deliver wholly or partly.

Australian Academy of Trades abides by its refund policy in the event that it is unable to deliver agreed services to students.

**AUSTRALIAN ACADEMY OF TRADES COLLEGE OFFERS  
PAYMENT PLAN TO ALL STUDENTS WHO REQUEST A PLAN TO  
ASSIST IN MEETING TUITION FEES.**

**THIS PLAN DOES NOT ATTRACT ANY CHARGES UNLESS  
DEFAULT.**

**PAYMENTS ARE PAID IN ARREARS TO PROTECT STUDENT'S  
INTERESTS.**

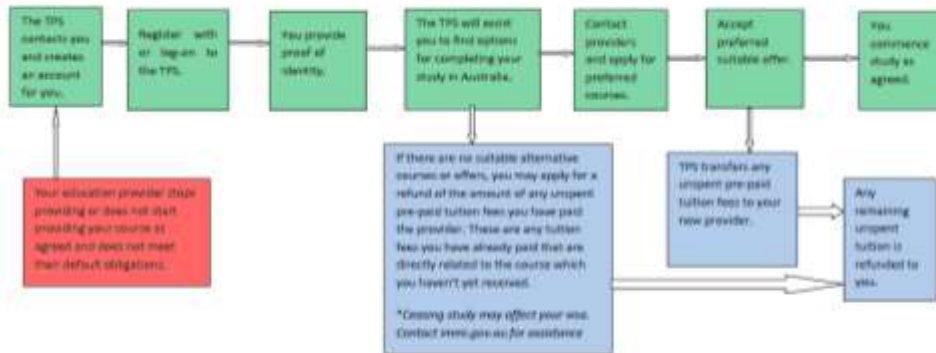
### **Tuition protection service (tps)**

- Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS)
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  - complete their studies in another course or with another education provider or



- receive a refund of their unspent tuition fees.
- In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

*The TPS overview – how does it work for international students?*



**Note:** The above flow diagram is for guidance purposes only. To the extent that the diagram is inconsistent with the Education Services for Overseas Students Act (the ESOS Act) 2000 the ESOS Act prevails. Providers should not rely on this diagram alone and must read the requirements in the ESOS Act.

For more information please visit <https://tps.gov.au/Information/Students/How/>

## STANDARD 4 AUSTRALIAN ACADEMY OF TRADES EDUCATIONAL AGENT POLICY

### Use of agents

Australian Academy of Trades will take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and will not use education agents who are dishonest or lack integrity.

When agents are contracted, Australian Academy of Trades will implement its *Agent Contract Agreement Policy*.

### 4.1 Agent agreement conditions

**The Chief Executive Officer** will enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and Australian Academy of Trades and the need to comply with the requirements in the National Code. The agreement must include:

- processes for monitoring the activities of the education agent, including where corrective action may be required termination conditions, including providing for termination in the circumstances outlined in Standard 4.4

Standard 4.1 applies to Australian Academy of Trades who negotiates with education agents to encourage students to study with the provider. The agreement formalises an ongoing and significant relationship in which the agent has undertaken to recruit students.

Where an agent approaches a provider on behalf of the parents or students, no agreement is required. In this case the provider has not issued the education agent with marketing material and there is no formal understanding that the education agent will promote the provider's courses on its behalf on an ongoing basis.

### Australian Academy of Trades monitoring methods of agents

Providers' agreements with education agents include processes for monitoring the activities of agents and termination conditions. Monitoring processes, which must allow Australian Academy of Trades to evaluate the activities of the education agent, **may** include one or more of the following:

- regular face-to-face meetings with agents onshore or offshore;
- telephone/teleconference meetings;
- regular reports from agents;
- surveys of students recruited by particular agents;
- surveys of parents of the students recruited by particular agents;
- performance benchmarks included in agreements;
- spot checks by Australian Academy of Trades, for example, to observe agents at work at education fairs; or
- Surveys of agents.

## 4.2 Agent access to Australian Academy of Trades accurate marketing information

The Chief Executive Officer will ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 by communicating relevant information on a regular and as needs basis (Marketing information and practices).

Providers who engage education agents to persuade students to study with them are responsible for providing up to date marketing material to the agents. Information used for marketing and recruitment purposes should be updated as changes occur.

## 4.3 Agent obligations

Australian Academy of Trades will not accept students from an education agent or enter into an agreement with an education agent if it knows or *reasonably suspects* the education agent to be:

- engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 .
- facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
- using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student; or
- providing immigration advice where not authorised under the Migration Act 1958 to do so

Australian Academy of Trades will undertake relevant checks on their performance in relation to the above.

*Reasonably suspects* means that there are grounds for believing that the education agent is involved in the activities listed in Standard 4.3. 'Grounds for believing' could arise as the result of monitoring activities or reports from a number of students and that number is proportionate to the total number of students recruited from an agent. Complaints about an education agent from three students of 100 recruited **may** not create grounds for reasonable suspicion, but complaints from three students of a cohort of ten students recruited by an education agent **may** be grounds for reasonable suspicion. The National Code does not prescribe the behaviour that should be regarded as suspicious. Australian Academy of Trades is in a position to judge from the circumstances (for example, the scale) of their operation.

## 4.4 Procedure for termination of agent agreement

Where Australian Academy of Trades has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3.

The Chief Executive Officer **will** terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 4.3 and the education agent has terminated the relationship with that individual employee or sub-contractor.

#### **4.5 Immediate & corrective action**

The Chief Executive Officer **WILL** take immediate corrective and preventative action upon Australian Academy of Trades becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training

*Preventative* action could include training sessions for agents and ensuring they have all the material they need to represent the provider accurately and professionally.

*Corrective* may include providing additional information/material or targeted training in, for example, the expectations of the provider. Corrective action may also include termination of the agreement with the education agent.

## **STANDARD 4 - PROCEDURE FOR MONITORING THE AGENT ACTIVITIES**

### **1. Monitoring processes**

The Chief Executive Officer will evaluate the activities of the education agent utilising one of or a combination of the following methods:

- regular face-to-face meetings with agents onshore or offshore;
- telephone/teleconference meetings;
- regular reports from agents;
- surveys of students recruited by particular agents;
- surveys of parents of the students recruited by particular agents;
- performance benchmarks included in agreements;
- spot checks by Australian Academy of Trades, for example, to observe agents at work at education fairs; or
- surveys of agents.

**The Agents will be informed of this requirement prior to their agreement being finalised.**

### **2. Currency of Information**

The Chief Executive Officer regularly updates Information used for marketing and recruitment purposes and ensures the agents have the latest copies of materials.

### **3. RTO responsibility for taking appropriate corrective action with problem agents**

The Chief Executive Officer will take appropriate action against an agent who:

- Engages in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of Agent under Standard 7.
- facilitates the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
- uses Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student
- Provides immigration advice where not authorised under the Migration Act 1958 to do so.

Australian Academy of Trades will undertake relevant checks on their performance in relation to the above.

### **4. Termination of Agent Agreements**

Where Australian Academy of Trades has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3, the Chief Executive Officer WILL terminate the agreement with the education agent. (See Policy for details)

**Note:** Australian Academy of Trades has an agreement with the education agent, not the employee or sub-contractor of the agent.

**Australian Academy of Trades** must terminate the agreement with the **education agent** if the education agent does not take action against the individual employee or sub-contractor.

The Chief Executive Officer will take immediate corrective and preventative action upon Australian Academy of Trades becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training

*Preventative* action could include training sessions for agents and ensuring they have all the material they need to represent the provider accurately and professionally.

*Corrective* may include providing additional information/material or targeted training in, for example, the expectations of the provider. Corrective action may also include termination of the agreement with the education agent.

***AAT will continue to monitor Agent through student survey.***

## AUSTRALIAN ACADEMY OF TRADES PTY LTD

478 Logan Road  
Greenslopes, QLD 4120  
AUSTRALIA  
Telephone (61) 7 3847 2080 OR (61) 7 3397 4186  
Facsimile (61) 7 3397 4186  
Website [www.aataus.com.au](http://www.aataus.com.au)  
Email [info@aataus.com.au](mailto:info@aataus.com.au)



CRICOS PROVIDER CODE: 02726A  
RTO CODE: 41174

## STANDARD 4 EDUCATION AGENT'S PROFILE

**Please note:** Your response to this questionnaire and any subsequent agreement with us is an agreement between your organisation and Australian Academy of Trades).

Are you a qualified International Student Counsellor? Yes No

Please attach documentary evidence

1.1 Are you a company, partnership, sole trader? (Attach certification of registration)

1.2 How long have you operated?

1.3 Have you ever traded under any other name? Yes No If yes, explain

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2.1 Locations of offices.

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2.2 Does your main office have appropriate resources Yes No

Please confirm the following in your business:

Computers, TV & video Multimedia

Seminar rooms

2.3 Number of staff and position(s).

3.1 Do you comply with key obligations under the Education Services for Overseas Students?

Yes No ( please circle)

3.2 Are staff trained on the ESOS legislation? Yes No

4.1 Please attach sample of your organisation's promotional materials and advertisements.

(Documents attached)

4.2 List three promotional activities over the last year.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

5.1 Membership in or registration with professional bodies. (Explain)

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5.2 Licences and permits held. (Attach copies)

5.3 Contact details of three referees from Australian Colleges or Universities with which you have an agency agreement.

5.4 Convictions for criminal offences by directors, or key staff.

Yes      No      If yes, please attach explanatory letter.

5.5 Current or past legal proceedings against the organisation, its directors, principals, or key staff.

Yes      No      If yes, please attach explanatory letter.

6.1      Numbers of students sent to Australia for each of the past 3 years by education sector.

Vocational Education and Training (VET) \_\_\_\_\_ (number)

Organisation Name:

Contact Person:

Contact Number:

Email Address:



## STANDARD 4 INTERNATIONAL AGENT AGREEMENT

BETWEEN Australian Academy of Trades,  
ABN Number:  
AND  
XXXXXX AS EDUCATION AGENT  
ABN Number: XXXXXXXX



### AGREEMENT

#### DEFINITIONS

1.1 In this Agreement:

**Agent's Fee.** means the fee calculated

**Marks.** means logos, trademarks, designs, and crests that belong to or carry the name of Australian Academy of Trades;

**PRISMS.** means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment);

**Program Fee.** means the tuition and other fees set by Australian Academy of Trades for the Courses;

**Programs.** means the full time registered courses offered by Australian Academy of Trades and registered on **CRICOS**;

**Prospective student.** means a person (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming a student at Australian Academy of Trades

**Services.** means the services described in clauses 3 and 4;

**Student.** means an 'overseas student' as defined in the ESOS Act;

**Term.** means the period set out in Item 1 of Schedule 1

**Territory.** means the countries or regions set out in Item 2 of Schedule 1.

1.2 In this Agreement, unless the contrary intention appears:

- headings are for ease of reference only and do not affect the meaning of this agreement;
- money is in Australian dollars unless otherwise stated and a reference to 'A\$',
- 'AUD', '\$A', 'dollar' or '\$' is a reference to Australian currency;

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### ENGAGEMENT OF THE AGENT

**NOTE: Agents contracted by Australian Academy of Trades must be qualified Student Counsellors or have a member of staff who is qualified.**

1.3 Australian Academy of Trades engages the Agent to be its representative to perform the Services set out for one year.

1.4 This is an offshore / onshore agreement and Australian Academy of Trades may appoint other Agents.

1.5 The Representative cannot promote Australian Academy of Trades outside the designated area or perform the services outside this area, without Australian Academy of Trades's prior written consent.

1.6 If the Representative wishes to expand the Territory the Representative must make a written submission to Australian Academy of Trades no later than thirty days before the recruitment of prospective students in the new territory is planned to start.

Australian Academy of Trades is under no obligation to recognise the Representative's new territory, or accept applications for enrolment from prospective students recruited by the Representative in the new territory.

### MAIN RESPONSIBILITIES OF THE AGENT

1.7 Under this Agreement, the Agent must:

- abide by the highest ethical standards as defined in the Australian Government's Department of Education, Employment and Workplace Relations National Code of Practice (2007) for Registration, authorities and Australian Academy of Trades Pty Ltd's training to overseas Students;
  - promote Australian Academy of Trades and the Programs in the Territory;
  - in accordance with Australian Academy of Trades policy and procedures,
  - recruit and assist in the recruitment of prospective students to undertake the Courses;
  - provide prospective students with all necessary information about the Courses, Australian Academy of Trades facilities and services, and assistance in completing and submitting application forms to Australian Academy of Trades
  - arrange for English language testing of potential students to be carried out through the International Language Testing System (IELTS)
  - perform any other services and provide any reports or information requested by Australian Academy of Trades or required by this Agreement
- 

**DETAILED OBLIGATIONS OF THE AGENT**

1.8 In performing the Services, the Agent must:

- promote the Courses with integrity and accuracy and recruit prospective students in an honest, ethical and responsible manner (as set out in Standard 4.3 and 4.5 National Code 2007);
- inform prospective students accurately about the requirements of Courses using only material provided by Australian Academy of Trades • assist to uphold the high reputation of Australian Academy of Trades and of the Australian international education sector;
- take reasonable steps in confirming the accuracy of the information provided by prospective students in the application;
- ensure that only signed and completed applications are submitted to Australian Academy of Trades
- assist prospective students to complete visa applications;
- ensure that relevant fees and charges and supporting documentation accompany each application and acceptance of offer documents;
- provide any offer documents received from Australian Academy of Trades to the prospective student within 24 hours of receiving the offer documents;
- provide Australian Academy of Trades with market intelligence about the recruitment of prospective students in the Territory; and
- only undertake promotional and marketing activities involving Australian Academy of Trades that have been approved by Australian Academy of Trades
- act in accordance with Australian Academy of Trades policies and procedures and directions given by Australian Academy of Trades

1.9 Before prospective students complete an application, the Agent must give them information provided to the Agent by Australian Academy of Trades

- the Courses, including course content and duration, qualifications offered, methods of teaching, assessment methods and details of any arrangements with Australian Academy of Trades for recognition or completion of the course;
- the minimum level of English language ability and educational qualifications and work experience required for acceptance into the Courses;
- the Training organisation's facilities, equipment and learning resources;
- visa requirements which must be satisfied by the student including English language proficiency levels;
- the Course Fees and refund policy; and any other costs or the potential for fees to change during the student's course, and

- living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and costs of living;
- information about the grounds by which a student's enrolment may be deferred, suspended or cancelled;
- a description of the ESOS framework made available electronically by DEEWR
- withdrawal arrangements, arrangements with other Australian Academy of Trades;
- internal and external appeals procedures.

1.10 The Agent must advise prospective students that:

- students who study in Australia must provide the Training organisation with their residential address,
- students who come to Australia on a student visa must have a primary purpose of studying and are expected to complete the course within the expected duration; and
- any accompanying school age dependants must pay any relevant fees if enrolling in either government or non-government schools.
- enrolment in a specific course does not guarantee entry to a further level of study as this is dependent on the student achieving the entry requirements
- if a student enrolls in a course with a specific English level requirement and does not meet this requirement, then the student will study an ELICOS course at the appropriate level until they have reached the required English level or
- the course originally chosen, or until the end of the student's period of enrolment, whichever is sooner.
- visa conditions include satisfactory academic performance, attendance requirements and working rights and that the Training organisation will be required to keep a record of the student's academic progress and attendance at classes.
- Australian Academy of Trades will be required to report to relevant Australian government authorities a student's failure to meet their visa conditions relating to attendance or academic performance

1.11 The Agent must not:

- engage in any dishonest practices, including suggesting to prospective students that they may come to Australia on a student visa with a primary purpose other than full time study;
- facilitate applications for prospective students who do not comply with visa requirements;
- provide prospective students with immigration advice. as defined in the *Migration Act 1958* unless the Agent is separately registered under that Act;
- give a prospective student inaccurate information about:
- the Program Fee payable to Australian Academy of Trades; or his or her (the student's) acceptance into a Course;
- receive or bank the Course Fee payable to Australian Academy of Trades by a prospective student or deduct any amount from the Course Fee payable by the prospective student;
- make any representations or offer any guarantees to prospective students about the likelihood of obtaining a student visa;
- engage in false or misleading advertising or recruitment practices which clearly
- conflict with its obligations under Standard 7:
- make any false or misleading comparisons with any other education provider or their programs or make any inaccurate claims regarding any association between Australian Academy of Trades and other education providers
- undertake any advertising or promotional activity about the Courses or Australian Academy of Trades
- without the prior written consent of Australian Academy of Trades
- commit Australian Academy of Trades Training organisation to accept any prospective student into a Course;
- enrol transferring students prior to the student completing six months of their principal course of study, except for circumstances (outlined in Standard 7.1 National Code 2007)
- use or access PRISMS without the prior written consent of Australian Academy of Trades

- use or access PRISMS to create a confirmation of enrolment for other than a bona fide student
- use any registered or unregistered Mark without the prior written consent of Australian Academy of Trades
- actively recruit, or attempt to recruit, Prospective Students that the Representative knows to have engaged the services of another official representative of Australian Academy of Trades or
- sign or encourage or allow others to sign, official documents such as the application form, on behalf of a prospective Student

The Student's signature that appears on all official documents must be the same signature as that which the Prospective Student used when signing Australian Academy of Trades's application form.

#### **1.12 Unless**

Australian Academy of Trades otherwise agrees, the Agent must bear the cost of advertising and promotional activities undertaken by the Agent under this Agreement.

1.13 The Agent must terminate any agreement with an employee if the Agent becomes aware of, or reasonably suspect, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of Australian Academy of Trades under National Code Standard 7 (Transfer between registered providers, whereby a receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study) or any of the other dishonest practices outlined above.

### **AUSTRALIAN ACADEMY OF TRADES'S OBLIGATIONS**

2.1 Australian Academy of Trades must:

- give the Agent sufficient and up-to-date and accurate marketing information as set out in Standard 1 (Marketing Information and Practices) to enable the Agent to undertake the Services;
- Assess completed applications from prospective students within a reasonable time
- of receipt;

2.2 Australian Academy of Trades must have processes for monitoring the activities of the education agent, including where corrective action may be required, (Standard 4 National Code 2007)

2.3 Australian Academy of Trades will immediately take corrective action or terminate the agreement with the Agent if it becomes aware of the Agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training. (See Standard 4 National Code 2007)

2.4 Australian Academy of Trades will terminate the agreement with the Agent if it becomes aware of, or reasonably suspects dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under National Code Standard 7 (Transfer between registered Providers, whereby a receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study) or any of the other dishonest practices outlined above. (See Standard 4 National Code 2007)

2.5 Australian Academy of Trades must have processes for monitoring the activities of the education agent, including where corrective action may be required.

### **CONFIDENTIALITY**

3.1 The Agent must keep confidential:

- All information provided by Australian Academy of Trades, other than to the extent disclosure is required to perform the Services in accordance with this Agreement, and the terms of this Agreement.

## **AGENT'S FEES**

4.1 Subject to the other provisions of this clause, Australian Academy of Trades must pay the Agent's Fee for each student who:

- is recruited by the Agent;
- is enrolled in a Course; and
- has paid the Course Fee to Australian Academy of Trades ; and
- has commenced the Course after obtaining a valid visa; and
- who has not, subsequent to commencing the program, been fully refunded the program fees.

An Agent is regarded as having recruited a student under this Agreement if the Agent submits the student's application for enrolment and that application also bears the Agent's name.

4.2 An Agent's Fee is not paid where the student applies to enrol directly to Australian Academy of Trades College.

4.3 No Agent's Fee is payable unless the Agent has submitted an invoice in a form approved by Australian Academy of Trades College.

4.4 Australian Academy of Trades College must pay the fees payable under this clause within 30 days of receipt of a valid invoice from the Agent.

## **TERMINATING THIS AGREEMENT**

5.1 Either party may terminate this Agreement at any time by giving the other party 30 days prior written notice.

- If the Agent breaches any provision of this Agreement, Australian Academy of Trades may terminate this Agreement at any time and with immediate effect by giving written notice to the Agent

5.2 On termination of this Agreement, the Agent must:

- submit all applications and fees from prospective students received up to the termination date; and
- Immediately cease using any advertising, promotional or other material supplied by Australian Academy of Trades and return all material to Australian Academy of Trades by registered mail or a reputable international courier.

5.3 The termination of this Agreement by either party does not affect any accrued rights or remedies of either party.

## **ACCEPTANCE OF STUDENTS**

6.1 Australian Academy of Trades College has the right to refuse a student referred to them by an agent, if there are grounds for believing that the student is not bona fide.

## **ASSIGNMENT AND SUBCONTRACTING**

7.1 The Agent must not assign this Agreement or any right under this Agreement without the prior written consent of Australian Academy of Trades (which may be withheld at its discretion)

7.2 The Agent must not subcontract to any person the performance of any of its obligations under this Agreement without the prior written consent of Australian Academy of Trades (which may be withheld at its discretion).

7.3 Despite any subcontract, the Agent remains liable for performing its obligations

7.4 The Agent must terminate any agreement with a sub-contractor if they become aware of, or reasonably suspect, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered Australian Academy of Trades under National Code Standard 7 (Transfer between registered providers, whereby a receiving registered provider must not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study) or any of the other dishonest practices outlined above.

## **NOTICES**

8.1 A notice under this Agreement must be in writing and sent by prepaid airmail, facsimile, or electronic mail to the party at the address set out in Item 4 of Schedule 1, or other address notified under this clause.

8.2 A party changing its address, facsimile number or electronic mail address must give notice of that change to the other party.

## **ENTIRE AGREEMENT**

9.1 This Agreement and its schedules:

- constitutes the complete and full agreement between the parties as to its subject matter; and
- in relation to that subject matter, replaces and supersedes any prior arrangement or agreement between the parties.

## **VARIATION**

10.1 This Agreement may only be altered in writing, signed by both parties.

## **GOVERNING LAW**

11.1 This Agreement is governed by and construed in accordance with the law in force in the State of Queensland

11.2 The parties submit to the non-exclusive jurisdiction of the courts of the Queensland and the Federal Court of Australia.

**SIGNED** for Australian Academy of Trades

by an authorised officer

)Chief Executive Officer

)

)

**SIGNED** for XXXXXX agent by an authorised officer

))

Signature of officer

[Name]

Position

## **STANDARD 5 YOUNGER STUDENTS**

**AUSTRALIAN ACADEMY OF TRADES COLLEGE WILL NOT BE ACCEPTING STUDENTS UNDER 18 YEARS of AGE.**

## STANDARD 6 STUDENT SUPPORT SERVICES POLICY

### 6.1 Assistance to students

Australian Academy of Trades assists students to adjust to study and life in Australia, by providing an age and culturally appropriate orientation program that includes information about:

- student support services available to students in the transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes; and
- any student visa condition relating to course progress and/or attendance as appropriate

Australian Academy of Trades also assists students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Australian Academy of Trades ensures that appropriate support services are available to international students to ease the transition into life and study in Australia and to assist them as needed.

### 6.2 Australian Academy of Trades provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance

Services are available to help students meet course requirements and maintain attendance. Examples of such services include: supervised study groups and tutorial support assistance

Australian Academy of Trades makes students aware of their course progress policies

Australian Academy of Trades provides a copy of its attendance policy to the students

### 6.3 Student welfare related services

Australian Academy of Trades provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues.

These services are provided at no additional cost to the student. If the registered provider refers the student to external support services, the registered provider must not charge for the referral.

### 6.4 Critical incident policy

Australian Academy of Trades has a **documented critical incident policy** together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.



- 6.5 Australian Academy of Trades designates a member of staff or members of staff to be the official point of contact for students. The student contact officers are the Administration Staff (Ms Shiela)/Student Liaison Officer (All Marketing staff ; Ms Viviana and Ms Litwinna) all have a complete understanding of and access to up-to-date details of the registered provider's support services**

**The Administration Manager and Liaison Officers** assists the students to access study support and welfare-related services and are the official point of contact for students. On special occasions a **Trainer** may be a back up person.

- 6.6 Australian Academy of Trades has sufficient student support personnel to meet the needs of the students enrolled, and their needs. Students are assured of small groups and individual tuition when required.**

- 6.7 The Chief Executive Officer ensures:**

- Staff members who interact directly with overseas students are aware of Australian Academy of Trades's obligations under the ESOS framework.
- Orientation for all international students is appropriate and thorough.

The orientation program is accessible to all overseas students and allows for late arrivals and students who begin at different entry points.

Australian Academy of Trades provides a number of methods to provide relevant information .e.g. Australian Academy of Trades website emails. Written format will include the student handbook and noticeboard. The relevant information will also be presented orally at the orientation session, bearing in mind the different levels of language of the students.

Implementation procedures ensure the student's privacy and confidentiality in order to satisfy the Privacy Act. For further details about privacy, go to:  
<http://www.privacy.gov.au/publications/index.html> .

Cultural sensitivities are considered to prevent offence to the students, their families or any of their representatives, including agents.

## STANDARD 6 STUDENT SUPPORT SERVICES PROCEDURE

### Support Services include:

#### 1. Language, Literacy and Numeracy (LLN)

Australian Academy of Trades Trainers interpret and respond appropriately to issues students may have with spoken and written language and use of numeracy skills all within a cultural context,

Australian Academy of Trades designs their learning and assessment tasks with this interlinking of language, literacy and numeracy in mind.

Australian Academy of Trades courses and their assessments are practical and competency based. The course design provides for the accreditation of a wide range of participants including participants with a wide range of language, literacy and numeracy skills.

All instructional staff must be cognizant of the potential for some language difficulties and have a process in place for individual monitoring, counselling and language bridging.

Any participant concerned about personal abilities to successfully complete the course assessments or who wishes to discuss language, literacy and numeracy resources are encouraged to contact their trainer or any of the Student Contact Officers or contact the Australian Academy of Trades Website ([www.Australian Academy of Trades college.com.au](http://www.AustralianAcademyofTradescollege.com.au)) or at the following address:

Chief Executive Officer  
PO Box 125  
STONES CORNER QLD 4120

All students will be issued a Student Information Pack prior to attendance on the course which carries further details concerning LLN and makes recommendations as to the requirements for LLN in achieving the Course competencies.

Students should contact any Queensland Government Institute of Technical and Further Education for assistance with numeracy and literacy support.

#### 2. Ensuring Students meet course requirements & attendance requirements

Australian Academy of Trades provides the opportunity for students to participate in services or provides access to services designed to assist students in meeting course requirements and maintaining their attendance

The Trainers and Chief Executive Officer will provide access to services that include: a study skills assistance, tutorial assistance, supervised study groups if required and individual assistance due to Australian Academy of Trades having small groups.

Australian Academy of Trades makes students aware of their course progress policies at orientation and through their handbook. Under Standard 10.4, the provider's intervention strategy must be activated when the student is identified as being at risk of not meeting course requirements.

Students who are identified as at risk will have access to Australian Academy of Trades's support services in accordance with the Australian Academy of Trades's intervention strategy.

The Trainers will monitor and record attendance daily and this information is reviewed by the Registrar and enters into "Wisenet" daily.

Australian Academy of Trades College maintains a Student management system – "Wisenet" This system interact with the management and the students, the system provide accurate information on Attendance, Course Progress and share this information between students and the College.

The Registrar contacts students identified as being at risk of not achieving satisfactory attendance in person and by letter or emails.

Australian Academy of Trades provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. ***These services will be provided at no additional cost to the student.***

If Australian Academy of Trades refers the student to external support services, Australian Academy of Trades will not charge for the referral, however, any costs incurred as a result of such referrals will be the responsibility of the student.

### **3. Critical Incidents**

Australian Academy of Trades will apply its critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, including the required follow-up to the incident, and records of the incident and action taken if a critical incident occurs

Australian Academy of Trades will record outcomes of actions taken or evidence if the incident is referred to another person or agency giving consideration to privacy principles.

**The overall responsibility for this Policy rest with the CEO**

See: <http://www.privacy.gov.au/publications/index.html#G>

### **4. Student Contact Officers – Registrar, Marketing Staff, Administration Manager**

During the orientation /induction sessions Australian Academy of Trades's Chief Executive Officer /Principal or an Authorised person will inform Students about Australian Academy of Trades's Support Services. Marketing Staff as well as Administration Manager will also be in attendance if required.

All students will be made aware of their point(s) of contact by the person conducting the orientation.

The Liaison Officers will support students on personal and educational matters or welfare needs of students and may refer them to outside professionals if required.

For ongoing academic counselling on campus however, the Administration Manager and the Principal can offer support, based on their qualifications and on-going experience in the area.

The Chief Executive Officer will ensure sufficient student support personnel to meet the needs of the students enrolled with Australian Academy of Trades.

Student Counsellor/s are available through appointments made at the reception.

## **5. Support personnel obligations under ESOS framework**

The Chief Executive Officer ensures that staff members who interact directly with students are aware of Australian Academy of Trades's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations.

The Chief Executive Officer ensures this occurs at regular staff meetings and at the commencement of the year during induction for staff and students and that the information is included in the Student and Staff Handbooks

Australian Academy of Trades has incorporated within staff handbooks and induction training, information regarding the ESOS responsibilities of the provider and of staff who interact with international students.

Australian Academy of Trades will use emails and discussions at staff meetings as ways of communicating to staff the ESOS framework and how basic classroom administration such as keeping accurate attendance may have different ramifications for international students compared with domestic students.

**Please note Professional Consultant will be engaged on needs basis only**

## **STANDARD 6 STUDENT SUPPORT PROCEDURE (ORIENTATION)**

**This procedure will also form part of the student orientation program**

The orientation program will be accessible to all overseas students and allow for late arrivals and students who begin at different entry points.

Australian Academy of Trades may choose from a number of methods to provide relevant information. Electronic formats could include the Australian Academy of Trades website, Emails, SMS broadcasts or pod casts. Written format will include the student handbook, noticeboard or even a wallet-sized card with useful numbers. The relevant information will also be presented orally at the orientation session, bearing in mind the different levels of language of the students

**1. To ensure a smooth orientation and successful course progression, the Principal will:**

- provide a comprehensive orientation service and assist students to familiarise themselves with the organisation, with life in Brisbane, opening bank accounts, becoming familiar with public transport, finding access to services, emergency assistance etc.
- ensure Trainers are aware of their responsibility in managing international students, and student welfare
- monitor accommodation of students
- refer student to appropriate support if necessary such as tutorials, additional coaching, academic support from staff
- provide information on and a tour of Australian Academy of Trades's facilities & resources ( see Student handbook)
- provide information on visa conditions affected by their course progress or attendance
- provide information on assistance with studies as outlined in other procedures
- provide Information to students on the following to enable them to transition into life and study in a new environment

See Student Induction Procedure (& Overseas Student Handbook for full list of information provided to students

**2. Australian Academy of Trades will provide information to students on community support agencies**

**Centrelink**

Centerlink's purpose is to assist people to become more self sufficient, while supporting those in need. A growing number of our student services are available through online self service.

**Legal Aid**

Legal Aid Queensland provides legal assistance to financially and socially disadvantaged Queensland's students who have Overseas Health Cover while study in Australia,(in Australia only) ph 1300651188

**Domestic Violence & Incest Resource Centre**

For information and support on domestic violence issues

**Women's Health Queensland Wide Inc.**

For information on women's health issues

**Australian Indigenous Training Advisory Council (AITAC)**

Advisory committee to Australian National Training Authority.

**3. Australian Academy of Trades provides other relevant information on the following to assist students transition into life & study in a new environment**

Provide Information on:

- Public Hospitals provide emergency services. Australian Academy of Trades will call an ambulance to transport Students to hospital should the students health be in danger.
- facilities & Resources (information included in student handbook)
- local general practitioners contact numbers
- police & Fire Departments may be contacted in an emergency by dialling 000
- assisting students access study support and welfare-related services.
- Student Contact Officers

**4. Australian Academy of Trades will**

- Ensure that orientation for all international students is appropriate and thorough.
- Ensure the orientation programme is accessible to all overseas students and allow for late arrivals and students who begin at different entry points.
- Provide a number of methods for distribution of relevant information e.g. Australian Academy of Trades website emails. Written format will include the student handbook, noticeboard... The relevant information will also be presented orally at the orientation session, bearing in mind the different levels of language of the students.
- Explain the importance of a student's privacy and **the responsibility of Australian Academy of Trades's** confidentiality in order to satisfy the Privacy Act. For further details about privacy, go to <http://www.privacy.gov.au/publications/index.html>
- Consider cultural sensitivities that must be considered to prevent offence to the students, their families or any of their representatives, for example agents.

The Chief Executive Officer provides access to services and assists students to meet course requirements and maintain their attendance through the following:

**5. Support services provided by Australian Academy of Trades's Trainers**

- ensure Australian Academy of Trades services include study skills assistance, tutorial assistance, supervised study groups, counselling, if required, and individual assistance.
- provide welfare related support services to students to assist with issues such as accommodation, course progress and attendance requirements.
- ensure students are aware of their course progress and attendance policies.
- ensure implementation of Australian Academy of Trades's intervention strategy when the student is identified as being at risk of not meeting course requirements. Students who are identified as at risk will have access to the provider's support services in accordance with the provider's Intervention Strategy.

- ensure Australian Academy of Trades's attendance policy is provided to students as well as that required by standard 10 & 11.
- implement the Australian Academy of Trades Procedure in monitoring attendance and course progress and for contacting students if either are unsatisfactory
- ensure all relevant documentation and records are complete and accurate

## **6. Critical incidents - See Standard 6: Critical Incident Policy**

The Registrar/Administration Manager will provide to students a copy of Australian Academy of Trades's documented critical incident policy together with procedures. This will be included in the student handbook and will be on the Australian Academy of Trades website.

Australian Academy of Trades updates its written critical incident policy and relevant procedures (See Critical Incident Policy for details)

The Chief Executive Officer, relevant Trainer and the Registrar/ Administration Manager record any action taken in regard to a critical incident. These may be recorded to include outcomes or evidence if the incident is referred to another person or agency. When writing the critical incident policy and procedures, we have considered information privacy principles at <http://www.privacy.gov.au/publications/index.html#G>

## **7. Student contact officers role (Procedure)**

- ensure all students are made aware of their point(s) of contact at orientation. A back-up contact person has been appointed.
- ensure student contacts officers are listed by name and position with contact details. The contact officer must inform the students of the existence of support services and how to access them.
- ensure all information for students and staff is updated regularly and disseminated appropriately
- provide ongoing support for students to meet their individual needs
- document support provided
- be aware of Australian Academy of Trades's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations
- keep up to date with requirements and changes

## **8. ESOS responsibilities and dissemination of information**

**Australian Academy of Trades** has incorporated within staff handbooks and induction training, information regarding the ESOS responsibilities of the provider and of staff who interact with international students.

Dissemination of emails and discussions at staff meetings may be ways of communicating to staff the ESOS framework and how basic classroom administration such as keeping accurate attendance may have different ramifications for international students compared with domestic students.



## STANDARD 6 CRITICAL INCIDENT POLICY

### Overview

Australian Academy of Trades will ensure that appropriate infrastructure is in place to ensure the provision of all necessary support services in the event of a critical incident occurring.

This document outlines Australian Academy of Trades's policy, support mechanisms and procedures for managing a critical incident.

**In case of Emergency: Please Contact:  
Josiah Oyelodi CEO mb 0431734186  
24 hours contact and also dial 000**

This policy will ensure that Australian Academy of Trades has:

- an effective approach in responding to critical incidents as they occur
- appropriate support and counselling services available to those affected
- appropriate training and information resources provided to staff.

### 1. Definition

A critical incident is defined by the National Code (under Standard 6) as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Critical incidents may include, but are not limited to:

- serious injury, illness, or death of a student or staff
- a missing student
- severe verbal or psychological aggression
- physical assault
- student or staff witnessing a serious accident or incidence of violence
- natural disaster e.g. earthquake, flood, windstorm, hailstorm, or extremes of temperature
- fire, bomb-threat, explosion, gas or chemical hazard
- social issues e.g. sexual assault, drug use, alcohol abuse.

### 2. Critical Incident Team

Australian Academy of Trades has a Critical Incident Team to assist the Chief Executive Officer in the prevention and management of critical incidents at Australian Academy of Trades Campus, or off campus in the case of an overseas student for whom Australian Academy of Trades has undertaken care responsibilities.

The Team will consist of CEO (Team leader), Administration Manager, an appointed professional Counsellor, Registrar, the College Principal and Marketing Manager. Depending on the nature of the incident, an outsider (Police Officer) may be included.

The student involved will be supported by Australian Academy of Trades staff representative, and a **student representative** who are briefed on this policy at their induction and at follow up meetings and workshops.

### 3. The responsibilities of the team include:

- risk assessment of hazards and situations which may require emergency
- action
- analysis of requirements to address these hazards
- establishment of liaison with all relevant emergency services e.g. police, fire brigade, ambulance, community emergency services, hospital, poisons information centre, community health services ( These numbers will be displayed on a poster in Australian Academy of Trades's office) 000 for police, fire and emergency services (ambulance)
- 24 hour access to contact details for all students and their families [for overseas students this includes agents, consular staff, embassies]
- 24 hour access to contact details for all relevant staff members needed in the event of a critical incident e.g. Chief Executive Officer; Registrar/ Administration Manager
- development of a critical incident plan for each critical incident identified
- assisting with implementation of critical incident plans
- dissemination of planned procedures to staff and students as necessary
- organisation of practice drills
- coordination of appropriate staff development
- regular review of critical incident plans

## **STANDARD 6 CRITICAL INCIDENT PROCEDURE**

### **1. Critical incident procedures**

Australian Academy of Trades's critical incident plans assign responsibilities among relevant staff members, and cover all the actions to be taken and timelines for doing so.

Immediate Response (within 24 hours)

- identify the nature of the critical incident
- contact emergency services (under no circumstances are students/staff to be transported in private vehicles)
- if applicable secure the area
- ensure safety and welfare of staff and students
- notify the critical incident team leader
- implement appropriate critical incident plan
- liaise with emergency services, hospital and medical services
- manage media and publicity
- contact and inform parents and family members
- identify students and staff members most closely involved and at risk
- assess the need for support and counselling for those directly and indirectly involved

### **2. Student missing from approved accommodation**

If a student has gone missing from the approved accommodation and cannot be contacted, this will result in Australian Academy of Trades implementing its documented critical incident policy (see [Standard 6](#)). This policy may include contacting the student's parents, and filing a missing persons report with the police and/or children's services agencies. If, after a reasonable period, the student has not been found, Australian Academy of Trades will report the student's breach of visa condition 8532 to DIAC by submitting the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter.

### **3. Secondary response (48–72 hours)**

- assess the need for support and counselling for those directly and indirectly involved (ongoing)
- provide staff, students, and wider Australian Academy of Trades community, with factual information as appropriate
- arrange debriefing for all students and staff most closely involved and at risk
- restore Australian Academy of Trades to regular routine, program delivery, and community life as soon as practicable
- completion of critical incident report

### **4. Ongoing Follow-up Response**

- identification of any other persons who may be affected by the critical incident and provide access to support services for community members
- provision of accurate information to students and staff

- maintain contact with any injured and affected parties to provide support and to monitor progress
- monitor staff and students for signs of delayed stress and the onset of Post-Traumatic Stress Disorder; providing specialised treatment as necessary
- evaluation of critical incident management
- plan for and be sensitive to anniversaries
- manage any possible longer term disturbances e.g. inquests, legal proceedings

## **5 RECORD-KEEPING**

**AUSTRALIAN ACADEMY OF TRADES COLLEGE MAINTAINS A CRITICAL INCIDENT REGISTRAR, A NOMINATED OFFICER BY THE CEO WILL DOCUMENT ALL EVENTS AND INCIDENTS WITH THE RELEVANT ACTIONS TAKEN AND PLACED ON COLLEGE REGISTER.**

## **STANDARD 6 -PROCEDURES FOR SUITABLY TRAINED AND APPROPRIATE PERSONNEL RELATING TO STD 6.2, AND**

### **STD 6.3,-**

Australian Academy of Trades will:

- 1. Appoint the Student Contact Officer**
- 2. Induct the Officers and provide all relevant information on responsibilities**
- 3. Student Contact Officer Responsibilities:**
  - The Student Contact Officer/s provides services to help students meet course requirements and maintain attendance. Such services include: study skills assistance, supervised study groups and tutorial support assistance, counselling.
  - Ensure Students are aware of their course progress policies and appropriate intervention strategies as listed in standard 10. Implement welfare related support services.
  - Identify students at risk fortnightly by monitoring student performance and attendance.
  - Activate Australian Academy of Trades intervention strategy when the student is identified as being at risk of not meeting course requirements.
  - Ensure planning is done to ensure adequate appropriate staffing
  - Ensure appropriate records are kept
  - Liaise with the Student Liaison Officer as required.

## Standard 6 STUDENT Orientation Procedure

### 1. Duration of orientation

The Principal or the Registrar or other responsible staff will conduct the Orientation for students over one day to orient the students to the local area, restaurants, Churches, Mosques, Supermarkets, and major services provided by Australian Academy of Trades. Information given will also be covered in the Student Handbook

*Orientation will be conducted* on the first day of the course, prior to course formal commencement of training.

On the orientation days, students are assisted with information as per the induction checklist: They will be referred to appropriate public service providers to ensure they are confident in getting around etc.

### 2. Information covered at orientation

#### STUDENT INDUCTION CHECKLIST

- Australian Academy of Trades achievements, expectations of students, philosophy & training organisation information
- Student Official Point of Contact the Course Coordinator or Back up Contact Officer-
- ESOS framework
- Facilities & Resources
- Course information.
- Public transport system
- Health and Safety procedures
- Fire, Ambulance and Police services and contact number 000
- Multilingual Organisations
- Types of counselling services
- Australian Academy of Trades policies and procedures
- A copy of the Australian Academy of Trades Student Handbook for Overseas Students
- Opening a bank account
- Access to services designed to assist students in meeting course requirements and maintaining their attendance.
- Course progress/attendance requirements –i.e. minimum 80% attendance and 80% competency achievement in order to maintain /visa requirements (See Course progress & Course attendance policies for details.
- Access to support services
- Critical Incident Policy and procedures
- Provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations
- Maximum Group Size 40
- On the orientation days, students are assisted with information in the following areas:
  - Meet staff.
  - Building Evacuation procedures, position of amenities, access restrictions after hours and weekends where applicable;
  - Organisations aims;

- Importance of the AQTF and the necessity to comply with its standards;
- CRICOS, the National Code, ESOS legislation, staff responsibilities for overseas students, cultural issues, relevant legislation
- Recognition of other RTO Qualifications Policy Vocational Education, Training & Employment Act 2000 and how it impacts on vocational education and training in Queensland.
- Privacy, Copyright, Anti- Discrimination, Racial Vilification and Disability Discrimination, QLD WH& S Act,
- Industry Specific legislation & PROCEDURES
- Competency Based Training as it applies to the training packages and assessment methods used by the RTO's in delivering courses under its scope of registration;
- Fees and charges, including refund policy etc.
- Language, literacy and numeracy assessment refer student handbook;
- Student/client support including external agencies/programs that RTO can identify that provide assistance if necessary;
- Flexible learning and assessment procedures that can be provided;
- Appeals, complaints and Complaint procedures;
- Corrective Action and Continuous Improvement Procedure
- Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) arrangements.
- The mutual responsibility aspect of Workplace Health and Safety Act and where legislation can be read;

Student's signature to verify, "I have read and understand the contents of the documentation and the verbal presentation received today".

\_\_\_\_\_Date

Signature Staff Member

\_\_\_\_\_

Date---/-----/-----

# STANDARD 7.STUDENT TRANSFER POLICY

Australian Academy of Trades provides a copy of this policy and procedure to all staff and students through the Staff and Student Handbooks.

Australian Academy of Trades will acknowledge in writing the students application for a request for transfer.

If a student is granted approval to transfer to another Registered Training Provider, a non-refundable amount equivalent up to 25% of the tuition fees paid may apply, depending on the circumstances

**7.1 Australian Academy of Trades will not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:**

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- the original registered provider has provided a written letter of release
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

**7.2 Australian Academy of Trades has and implements its** documented student transfer request assessment policy and procedure, which is available to staff and students. The policy specifies;

(a) the circumstances in which a transfer will be granted

(b) the circumstances the registered provider considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student; and

(c) a reasonable timeframe for assessing and replying to the student's transfer request having regard to the restricted , ( **FIVE DAYS for acknowledgment of application for letter and 3 WEEKS for the decision LETTER**)

**(a) Circumstances for granting of a student transfer and/or accepting a student from another provider**

Australian Academy of Trades will only enrol students who **HAVE COMPLETED ANOTHER RELEVANT COURSE** (a course provided by a registered provider and listed on CRICOS) if Australian Academy of Trades is satisfied that they can provide evidence of:



- A sound prior academic record from the previous RTO (CRICOS registered) course studied –proof of commitment to studies
- Sound attendance record for the above course
- Having paid all fees for that course
- Appropriate amount of completion (six months of the principal course) of previous course and
- letter of release where a student has not completed six months of principal course.

OR

If the student has been enrolled in, **BUT DID NOT COMPLETE THE RELEVANT COURSE** and the **REGISTERED PROVIDER IS GIVEN A LETTER OF RELEASE FOR THE RELEVANT COURSE FROM THE PREVIOUS PROVIDER.**

### **Consideration of individual circumstances for letter of release**

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors include:

- if the transfer may jeopardise the student's progression through a package of courses or impact adversely on the students career goals
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- If the student is trying to avoid being reported to DIAC for failure to meet Australian Academy of Trades's attendance or academic progress requirements.

### **Letter of Release Conditions**

- Australian Academy of Trades will NOT issue a letter of release for a student who does not have a valid letter of offer of enrolment from another provider. Similarly, if the student is under 18, Australian Academy of Trades must **not** issue a letter of release unless the student has written evidence that his or her parent or legal guardian supports the transfer AND, if applicable, written confirmation that the new provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5.
- For under-18 students, support for the transfer must be obtained from the student's parent or legal guardian.
- To facilitate a transfer between providers, the proposed receiving provider must issue a letter offering the student enrolment. It cannot formally enrol the student until it has seen a letter of release from the student's original provider (the provider whom the student is transferring from). The receiving provider should keep a copy of the letter of release for compliance purposes.

### **(b) Australian Academy of Trades Refusal of Request for Transfer**

- Australian Academy of Trades can refuse a request for transfer, but the reasons must be given to the student in writing. For example, if Australian Academy of Trades considers a transfer to another provider would not be in the student's best

interest and would be to the detriment of the student, Australian Academy of Trades would counsel the student and explain that it must refuse a transfer at this point in time.

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors include:

- if the transfer may jeopardise the student's progression through a package of courses or impact adversely on the students career goals
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- If the student is trying to avoid being reported to DIAC for failure to meet ABC's attendance or academic progress requirements.
- If the student has outstanding tuition fees for the course currently enrolled in within the current study period.

The reasons for refusal should be sufficiently detailed to enable the student to make an informed decision as to whether to appeal the decision.

If another provider refuses to release a student or Australian Academy of Trades does not respond during the timeframe set out in the policy, (**FIVE DAYS for acknowledgment of application for letter and 3 WEEKS for the decision LETTER**) the **student can appeal** through Australian Academy of Trades

- The new provider must have issued a valid enrolment offer for a student's request for a letter of release to be considered.

### **(C) Reasonable Time Frames**

**Students can apply to transfer before they have completed six months of their principal course.**

For a student who has not completed 6 months of his previous course, enrolment will only be considered if

- the student can produce a letter of release from the previous provider or the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

The restriction applies to any prerequisite courses in a package of courses as well as the first six months of the principal course.

## Timelines for assessing and responding to request

Australian Academy of Trades will not actively recruit a student before the student has completed six months of his or her principal course. These restrictions also apply to any courses undertaken before the principal course.

Australian Academy of Trades will respond to a written request for transfer within **5 DAYS of receipt** of the request with an **acknowledgment of receipt letter** and within **3 weeks of receipt** of the request with a **response regarding acceptance or refusal**.

The Provider Registration and International Student Management System (PRISMS) will assist the Provider to determine if a student has not completed six months of the principal course. When The Provider attempts to create a new Confirmation of Enrolment (CoE), PRISMS will usually advise them if the student has not completed six months of the principal course. PRISMS will alert that the student is enrolled elsewhere, but not identify the provider.

### 7.3 The registered provider must grant a letter of release only where the student has:

- (a) provided a letter from another registered provider confirming that a valid enrolment offer has been made; and
- (b) where the student is under 18:
  - (I) the registered provider has written confirmation that the student's parent or legal guardian supports the transfer; and
  - (II) where the student is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 (Younger students)

### 7.4 A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DIAC to seek advice on whether a new student visa is required

A letter of release should be provided for a student where:

- a student can provide evidence that he or she was misled by Australian Academy of Trades or an education or migration agent regarding Australian Academy of Trades or its course, which constitutes a breach of the ESOS Act, or
- An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

**When a provider makes judgments about a student's best interest the receiving course or provider, it should ensure the reasons are adequately supported and all supporting documentation is attached.**

A new visa may be required if the new course is in a different sector to the original course or if there is an extension required to the student's visa. To find out more about visa requirements, go to <http://www.dibp.gov.au> or call 131 881.

**7.5 Where the registered provider does not grant a letter of release, the student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the registered provider's decision in accordance with Standard 8 (Complaints and appeals).**

- The written reasons should note the decision, the reasons for the decision, the factors taken into consideration and reflect the student's individual circumstances. The reasons for refusal should be sufficiently detailed to enable the student to make an informed decision as to whether to appeal the decision.
- The student will also be given advice in writing that it is possible to appeal the decision if the student so chooses. The appeals mechanisms required under Standard 8 will apply where the student wishes to lodge an appeal.
- The registered provider must maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

**7.6 Australian Academy of Trades will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.**

## **STANDARD 7 STUDENT TRANSFER PROCEDURE**

**Note:** If a student is granted approval to transfer to another Registered Training Provider, a non-refundable amount equivalent up to 25% of the tuition fees paid may apply, **depending on the circumstances**

### **1. Action for student requesting a transfer out of Australian Academy of Trades**

- Student is advised by Australian Academy of Trades staff to read carefully Australian Academy of Trades policy on Student Transfer.
- Student completes Australian Academy of Trades Application for Student Transfer Form
- Receipt of Request is acknowledged in writing by Australian Academy of Trades to student within 5 days of receipt of the form.
- Application is considered by Australian Academy of Trades staff with reference to National Code standard 6 and the Australian Academy of Trades Student Transfer policy.
- A written response to student is given to student within 3 weeks of receipt of application. If the application is refused reasons are clearly identified (refer to student transfer Policy Standard 6)

### **2. Student requesting a transfer from another provider to Australian Academy of Trades**

- Request received by Australian Academy of Trades
- Letter of acknowledgment of receipt of application sent to student within 5 working days
- Application assessed by Australian Academy of Trades's Registrar in consultation with the Chief Executive Officer with reference to National Code Standard 6 and Australian Academy of Trades Student Transfer Policy
- Student notified in writing within 3 weeks of outcome of the decision and reasons for the decision being made.

## AUSTRALIAN ACADEMY OF TRADES PTY LTD

478 Logan Road  
Greenslopes, QLD 4120  
AUSTRALIA  
Telephone (61) 7 3847 2080 OR (61) 7 3397 4186  
Facsimile (61) 7 3397 4186  
Website [www.aataus.com.au](http://www.aataus.com.au)  
Email [info@aataus.com.au](mailto:info@aataus.com.au)



CRICOS PROVIDER CODE: 02726A  
RTO CODE: 41174

## STANDARD 7 LETTER OF RELEASE

Date: 12 April 2018

Student name:  
Date of Birth:  
Student Number: AAT-

To whom it may concern,

**Re: (Mr XXXX) – Letter of release**

Australian Academy of Trades Pty Ltd is willing to release Mr XXXX (DOB), Student ID AAT – A1357, at his request from attending our college and therefore no longer entitled to hold our Overseas Student Confirmation of Enrolment.

He has withdrawn from courses -----

The student currently has outstanding Tuition Fees of \$ owing / The student has no outstanding fees.

The College will cancel the student's enrolment and advise the Department of Immigration and Border Protection (DIBP) that the student has ceased studying at Australian Academy of Trades. As per Standard 7.4 of the National Code, the student must also seek advice from DIBP on the possibility of new student visa requirements.

This letter of release is based on the valid enrolment offer from Australian Academy of Trades and in accordance with Standard 7 of the National Code.

Please do not hesitate to contact me should you need further information.

Thank you.

Yours sincerely,

**Josiah Oyelodi**  
CEO - Australian Academy of Trades Pty Ltd



## STANDARD 7 REFUSAL OF LETTER OF RELEASE

(Student refusal letters of release are customised in response to individual applications.)



RTO Code: 41174  
CRICOS Provider Code 02726A  
478 Logan Road, Greenslopes.  
QLD 4120 AUSTRALIA  
Telephone: (61) 7 3847 2080  
OR (61) 7 3397 4186  
Facsimile: (61) 7 3397 4186  
[www.aataus.com.au](http://www.aataus.com.au)  
[info@aataus.com.au](mailto:info@aataus.com.au)

<DATE>

### STANDARD 7 Refusal to Provide a Letter of Release

Student Name:

D.O.B:

Student Number: AAT- A

Course:

**DEAR STUDENT,**

This is a letter to inform you that your application for a letter of Release have **not been** approved.

The reason for not providing you with a letter of release is as follows:

*As per the National Code, Standard 7.3 you have failed to provide a letter from another registered provider confirming that a valid enrolment offer has been made.*



**If you do not agree with the decision not to grant you with a letter of release, you have a right of appeal and can access the Complaints and Appeals process by contacting the Principal or the Registrar.**

You have 20 working days from date of this letter to access the Complaints and Appeals process and lodge a formal, written appeal. Forms are available at the Reception.

If no appeal is received within 20 working days it will be deemed that you accept the decision and will continue your study as usual.

If you choose to access our Appeal process, please note you must continue to meet all your Visa requirements, and continue to attend classes until the appeal process is completed.

If you have any queries regarding this letter please contact the writer.

Yours sincerely

Josiah Oyelodi

CEO.

Josiah@Australian Academy of Tradecollege.qld.edu.au

## STANDARD 7 OVERSEAS STUDENT - - REQUEST FOR LETTER OF RELEASE FROM PROVIDER

• This form is for international students holding a student visa and seeking to transfer to another CRICOS registered institution in Australia. Please complete all sections and return the completed form and all required documentation to the Australian Academy of Trades.

• Make sure you are aware of the academic and financial implications of cancelling your course and enrolment. The International Student Fee and Refund Policy are available in the Student Handbook and on our website.

You must meet these requirements for your request to be approved:

- Provide a copy of the Letter of Offer from the CRICOS registered institution to which you seek to transfer.
- Pay all outstanding monies owed to Australian Academy of Trades
- Sponsored students must provide written confirmation from their sponsor approving change of provider.

Title (Dr/Mr/Mrs/Ms/Miss etc) ...				Student Number	
Family name					
Given name(S)      day					
Date of birth		day	month	Year	
Mailing address					
Australian Academy of Trades course code					
Australian Academy of Trades course title					
State		Postcode			
Australian Academy of Trades student email					

### PROCEDURE

#### Action for student requesting a transfer out of Australian Academy of Trades

- Student is advised by Australian Academy of Trades staff to read carefully Australian Academy of Trades policy on Student Transfer.
- Student completes Australian Academy of Trades Application for Student Transfer Form
- Receipt of Request is acknowledged in writing by Australian Academy of Trades to student within 5 days of receipt of the form.
- Application is considered by Australian Academy of Trades staff with reference to National Code standard 6 and the Australian Academy of Trades Student Transfer policy.
- A written response to student is given to student within 3 weeks of receipt of application. If the application is refused reasons are clearly identified (refer to student transfer Policy Standard 6)

#### 2. Student requesting a transfer from another provider to Australian Academy of Trades

- Request received by Australian Academy of Trades
- Letter of acknowledgment of receipt of application sent to student within 5 working days
- Application assessed by Australian Academy of Trades's Registrar with reference to National Code Standard 6 and Australian Academy of Trades Student Transfer Policy
- Student notified in writing within 3 weeks of outcome of the decision and reasons for the decision being made.

If you still remain unhappy with this process you can contact the Queensland Ombudsman who can provide you with an independent assessment.



- ☐ I agree with the conditions of release as set out in this document and have provided all required documentation.
- ☐ I wish to cancel my course and enrolment at Australian Academy of Trades, **only if I receive Australian Academy of Trades approval to change institution**

OR

- ☐ I wish to cancel my course and enrolment at Australian Academy of Trades, **whether or not my transfer is approved**

Student's signature

Student's name (print).

## STANDARD 8 COMPLAINTS & APPEALS POLICY

### Related Policies

- Harassment Guidelines
- Privacy Policy
- Equal Opportunity & Anti-Discrimination Guidelines
- Progression and Attendance Policy

### Reference and Legislation

- Student Handbook
- Student Information Guide
- National Code of Practice for Providers of Education and Training to Overseas Students 2017 and accompanying Explanatory Guide

## 1. Purpose of Policy

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### 1. Overview

- 1.1. This policy has been developed to ensure all current and prospective students of Australian Academy of Trades are given access to free, effective and fair complaints resolution and appeals processes.
- 1.2. There are three separate processes depending on whether the **complaint/appeal** is related to:
  - academic matters (refer to section 5.2);
  - non-academic matters (refer to section 5.3) or;
  - reporting non compliant students to DIAC (refer to section 5.4).

**Section 5 sets out the valid grounds and procedures for each type of complaint or appeal.**

- 1.3. This policy has been developed in line with requirements set out in The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students and the Australian Quality Framework (AQF).

## 2. Organisational Scope

- 2.1.1. Any current or prospective student of Australian Academy of Trades College who experiences incorrect, inappropriate or unfair treatment in the course of their

relationship with Australian Academy of Trades College is entitled to access the complaints and appeals process set out in this policy, regardless of the location of the campus at which the matter has arisen, the student's place of residence or the mode in which they study.

- 2.1.2. Grievances experienced by Australian Academy of Trades College staff are to be dealt with according to the terms set out in the Australian Academy of Trades College workplace agreement.

### **3. Definitions**

- 3.1. **APPEAL/ COMPLAINT:** In this context an **appeal or complaint** constitutes a request to review a decision or outcome relating to any aspect of the student's results, conditions of enrolment, or academic progress and attendance.
- 3.2. **AQF** – Australian Quality Framework: The nationally agreed quality arrangements for the Vocational Training and Education (VTE) system, as agreed to by the Ministerial Council.
- 3.3. **DIAC:** Department of Immigration and Citizenship: The Australian government agency responsible for issuing students with visas.
- 3.4. **DEEWR:** National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)
- 3.5. **Complainant:** A person lodging a complaint or appeal.
- 3.6. **Respondent:** A person responding to a complaint or appeal.
- 3.7. **CoE:** Confirmation of Enrolment is a document registered with DIAC to confirm a student's acceptance into a particular course for a specified duration.

### **4. Policy Principles**

This policy is distributed through the Australian Academy of Trades Student Information Guide, Australian Academy of Trades Staff information guide and AUSTRALIAN ACADEMY OF TRADES website

- 4.1.1. **The principles which underpin this policy are as follows:**
- 4.1.2. **This Policy will be given to students prior to enrolment and again (in the student handbook) within 7 days of commencement of the course.)**
- 4.1.3. **The consideration of complaints and appeals will be dealt with fairly and confidentially and according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;**

- 4.1.4. The consideration of complaints and appeals will be dealt with according to principles of procedural fairness which respects the right of a complainant to be heard by an impartial party;
- 4.1.4.1. Attempts will be made to resolve complaints and appeals as close to the source as possible;
- 4.1.5. Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in the complaints process;
- 4.1.6. **This complaints process does not restrict a student's or person's right to pursue other legal remedies;** Where legal remedies apply Australian Academy of Trades will seek legal advice in relation to its rights and responsibilities
- 4.1.7. Staff will make all attempts to respond to complaints within the time limits set out in this policy;
- 4.1.8. **All procedures will be made available to the public on the Australian Academy of Trades College website, student handbook, and staff handbook**
- 4.1.9. **Complainants and/or respondents have the right to be represented by a third person (such as family member, friend, counsellor other professional support person, other than a qualified legal practitioner, ) if they so desire;**
- 4.1.10. All communications arising from the complaints process, together with the proceedings of the Appeals and Complaints Committee, will remain confidential, except to the extent necessary to give effect to this Complaints and Appeals Policy.
- 4.1.11. Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal.
- 4.1.12. **The complainant or appellant has the opportunity to formally present his/her case at no cost to them.**
- 4.1.13. **They may also have a friend or nominated person accompany them.**
- 4.1.14. **Complainants have access to an independent arbiter.**  
.
- 4.1.15. **Complainants are clearly informed in writing of the outcomes of the complaint or appeal**
- 4.1.16. **Complaints and appeals are resolved within realistic and fair timelines**
- 4.1.17. **Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues which may arise**
- 4.1.18. **Australian Academy of Trades will provide the student with details of external authorities**

- *These external authorities are independent from the college, ACPET/DET organises independent mediators from a panel of mediators.*
- *Students are referred to the ACPET/DET State office when all attempts to resolve the dispute internally have failed. The student may represent himself or he may have a nominated person accompany him.*
- *If the dispute is not settled in the mediation process, either party may seek other legal remedies.*
- *Other agencies to which the student could be referred to include: Consumer Affairs, and the Queensland Department of Education, Queensland Education Overseas Unit.*
- *Independent mediation is also available through the Dispute Resolution Branch, Department of Justice and Attorney General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13<sup>th</sup> Flr, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.*

*An overseas student may contact the Chief Executive (of the Department of Education and the Arts) if the student is concerned about the conduct of the College and the Chief Executive may, under part 2, division 2 of the Education (Overseas Students) Act 1996, suspend or cancel the registration of the College or course. They may also contact the National Training Hotline, telephone: 13 38 73.*

- *Nothing in the School's Dispute Resolution Policy prevents the right of any student to pursue other legal remedies*

**4.1.19.** The complainant or appellant has the opportunity to formally present his/her case at no cost to them.

## **5. Policy Content**

### **5.1. The Appeals and Complaints Committee**

The Appeals and Complaints Committee shall be comprised of the following:

- Chief Executive Officer
- Principal/Administration Manager
- Registrar or nominated person

The committee will commence the review the appeal within **5 working days** of receipt of the written complaint and will inform the complainant of the outcome of this decision

in writing. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

## **5.2. Academic Complaints**

### **5.2.1. The Academic Complaints and Appeals process is for matters which relate to:**

- Assessment and results
- Student progress
- Curriculum content & delivery
- Conferral of awards

If at any point, a student becomes dissatisfied in relation to these matters, they should commence Stage One (Academic) complaints procedures which are explained below.

At any point in this process, a complainant may seek advice from those authorities listed in section 4.2.17

Complainants who require assistance with preparing a written complaint or appeal may contact the Head of Department or Trainer for support.

### **5.2.2. Australian Academy of Trades College Students have access to a Four stage complaints and appeals process as follows:**

#### **Stage One (Academic) – Informal**

The first step is **direct communication** between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within **5 working days** of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

The complainant is entitled to request and receive from the respondent a written response giving reasons and full explanation for decisions and actions taken. Students who require help in preparing a written complaint may contact the Head of Department or Trainer for assistance. The response to this first stage of the informal process should be given **within 5 days of the complainant speaking about the issue to the trainer or registrar.**

#### **Stage Two (Academic) - Formal Complaints & Appeals Process**

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should **lodge their complaint in writing** (using the relevant form) to the Registrar (or nominee) within **5 working days** of the receipt of the stage one response. Within **48 hrs** Australian Academy of Trades will commence an investigation into the complaint. To avoid any conflict of interest, where the Registrar has been involved at the informal stage, the matter must be referred to the Chief Executive Officer as an independent and appropriate staff member to carry out Stage Two.

Within **5 working days of receipt of the appeal**, the Registrar (or nominee) will **provide in writing the outcome** of this step of negotiations to both Complainant and respondent.



### **Stage Three (Academic) - Appeals and Complaints Committee**

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with Australian Academy of Trades policy or procedures; or
- the decision was made contrary to the evidence provided;

The complainant can lodge a written statement of their complaint with the Chief Executive Officer. This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations.

To avoid any conflict of interest, where the Chief Executive Officer has been responsible for the decision being appealed or has been involved in the outcome of Stage One or Two, they must nominate another senior staff member to stand in their place on the Appeals and Complaints Committee.

### **Stage Four - External Agencies**

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Australian Academy of Trades College policy or procedures they may request that the matter to be referred to Australian Academy of Trades College's nominated independent appeals reviewer.

The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

### **Independent Appeals Reviewer:**

This independent agent will review the case, seeking input from all parties before making recommendations to Australian Academy of Trades College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the College of this, so that time is allowed for this process.

## **5.3. General (Non-Academic) Complaints**

### **5.3.1. The General Complaints process is for matters which relate to:**

- Customer services and administration
- Marketing and information
- Facilities
- Fees and finance related matters
- Welfare

If at any point, a complainant becomes aggrieved, they should commence Stage **One** complaints procedure as outlined in this policy.

At any point in this process, a complainant may seek advice from the relevant person in authority

### **5.3.2 Stage One (Non-Academic) – Informal**

The first step is direct communication between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

The complainant should communicate the matter to the relevant staff member within **5 working days of receipt of the response from the respondent**.

The complainant is entitled to request and receive from the respondent a written response giving reasons and full explanation for decisions and actions taken. This will be given within **5 working days** of receipt of the complaint

Students who require help in preparing a written complaint may contact the Student Services Manager for assistance.

### **5.3.3 Stage Two (Non-Academic) - Formal Complaints & Appeals Process**

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should lodge **their complaint in writing within 5 working days** of the complaint issue becoming known. **The Registrar** will discuss with the complainant options to resolve the matter.

To avoid any conflict of interest, where the Admissions Manager has been involved at the informal stage, the matter must be referred to an independent and appropriate staff member to carry out Stage Two. **This will occur within 48 hrs of receipt of the complaint.**

Within **5 working days** of receipt of the complaint, the Registrar (or Nominee) will provide in **writing the outcome** of this step of negotiations to both complainant and respondent.

### **5.3.4 Stage Three (Non-Academic) - Appeals and Complaints Committee**

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with Australian Academy of Trades College's policy or procedures; or
- the decision was made contrary to the evidence provided; the complainant can lodge a written statement of their complaint with the Registrar.

This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations.

The Appeals and Complaints Committee will consider the complaint and respond **within 5 working days of receipt of the complaint**. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

All parties will be advised in writing of the outcome of this step of negotiations.

#### **5.3.5 Stage Four - External Agencies**

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Australian Academy of Trades College's policy or procedures they may request that the matter be referred to Australian Academy of Trades's nominated independent appeals reviewer. The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

#### **5.3.6 Independent Appeals Reviewer:**

This independent agent will review the case, seeking input from all parties before making recommendations to Australian Academy of Trades College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the college of this, so that time is allowed for this process.

#### **5.3.7 The Appeals and Complaints Committee**

The Appeals and Complaints Committee shall be comprised of the following:

- Chief Executive Officer
- The Principal or The Administration Manager
- Registrar and a  
(Student representative if necessary)

The committee will review the appeal within 10 working days of receipt of the written complaint and will inform the complainant of the outcome of this decision in writing. The Committee may ask either the complainant or respondent (or both) to present their case in person to the Committee.

#### **5.4 Appeals Against Reporting Students to DIBP**

5.4.1. Appeals under this category will be in response to Australian Academy of Trades College notifying a student that they intend to report the student to DIBP for not complying with the conditions of their student visa. This may occur in relation to:

- ***Unsatisfactory Academic Progress; or***
- ***Failure to maintain enrolment in a registered course (as stated on the CoE).***

Once Australian Academy of Trades College notifies a student of their intention to report them to DIBP, the student may commence the Stage One appeals procedure which is explained below.

At any point in this process, a complainant may seek advice from college representatives, or persons they wish to nominate.

***Australian Academy of Trades College students who receive a notice that they will be reported to DIBP have access to a four stage appeals process as follows.***

#### **5.4.2. Stage One (Reporting to DIBP) – Informal Appeal**

The process of an informal appeal is initiated at the time of a student receiving a warning or final warning notice. If the student wishes to appeal the decision to issue the warning/final warning they should do so by making an appointment with the relevant Head of Department and discussing their situation. In some cases, during the interview process, a student might agree with the issuance of a warning/final warning but may have reasons for their poor progress. Every attempt should be made by the student to present evidence or explain reasons why they have unsatisfactory academic progress at this stage. Heads of Department will, in turn, discuss support options available.

#### **5.4.3. Stage Two (Reporting to DIBP) - Formal Complaints & Appeal Process**

Once a student has received notification that they will be reported to DIBP (Intent to Report notice) they have **22 working days from the date of the notice** to contact the Deputy Chief Executive Officer or other Academic staff to discuss the matter and provide evidence which may change the outcome of the reporting process.

If the student wishes to appeal the decision to report, they should complete the 'Non Compliance Appeal Form', which is available from the Academic offices once the 'Intent to Report notice' has been sent, this will initiate the internal appeal process.

Students will need to make an appointment with the Student Services Manager, Deputy Academic Director and/or Academic Director in order to lodge the Non-Compliance Appeal form. Students are advised to undertake this step as soon as an 'Intent to Report' notice to DIBP has been received.

Evidence submitted in support of an appeal (e.g. Medical certificates) must be in English or accompanied by official English translations. Supporting evidence in languages other than English will not be accepted as part of the appeal.

### **Complaints and Appeals Policy**

#### **5.4.4. Stage Three (Reporting to DIBP) - Appeals and Complaints Committee**

The Appeals and Complaints Committee will consider the appeal within **10 working days of receipt of the evidence** and the 'Non Compliance Appeal' form. The Committee may ask either the student or respondent (or both) to present their case in person to the Committee.

All parties will be advised in writing of the outcome of this step of negotiations. If students are not satisfied with the outcome and have valid reasons for proceeding with an appeal, they may access the external appeals option but should notify the Deputy Chief Executive Officer in writing via the Non Compliance Appeal Form.

#### **5.4.5 Stage Four- External Agencies**

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Australian Academy of Trades College policy or procedures they may request that the matter be referred to Australian Academy of Trades College's nominated independent appeals reviewer. The purpose of the external appeals process is to consider whether the College has followed its policies and procedures - it is not to make a decision in place of the College.

#### **Independent Appeals Reviewer:**

This independent agent will review the case, seeking input from all parties before making recommendations to Australian Academy of Trades College **within 15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the college of this, so that time is allowed for this process.

**Students may also pursue their Complaints through the Ombudsman**  
**[www.oso.gov.au](http://www.oso.gov.au)**

### **6. Administrative procedures**

This policy and related documentation is accessible through the Australian Academy of Trades College website at: <http://www.aataus.com.au>

- 1.1. Records of all complaints and appeals will be kept for a period of five years. These records will be strictly confidential and filed separately from student files. These records will be under the responsibility of the Deputy Chief Executive Officer.
- 1.2. Any recommendations for process improvement or policy change arising out of any stage of the complaints and appeals process will be forwarded the Quality Committee for recording and consideration.
- 1.3. This policy and related procedures will be communicated to staff via email and ongoing staff information sessions. New staff will receive policy information during the induction process.
- 1.4. Recommendations arising from any external review of the Complaints and Appeals Policy or procedures should be implemented within 90 days of notification.

## **2. Appendices**

### **7.1. Application for an Informal Appeal of a Result**

- 7.2. Application for a Formal Appeal of a Result
- 7.3. Application for a Formal Appeal against Termination
- 7.4. Non Compliance Appeal Form DIBP Reporting

## STANDARD 8 COMPLAINTS & APPEALS PROCEDURE

NOTE: Student complaints may not only relate to academic issues.

The procedure is outlined below:

### 1. Internal Process

#### **Complaints Procedure: How we will handle your complaint/appeals/appeal**

Complaints will be acknowledged immediately and you will be given the timescale for our full reply. All complaints will be thoroughly investigated and you will be sent a full written response normally within 10 working days of your complaint being received. If, however, we are unable to send a final response within that timescale, we will send you an interim reply telling you why and when you may expect to know the outcome.

#### **What to do if you have a complaint: stage one**

If there is a complaint or appeals, persons should, if possible, raise the issue immediately with the Instructor present. The complaint will be heard immediately and any immediate action to resolve the issue will be taken. If the complaint cannot be resolved at the outset, the complainant should document the issue, including any immediate actions taken, and submit the complaint in writing to

Chief Executive Officer  
Australian Academy of Trades Pty Ltd  
PO Box 125  
STONES CORNER QLD 4120

Full details of the complaint should be forwarded within **seven days** of the incident occurring.

In accordance with the Australian Academy of Trades's Complaints Policy all efforts to resolve the issue will be taken including referral of the matter to higher authorities if required. Company actions and resolution will be advised to the complainant as soon as possible following receipt of the complaint but no later than 14 days after receipt of the complaint advice.

### 2. External Process - what to do if you have a complaint: stage two (decision appeal)

If persons remain dissatisfied following formal advice of the Australian Academy of Trades's decision, complainants may contact:

Chief Executive Officer  
Australian Academy of Trades Pty Ltd  
PO Box 125  
STONES CORNER QLD 4120

The CEO will also, at this stage, advise the complainant of their right, if they remain dissatisfied, to contact the appropriate regulatory body.

Appellants should submit their appeal to Australian Academy of Trades through the same channels as for Complaints/Appeals.

### **Appeal action – external process continued**

Each appeal is heard by an independent person or panel.

In the case of an appeal, a meeting is arranged between the appellant and an independent Body representative who has no connections with the appeal. The student may also choose to use a Mediator.

Prior to the meeting we will contact the appellant and inform them of the person(s) hearing their appeal, date and time of meeting. This allows the appellant the opportunity to request changes either to appeals person(s), date or time of meeting.

Each appellant has an opportunity to formally present his or her case.

With the venue, personnel, date and time established the appeals process can begin. This starts with a quick summary of the appeal by the Independent Body representative. The appellant then presents their case clarifying any issues as they arise. When their appeal has been delivered questions may be asked to either provide more information or clarify further what has already been stated. At the conclusion of the meeting the appellant will have had every opportunity to present their case and provide all supporting evidence as required.

### **Each appellant is given a written statement of the appeal outcomes, including reasons for the decision.**

At the conclusion of the appeals meeting a decision will either be given if it is a straight forward case or discussed after the appeals meeting. In both instances the independent body representative at the appeals meeting writes a formal appeals letter stating the appeals outcome(s) and the reason behind the decision. The appeals letter is then sent by registered post to the appellant to ensure they receive the documented outcomes.

The Registrar will provide feedback to the student and offer a possible solution. All information given will be recorded and placed in the student's file.

*An overseas student may also lodge an external appeal at the newly established office of the Overseas Student Ombudsman see [www.osd.gov.au](http://www.osd.gov.au) or phone 1300 362 072*

Australian Academy of Trades will provide information regarding access to ACPET, Consumer Affairs, DET, QLD DET, International Student Ombudsman and the Anti-Discrimination Board. (Complaints Policy)

**Australian Academy of Trades will maintain the student's enrolment while the complaints and appeals process is ongoing. This does not necessarily mean that a student must remain in class.**



Nothing in the organisation's Dispute Resolution Policy negates the right of any student to pursue other legal remedies. (See Complaints Policy)

The student may nominate a support person to accompany him/her at any stage of the dispute resolution process.

All stages of the process are recorded in writing. And Copy filed in the student's file.

The Training organisation will provide information regarding access to ACPET, Consumer Affairs, Anti-Discrimination Board, and the Queensland Department of Education, Queensland Education Overseas Unit.

If a student is concerned about the actions of this training organisation he/she may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the Training organisation's registration, or a course, if a breach of the requirements of registration provision is proved. Concerns about the conduct of Australian Academy of Trades should be addressed to The Manager CRICOS registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, QLD 4002. Complaints must be made in writing.

The Chief Executive may, under part 2, division 2 of the Education (Overseas Students) Act 1996 may suspend or cancel the registration of Australian Academy of Trades and courses

### **3. Staff Complaints**

Any *staff member* who has a complaint is encouraged to speak immediately with the Chief Executive Officer in an attempt to resolve the issue. The Australian Academy of Trades complaints policy applies to staff and students

**Please note the above process does not preclude any complainant from taking legal action to resolve the issues at stake.**

## STANDARD 8 COMPLAINTS AND APPEALS FORM

AUSTRALIAN ACADEMY OF TRADES PTY LTD

CRICOS PROVIDER CODE: 02726A  
 RTO CODE: 41174

### COMPLAINTS and APPEALS FORM

**Complainants should read the Australian Academy of Trades Complaints and Appeals Policy before completing this form**

#### **Stage One (Academic) – Informal**

The first step is **direct communication** between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within **5 working days** of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

#### **Stage Two (Academic) - Formal Complaints & Appeals Process**

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should **lodge their complaint in writing** (using the relevant form) to the Registrar (or nominee) within **5 working days** of the receipt of the stage one response. Within **48 hrs** Australian Academy of Trades will commence an investigation into the complaint. Within **5 working days of receipt of the appeal**, the Registrar (or nominee) will **provide in writing the outcome** of this step of negotiations to both Complainant and respondent.

#### **Stage Three (Academic) - Appeals and Complaints Committee**

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
  - the process was not carried out in accordance with Australian Academy of Trades policy or procedures;
- or
- the decision was made contrary to the evidence provided;

The complainant can lodge a written statement of their complaint with the Chief Executive Officer. This statement should be lodged within **5 working days** of receiving the written notification of the outcome of Stage Two negotiations

#### **Stage Four - External Agencies**

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Australian Academy of Trades College policy or procedures they may request that the matter to be referred to Australian Academy of Trades College's nominated independent appeals reviewer.

#### **Independent Appeals Reviewer:**

This independent agent will review the case, seeking input from all parties before making recommendations to Australian Academy of Trades College within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the College of this, so that time is allowed for this process.

#### **STUDENT DETAILS**

Given name: \_\_\_\_\_ Family name: \_\_\_\_\_  
 Student ID: AAT-A \_\_\_\_\_ Date of birth: \_\_\_\_\_

#### **COMPLAINT DETAILS (tick off the correct box)**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Assessment Outcome      | <input type="checkbox"/> Workplace Health & Safety | <input type="checkbox"/> Access & Equity    |
| <input type="checkbox"/> Marketing & Advertising | <input type="checkbox"/> Record Management         | <input type="checkbox"/> Training Resources |
| <input type="checkbox"/> Fees & Charges          | <input type="checkbox"/> Student Refund            | <input type="checkbox"/> Other              |

Complainant comments:

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Complainant signature: \_\_\_\_\_ Date: \_\_\_\_\_

**AUSTRALIAN ACADEMY OF TRADES OUTCOME – Office Use Only**

Date grievance was addressed: \_\_\_\_\_

Name of person addressing the complaint: \_\_\_\_\_

1st Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention: \_\_\_\_\_

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Name of person addressing the complaint: \_\_\_\_\_

2nd Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention: \_\_\_\_\_

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Name of person addressing the complaint: \_\_\_\_\_

3rd Stage: \_\_\_\_\_ Follow up date: \_\_\_\_\_

Result of investigation/ intervention: \_\_\_\_\_

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Corrective Action Taken: ☐ Yes ☐ No

Reasons for final decision: \_\_\_\_\_

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Registrar's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Complainant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Improvement to policy or procedure required: Yes ☐ No ☐

Details of improvement: \_\_\_\_\_

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**If student/staff is not happy with outcome, complaint to be referred to independent arbitrator for further assistance.**

Independent mediator's name (Please print): \_\_\_\_\_ Date: \_\_\_\_\_

## STANDARD 9 COURSE COMPLETION WITHIN EXPECTED DURATION POLICY

- 9.1 Australian Academy of Trades has and will implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

### 9.1 Course completion within specified duration

Australian Academy of Trades will monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Registered RTO's only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances

Students are monitored closely to ensure they complete their course within the course duration that is on their CoE.

### 9.1 Flexibility and on-line study

There is flexibility for Australian Academy of Trades to vary a student's enrolment load throughout the course. Students may take a normal, reduced or increased study load in each study period, as long as Australian Academy of Trades monitors the workload to ensure the student completes the course within the duration specified in the CoE.

Students can study up to 25 percent of their course by online and/or distance learning, but in each **compulsory** study period each student must be studying at least one unit that is not by distance or online.

### Terminology

*Distance learning* is study in which the instructor and overseas student are separated in time or space throughout the duration of the unit of study. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.

*Online learning* is study in which the instructor and overseas student communicate mainly through electronic technologies for the unit.

Note that the terms *online learning* and *distance learning* do not apply where the student:

- does not hold a student visa;
- is resident in a country other than Australia; and
- is undertaking a unit of study with a registered provider in Australia. Study of this sort is outside of the scope of the National Code 2007 (as the student does not hold a student visa).

A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 13. A compulsory study period does not include periods in which the student can elect to undertake additional studies. See the notes under Standard 9.1 for further details.

For the purposes of Standard 9, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration for domestic students.

## **9.0 Monitoring process**

Australian Academy of Trades Instructors monitor each student's progress closely by checking that they adhere to the timetable and that re –assessments occur within the stated period of time – prior to 2 weeks after the initial assessment.

Australian Academy of Trades takes action, where required, to make sure the student can complete a course within the expected duration, as specified on the CoE. Australian Academy of Trades will have documented policies and procedures which cover how students' loads will be monitored and what actions the provider will take to keep students on track.

A student may study up to 25 percent of the total course by distance and/or online.  
**AUSTRALIAN ACADEMY OF TRADES COURSES ARE CURRENTLY TAUGHT THROUGH FACE TO FACE INSTRUCTION, however an Online Policy have been developed for students who may wish to take advantage of this Flexibility**

## **ONLINE DELIVERY AND STUDY PERIODS**

### **COMPULSORY STUDY PERIODS**

*An International student must study at least one competency by face to face delivery per compulsory study period (semester). Once a student has completed 25% of their course online the student cannot complete any more competencies via the online or distance mode of delivery.*

### **NON – COMPULSORY STUDY PERIODS**

*An international student may complete online competencies during their scheduled break/holidays (non-compulsory study period) from college. However if a student has already completed 25% of their course online, they are not permitted to complete any more competencies by either online or distance mode of delivery.*

*When a student completes competencies online during their non-compulsory study period this will decrease the duration of their course and must be reported via the PRISM system.*

### **NOT ACHIEVING COMPETENCY**

*If a student fails to gain a competent result they may complete the competency again via the online mode of delivery as long as they have not yet completed 25% of their course online and the competency is offered online.*

## **ACADEMIC INTERVENTION STRATEGY**

The online mode of delivery can be used as an academic intervention strategy as long as it meets the following criteria:

- ☐ Does not exceed the 25% online or distance mode of delivery allowance for the enrolled course
- ☐ The competencies required under the strategy are offered via the online mode of delivery
- ☐ Student is enrolled in at least one competency via the face to face mode of delivery per study period.

## 9.1 Compulsory study periods

A compulsory study period is one in which students are required to enrol as part of a normal course load. At Australian Academy of Trades, the courses are of 26 weeks and 31 weeks duration respectively. Australian Academy of Trades requires students to study in each study period, and does not offer any optional study periods. In this case, the provider only enrolls students in compulsory study periods.

If a student is in the last study period of a course, with only one subject to complete the course, the student must not study this unit online or by distance education in Australia unless the period in which the student will complete the course is a non-compulsory study period.

If a student has only one unit to complete in a compulsory study period, and the unit is available by distance or online, the student may ask the provider to cancel the CoE (thus no longer requiring a student visa) and return to his or her home country to study the final unit of the course by distance or online study.

## 9.2 Extension of duration of course of study

**Australian Academy of Trades will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:**

- compassionate or compelling circumstances for example, illness where a medical certificate states that the student was unable to attend classes or where Australian Academy of Trades was unable to offer a pre-requisite unit
- where Australian Academy of Trades is implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- where an approved deferment or suspension of study has been granted under Standard 13

### **Intervention strategy for students not making satisfactory course progress**

Australian Academy of Trades intervention strategy includes the option of reducing the enrolment load of a student who is having difficulty in making satisfactory course progress. This may lead to an extension to the duration of a student's course and the granting of a new CoE to reflect the extended period.

Standard 13 (Deferring, suspending or cancelling the student's enrolment) allows Australian Academy of Trades to defer or temporarily suspend a student's enrolment due to compassionate or compelling circumstances or misbehaviour by the student. If the deferment or suspension of enrolment results in the need to extend the duration of the student's studies, Standard 9.2 allows this extension.

### **Issuing a new CoE to extend duration of students study**

To issue a new CoE to extend the duration of the student's study, Australian Academy of Trades goes into the Course Variation screen, and chooses 'Student requests change to existing enrolment'. PRISMS will then guide the provider through the process. When the provider changes the student's course start and end dates for the CoE, PRISMS recognises that the provider is issuing an 'extension' Confirmation of Enrolment and asks the provider to indicate the reason for this 'extension'.

### **9.3 Recording variation in enrolment load and duration of study**

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, Australian Academy of Trades is to record this variation and the reasons for it on the student file .

Australian Academy of Trades will correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Reporting' the student (issuing a new CoE) will occur when Australian Academy of Trades knows the student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE.

Australian Academy of Trades does not need to issue a new CoE until they can accurately predict how long an extension of duration of study the student will require.

### **9.4 Use of distance or on-line learning - Please refer to Australian Academy of Trades College online Policy**

Standard 9.4 states that the Provider may allow the student to undertake no more than 25 percent of the student's total course by distance and/or online learning. However, the provider will not enrol the student exclusively in distance or online learning units in any compulsory study period.

In any compulsory study period, each student must study at least one unit that is not online or distance education.

A student may choose to enrol in exclusively online or distance education study during a non-compulsory study period. This study must be counted towards the maximum allowable period of online or distance education of 25 percent of a student's total course.

### **9.5 Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.**

*The expected duration of a course is the course duration registered on CRICOS. The registered duration is established through reference to the Australian Qualifications Framework (AQF) and Queensland government legislation or guidelines. Further information about course registration is available in Part C of the National Code. If in doubt about course duration, please contact the appropriate designated authority.*

*A student is issued a CoE based on the registered duration of a course (or a shorter duration if the student has already completed part of the course). A student should*

*complete the course within the length of the CoE unless the circumstances specified in Standard 9.2 apply*

*Australian Academy of Trades has designed its course timetable to meet the requirements of the expected duration of the Course as specified in the PRISMS that include assessment.*



## **STANDARD 9 COMPLETION WITHIN EXPECTED DURATION PROCEDURE**

### **1. Australian Academy of Trades Registrar/Course Administrator and Instructors responsibilities:**

Monitor each student's progress closely monthly and at the end of semester.

Take action, where required, to make sure the student can complete a course within the expected duration, as specified on the CoE.

Monitor student loads through the Australian Academy of Trades course progress policy.

If students require additional support to keep on track with duration, Australian Academy of Trades will:

- encourage the student to 'catch up' by taking supplementary units; (see below)
- take steps which will enable Australian Academy of Trades to issue a new CoE for the student;
- take appropriate action. if the student has deliberately enrolled in a reduced load, despite Australian Academy of Trades's advice to the contrary,

### **2. Compassionate or compelling circumstances**

**The student applies for consideration of compassionate or compelling circumstances affecting the duration of his course.** These are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Australian Academy of Trades will use professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Australian Academy of Trades should consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

### **3. Compelling circumstances that could support the granting of an extension of the duration of a student's study**

The following additional situations would be considered 'compelling' circumstances and could support the granting of an extension of the duration of a student's study:

- if the student had failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider's intervention strategy for course progress. (In this case, the provider would need to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course.); or

### **4. If Australian Academy of Trades finds a student is not going to complete within the expected duration, the provider needs to decide how to respond.**

Essentially Australian Academy of Trades instructors have four options:

- encourage the student to 'catch up' by taking supplementary units; (see below)
- take steps which will enable the provider to issue a new CoE for the student; (see Policy) or
- if the student has deliberately enrolled in a reduced load, despite the provider's advice to the contrary, take appropriate action.
- extension of Course Duration

## 5. Flexibility to vary enrolment load

There is flexibility for Australian Academy of Trades to vary a student's enrolment load throughout the course. Students may take a normal, reduced or increased study load in each study period, as long as Australian Academy of Trades monitors the workload to ensure the student completes the course within the duration specified in the CoE.

Except in the circumstances specified in *italics identified in Extension of Duration of Enrolment – Compassionate or Compelling Circumstances* the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

## 6. Documentation

As long as the student is making satisfactory course progress, **Instructors at Australian Academy of Trades** will document the effect of the intervention strategy and issue the student with a CoE of a length which will enable the student to finish the course.

However, if the student is not making satisfactory course progress in accordance Australian Academy of Trades's course progress policies and procedures, **The Registrar/Course Administrator** will report the student through PRISMS. For further information about course progress requirements, please see Standard **10**

Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

The expected duration of a course is the course duration registered on CRICOS. The registered duration may be established through reference to the Australian Qualifications Framework (AQF) and relevant state and territory government legislation or guidelines. Further information about course registration is available in Part C of the National Code. If in doubt about course duration, please contact the appropriate designated authority.

# STANDARD 10 MONITORING COURSE PROGRESS POLICY

## 1. Purpose of Policy

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Australian Academy of Trades Pty Ltd in accordance with Standard 10 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007 as outlined in the Australian Academy of Trades Pty Ltd Student Information Guide.

The course progress policy establishes:

- a. the requirements, definitions and procedures to be used in determining the standards of acceptable course progress
- b. the roles and responsibilities of College staff and students with regard to course progress
- c. descriptions of the resources and options available to assist students at risk of not achieving course progress standards

## 2. Definitions

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Word/Term	Definition
Course Progress	Assessed advancement within a course toward the completion of that course
compassionate and compelling circumstances	<p>As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 11, compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to:</p> <ul style="list-style-type: none"><li>➤ serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li><li>➤ bereavement of close family members such as parents or grandparents (death certificate must be provided);</li><li>➤ major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;</li><li>➤ a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by policy or psychologists' reports where possible);</li><li>➤ where the registered provider was unable to offer a pre-requisite unit</li></ul>
approved leave	As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 13, the

	<p>registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:</p> <ul style="list-style-type: none"> <li>a. compassionate or compelling circumstances; or</li> <li>b. misbehaviour by the student.</li> </ul> <p>Approved Leave is a period of approved absence from the college based on the above.</p>
Intervention strategy	Systematic plan of action, adapted to assist students in meeting satisfactory course progress
Unsatisfactory Course Progress	Failure to meet two or more of the academic requirements
Study period	period of study within a course in which the student must enrol unless granted a deferment or leave of absence
Study plan	suggested arrangement of study to improve student progress

### 3. Policy Principles

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Australian Academy of Trades Pty Ltd endeavours to assist students to maintain their academic progress at an appropriate level, throughout their enrolment period. The principles guiding this policy are:

- a. all students shall be treated fairly and openly
- b. all students are responsible for their own course progress
- c. appropriate learning support shall be offered to students identified as at risk of not achieving satisfactory course progress

### 4. Academic Course Progress

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Student course progress is regularly monitored and assessed both throughout the study period and at the end of each study period. Students are required to successfully complete various tests, assessments, examinations, projects and practical demonstrations.

The assessment tasks and dates are set out in the Unit timetable and are distributed by Trainers at the commencement of their course. If academic performance is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. Australian Academy of Trades will support students where possible to achieve their best academic standard.

## **5. Academic Results Publication**

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Student results will be notified within the allocated classes where practical. Results will also be available via student noticeboards and will be available in the future via the Wisenet student portal. Results will be made available within two (2) weeks after the final unit examination.

## **6. Unsatisfactory Course Progress**

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If a student is at risk of not making satisfactory course progress, the Head of Department in consultation with the Registrar and Deputy Chief Executive Officer will establish a support program which might include one or more of the following:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending study clubs
- Attending counselling;
- Receiving professional assistance and support in relation to compassionate and compelling circumstances that may impede successful academic progress;
- Receiving mentoring;
- Reduction in course load
- Rescheduling of classes in consideration of personal circumstances.
- Other support and intervention programs may be offered at the suggestion of Management.

## **7. Course Progress Monitoring and Reporting**

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- a. Throughout the study period, all Heads of Departments review student's academic progress, assessment matrices, Learning and Assessment Strategies and record all results in the Assessment Record database. This information is then documented in each student's file. The results recorded are forwarded to the Admissions Department for reporting and monitoring purposes. The Quality Assurance Manager/Officer and the Registrar conduct a sample audit of all student files to ensure that Australian Academy of Trades's robust monitoring policies are strictly enforced.
- b. Any student identified as being at risk of not achieving satisfactory course progress, is contacted by the Admissions Department to enact Australian Academy of Trades's intervention policy. The Registrar notifies the Heads of Department as soon as practicable to facilitate this process within 7 days of becoming aware of the issue through Australian Academy of Trades's robust monitoring processes.

- c. At the end of each study period, the Registrar and the Deputy Chief Executive Officer jointly assess the results for each student against the course progress policy and identify any student who has not yet achieved competency in two or more of the units attempted in the study period.
- d. Students identified will be sent a “Warning Letter” in the first compulsory study period advising that they are at risk of not achieving satisfactory course progress and notified of support available to assist them to achieve satisfactory academic progress. Students who do not respond within 14 days will be issued a letter detailing the intervention strategy as determined by Australian Academy of Trades.
- e. The Registrar notifies the Heads of Department within 7 days or as soon as practicable after the completion of the study period, of any student who has been identified (4c).
- f. The Academic Progress Intervention Strategy is commenced within 14 days of identifying any affected students.
- g. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, Australian Academy of Trades will notify the student of its intention to report the student to DIAC for unsatisfactory course progress.
- h. Students shall be issued a Notice of Intention to Report on unsatisfactory course progress. The student has 20 working days to appeal to Australian Academy of Trades College under Standard 8 on its decision by accessing the complaints and appeals process.
- i. However, the College may decide not to report a student on the following grounds:
  - Australian Academy of Trades’s failure to record or calculate a student’s marks accurately;
  - The student can provide documentary evidence of compassionate and compelling circumstances;

- Australian Academy of Trades has failed to implement its intervention strategy and other policies according to its documented Academic Progress Intervention Strategy that have been made available to the student.
- j. Where the student has chosen not to assess the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory course progress within 14 days.
- k. Students, who are dissatisfied with the outcome or conduct of an appeal within the College, may appeal to an external agency.
- l. Students who choose to appeal to an external agency must notify the College of this decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal.
- m. Once a student has been reported, PRISMS will generate a Section 20 breach notice. Student will need to report themselves to DIAC within 28 days or their student visa will be cancelled automatically.

## **8. Exclusion Policy**

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Students' attendance and competency for all programs will be monitored throughout each study period. Students who fail to meet two or more of the academic requirements during the course term, may be excluded. The Chief Executive Officer on advice from the Department Heads will notify any student in writing of exclusion from the College.

## **9. Roles and Responsibilities**

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It is the responsibilities of the Head of Department to:

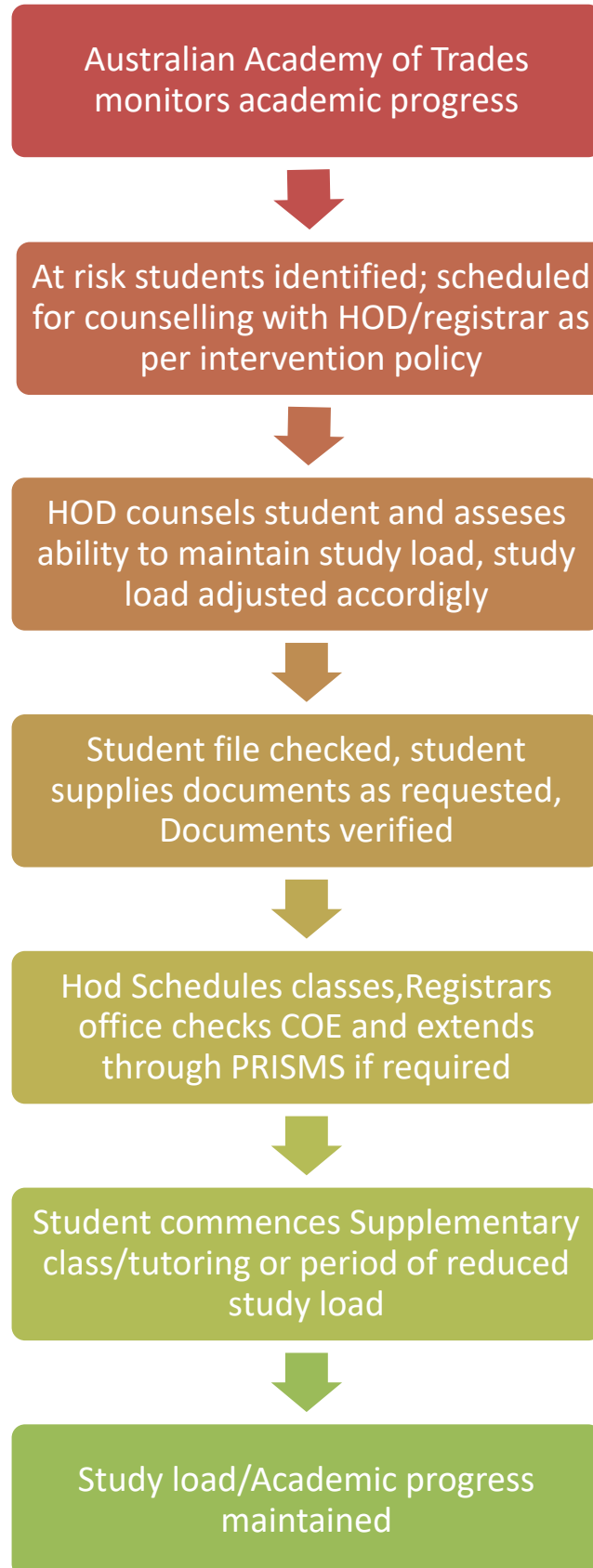
- Identify and recommend appropriate support
- Liaise with Principal for decision making in regard to students with exceptional circumstances
- Keep records of consultations and recommendations for support

It is the responsibilities of all College students to:

- Attend all scheduled classes and assessment days;
- Submit projects/assignments by the due date;
- Meet with visa attendance requirements, and
- Advise the College of any matters that may impede successful course progress within five (5) working days.



**STANDARD 10 MONITORING COURSE PROGRESS FLOW CHART**



## STANDARD 10 MONITORING COURSE PROGRESS PROCEDURE

### 1. Staff training in monitoring course progress

The Chief Executive Officer ensures staff are trained in understanding and applying the Australian Academy of Trades course progression policy. This will occur at induction, ongoing staff meetings and a copy of the Policy & Procedures Manual will be given to staff.

### 2. Monitoring process

Students who do not achieve competency in at least 90 % of units in a given study period will be contacted by the relevant instructor and the appropriate level of assistance/intervention given at the **earliest possible time** in the student's study period. Progress problems may be due to unforeseen circumstances such as illness or injury to the student or other compassionate or compelling circumstances. Australian Academy of Trades will make every effort to provide appropriate intervention at any time to assist students.

### 3. Trainer responsibilities

**The Instructors are responsible for:**

- ensuring that the progress of each student is monitored, recorded and assessed.
- organising or providing additional support to students as they progress through the course if their performance is found to be unsatisfactory in units or parts of units. Two resits will be offered.
- checking and documenting student progress as required by successful unit completion at the end of each study period. (This will be done manually and through assessments conducted of students at practical classes and theory classes ensuring they are aware of individual student issues such as student illness or injury.
- keeping accurate assessment records
- accessing assessment records to assess student progress, these are held in hard copy and electronically
- participating in staff discussion regarding student progress at regular staff meetings
- deciding if and when the student is **at risk with specific units**
- **deciding if the student requires special assistance – e.g. in the case of injury, the student may be able to attend, observe the classes and borrow video resources to or utilise other resources to keep up to date**
- **personally contacting the student** and inviting the student to make an appointment for a meeting to discuss the issue.
- commencement of intervention strategy initially when a student achieves less than 90% successful completion of units/assessments in a given month. **The intervention strategy may be implemented at any time before the end of the study period. (Before proceeding, the student must agree to any intervention suggested and sign documentation that they have discussed the intervention and agree to fulfil their obligation)**
- **providing a counselling service** to the student to try to help the student overcome the problem – This may result in a reduced workload

- if applicable, the Instructor also issuing the student with a LETTER OF CONCERN – COURSE PROGRESSION for ongoing student progress if applicable and making an appointment to discuss the issue with the student to ascertain if there are other reasons e.g. personal problems causing the student to be at risk
- Issuing a second LETTER OF CONCERN if course progress is less than 85% satisfactory completion of units.

**HOWEVER THE FORMAL INTERVENTION STRATEGY RELATING TO REPORTING UNSATISFACTORY COURSE PROGRESS TO DEEWR WILL OCCUR AT END OF THE SECOND STUDY PERIOD ONLY AFTER THE STUDENT HAS BEEN ALLOWED TIME FOR THE INTERVENTION STRATEGY TO RUN ITS COURSE.**

**See 10.1, 10.2, 10.3, 10.4, 10.5, 10.6, and 10.7 in the CRICOS National Code Standards.**

**The Registrar/Course Administrator**

- Keeps accurate records of student results of assessment on student files and on computer **“Wisenet”**
- The Registrar/Course Administrator places a **copy of this letter and any other correspondence relating to the issue on the student files**

**4. Intervention strategy options for assisting students (see Policy)**

**5. Instructors responsibility -unsatisfactory course progress reporting**

Instructors must advise students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process

**Trainers must also:**

- maintain all student records including ensuring a copy of the student at risk letter is placed on the student file
- ensure relevant information is given to the Registrar/Course Administrator to enter into the computer.
- inform the student of Australian Academy of Trades complaints and appeals process – set out in student handbook

**6. The Principal or the Registrar after providing counselling and other intervention strategies will:**

- inform the student of Australian Academy of Trades’s intention to report to the secretary of DEEWR through PRISMS after the appeals process (if actioned) is finalised and upholds Australian Academy of Trades’s decision to report.
- advise the student that he/ she has 20 days in which to launch an appeal. This does not mean that the complaints/appeals process must be finalised within 20 working days.
- hear an appeal if required
- advise the Registrar to report to the secretary of DEEWR, through PRISMS after the appeals process (if actioned) is finalised and upholds Australian Academy of Trades’s decision to report.
- ensure the Registrar files evidence of an appeal in accordance with Standard 8, if a student appeals

- ensure the evidence is placed in the student's file (for example, copy of a Section 20 notice) of final reporting to DEEWR via PRISMS
- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Australian Academy of Trades, Australian Academy of Trades will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable

## 7. Appeals

A student may appeal on the following grounds:

- Australian Academy of Trades's failure to record or Australian Academy of Trades's failure to formulate a student's marks accurately,
- compassionate or compelling circumstances, or
- Australian Academy of Trades has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

If the appeal shows that there was an error in Australian Academy of Trades's formulation of results, and the student actually made satisfactory course progress (successfully completed more than 80% of the course requirements for that study period), Australian Academy of Trades does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Australian Academy of Trades's intervention strategy, and Australian Academy of Trades does not report the student where:

- the student has chosen not to access the complaints and appeals processes within the 20 working day period,
- the student withdraws from the process, or
- the process is completed and results in a decision supporting ABC (i.e. the student's appeal was unsuccessful)

## 8. Notification to DEEWR through PRISMS

**The Registrar** Australian Academy of Trades must notify the Secretary of DEEWR through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

## 9. Possible visa cancellation

DIAC may cancel a student's visa when Australian Academy of Trades reports the student for unsatisfactory course progress. DIAC does not assess whether a breach has occurred. However, DIAC will retain the ability to consider exceptional circumstances as to why the visa should not be cancelled and to refer the matter back to the education provider if Australian Academy of Trades has not given the student access to an

appropriate appeals process and/or considered compelling and compassionate circumstances, where relevant. However, these circumstances will be limited.

**AUSTRALIAN ACADEMY OF TRADES PTY LTD**

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CRICOS PROVIDER CODE: 02726A  
RTO CODE: 41174

**STANDARD 10 WARNING LETTER UNSATISFACTORY COURSE  
PROGRESS**

Dear Student,

**Re: Warning - Unsatisfactory Course Progress**

You have been issued a Warning Letter advising that you have been identified as being at risk of failing to achieve satisfactory course progress in the preceding study period.

Please be advised that you will need to organise a mutually convenient time within 14 days from the date the Warning Letter was issued, to meet with the Principal, Head of Department, and Registrar. At this meeting, Australian Academy of Trades staff will discuss with you and engage you in the planning process to implement an academic intervention strategy designed to assist and support you to achieve satisfactory academic progress.

If you do not respond to the Warning Letter, the most appropriate academic intervention strategy to support you will be determined by Australian Academy of Trades staff and you will be advised accordingly, in writing, of the outcome of any discussions and meetings convened in your absence.

I take this opportunity to again remind you that Australian Academy of Trades College and staff provides support to you to adjust to study and life in Australia, to achieve your learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course (National Code 2007 Standard 6).

Please do not hesitate to contact me directly if you have any queries relating to the contents of this letter.

Yours sincerely,

**Authorised Officer**

## AUSTRALIAN ACADEMY OF TRADES PTY LTD

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CRICOS PROVIDER CODE: 02726A  
RTO CODE: 41174

Date: [--/--/----]

[Student Name]  
[Student Number]  
[Address]

## STANDARD 10 WARNING LETTER UNSATISFACTORY COURSE PROGRESS

### Re: Warning - Unsatisfactory Course Progress -2<sup>nd</sup> letter

Dear Mr [Student Name],

**This is a follow-up on our previous Warning Letter which you have not responded to.**

Australian Academy of Trades Pty Ltd monitors course progress in accordance with Standard 10 of the National Code 2007. Australian Academy of Trades will support any student who is identified as at risk of not achieving satisfactory course progress in accordance with Australian Academy of Trades's Monitoring of Course Progress – Policy & Procedures and will commence an Academic Progress Intervention Strategy within 14 days of identifying any affected students.

Please be advised that you currently have not achieved satisfactory course progress in the following Units in the preceding study period.

Term ? :                      Unsatisfactory Course Progress:                      Unit

Subsequently, you have been identified as at risk of attaining unsatisfactory course progress. You are reminded that in order to comply with the conditions of your student visa, you must maintain satisfactory course progress. You will be reported to Department of Immigration and Citizenship via PRISMS if you fail to achieve satisfactory course progress in two or more competencies in two consecutive study periods.

Australian Academy of Trades provides all students with professional assistance and support to achieve satisfactory progress and on this basis, the results of your academic progress have been forwarded to the Principal and the Head of Department for intervention. Should any issues arise that may adversely affect your ability to comply with student visa conditions, please notify me or alternatively the Principal as soon as possible to arrange a mutually convenient time to discuss the matter in details.

Australian Academy of Trades supports you to adjust to study and life in Australia, to achieve your learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course (National Code 2007 Standard 6).

Yours sincerely,

**Chief Executive Officer**

## STANDARD 11 MONITORING ATTENDANCE POLICY

### Purpose of Policy

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The attendance policy establishes:

- d. the expectation of satisfactory attendance for Australian Academy of Trades College students
- e. requirements, definitions and procedures for systematically monitoring compliance with student visa conditions for international students.
- f. the roles and responsibilities of College staff and students with regard to attendance.

### 2. Definitions

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Word/Term	Definition
at risk	any student identified as having an attendance calculation between 90%- 80% but still able to achieve satisfactory attendance for the monitoring period
compassionate and compelling circumstances	<p>As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 11, compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to:</p> <ul style="list-style-type: none"><li>➤ serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li><li>➤ bereavement of close family members such as parents or grandparents (death certificate must be provided);</li><li>➤ major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;</li><li>➤ a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by policy or psychologists' reports where possible);</li><li>➤ where the registered provider was unable to offer a pre-requisite unit</li></ul>
approved leave	<p>As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 13, the registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:</p> <p>c. compassionate or compelling circumstances; or</p>



	d. misbehaviour by the student.  Approved Leave is a period of approved absence from the college based on the above.
monitoring period	a period of time within a course during which attendance will be monitored and calculated

### 3. Attendance Marking Method

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Australian Academy of Trades Pty Ltd endeavours to provide a fair and equitable attendance recording and monitoring, system in keeping with guidelines set out for student welfare and legal requirements.

The Admissions Department will provide each Trainer with an Attendance Register on a daily basis. Each Register will provide opportunity for the Trainer to make additional comments in regard to student absences.

**7.45 am:** Administration staff collects Attendance Register's from Admissions Department.

**8:00 am:** Trainers take attendance for the **first two hour block**.

**8:30 am:** **Attendance cut off time.**

Administration Assistant collects rolls from classes. Trainers do final check on absentees. Students who arrive after 8:30 am will be marked absent **A for the first 2 hour block**. They will register their arrival time on the Latecomer/ Leaving early Form. Both trainer and student to sign form, as an attendance monitoring tool, comments to be recorded as required.

**9:45 am:** Break 15 minutes.

**10:00am:** Resume session

Students arriving after 10:30 am will be marked absent for the **second 2 hour block**. They will register their arrival time on the Late comer/ Leaving early Form and receive an **A** when the trainer takes attendance for the **second 2 hour block**, Both trainer and student to sign form as an attendance monitoring tool, comments to be recorded as required.

**11:45am:** Administration Assistant returns rolls to classes

Trainers take attendance for the **second two hour block**.

**12:00pm:** **Recess for lunch/midday break**

**1:00 pm:** Trainers take attendance for the **third two hour block**.

**1:30 pm:** **Attendance cut off time**

Administration Assistant collects rolls from classes. Trainers do final check on absentees. Students who arrive after 1:30 pm will be marked absent **A** for the **third 2 hour block**. They will register their arrival time on the Latecomer/Leaving early Form. Both trainer and student to sign form, as an attendance monitoring tool, comments to be recorded as required.

**2.45 pm:** Break 15 minutes

**4.45 pm:** Administration Assistant returns rolls to classes.

Trainers take attendance for the **fourth two hour block**.

Students who arrive after 3:30 pm will be marked absent **A** for the **fourth 2 hour block**. They will register their arrival time on the Latecomer/leaving early Form. Both trainer and student to sign form, as an attendance monitoring tool, comments to be recorded as required.

**5.00 pm:** Students released from class.

If any student leaves early for any 2 hour block, they will need to register their leaving time on the Latecomer/Leaving early Form. Both trainer and student to sign form, as an attendance monitoring tool, comments to be recorded as required. If they leave earlier than 30 minutes before the two hour block finishes, they will be marked absent for that particular block.

All the information contained in the Latecomer/Leaving early form will be taken into consideration for decision making on attendance monitoring and assessment criteria.

## **4. Attendance Calculation**

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After the fourth two hour block, all attendance registers will be returned to the Admissions Department daily. At the completion of the second day's attendance, each student's attendance for the preceding two days will be audited. If any student is identified as having been absent for two consecutive days, Admissions staff will attempt to contact the student to establish their whereabouts and remind them of their obligations in regard to regular attendance at College.

If a student is identified as being at risk of not achieving satisfactory attendance due to absence, a Warning Letter will be sent immediately as part of Australian Academy of Trades College's Intervention Strategy.

Attendance will be monitored and calculated for each study period. Calculation is based on actual time in class.

- Two hourly roll calls will be inputted daily into the computer system for calculations and monitoring purposes.
- An absence supported by a Medical Certificate is counted towards students' total absences when calculating attendance. It will be taken into consideration for assessing compassionate and compelling circumstances.
- Approved leave periods of absence will not be included in the attendance calculation.
- Students unable to start on the first day of a session or semester, due to circumstances beyond their control, must provide evidence explaining their late arrival. If reasons for late arrival are approved, attendance will be calculated from their actual commencement date.

All students are responsible for their own attendance. The attendance requirement for students enrolled at Australian Academy of Trades College to maintain satisfactory attendance, is commensurate with the requirements of the Department of Immigration and Citizenship (DIAC) for international students studying on a Student Visa. The requirement is for students to attend at least 80% of the scheduled course contact hours.

## **5. Attendance Monitoring and Reporting**

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Students' attendance for all programs will be monitored throughout each study period. The College will endeavour to achieve best practice by contacting and providing appropriate support to any student who has a period of absence for more than five consecutive days.

- 5.1 Students, whose attendance for a study period is between 80% -90%, are identified as at risk of not maintaining the required attendance level. They shall be sent warning correspondence and notified of support available to them. Where a student meets with the Registrar to discuss reasons for poor attendance, the Registrar shall record the date and the details of the discussion.
- 5.2 Students will be contacted by Attendance Officer to explain their reasons for not attending classes when they are absent for more than five consecutive days. Call Log will be recorded.
- 5.3 Students who do not maintain the required attendance by DIAC at 80% shall be issued a notice of intension to report on unsatisfactory attendance. Student has 20 working days to appeal to the College on its decision by accessing the complaints and appeal process.
- 5.4 However, the College may decide not to report a student for breaching the 80% attendance requirement where:
  - The student's attendance is at least 70%;
  - The student is maintaining satisfactory academic course progress;

- The student can provide documentary evidence of compassionate and compelling circumstances to explain the periods of absence.

5.5 Where the student has chosen not to assess the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance within 14 days.

5.6 Once a student's attendance has fallen below 70%, the College must issue a Notice of Intention to Report the student for unsatisfactory attendance. Student will be reported.

5.7 Student who are dissatisfied with the outcome or conduct of an appeal within the College, may appeal to an external agency.

5.8 Student who choose to appeal to an external agency must notify the College of this decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal.

5.9 Once a student has been reported, PRISMS will generate a Section 20 breach notice. Student will need to report themselves to DIAC within 28 days or their student visa will be cancelled automatically.

## **Roles and Responsibilities**

It is the responsibilities of the Registrar to:

- Identify and recommend appropriate support
- Liaise with Principal for decision making in regard to student with exceptional circumstance
- Keep records of consultations and recommendations for support

It is the responsibilities of all College students to:

- Attend all scheduled classes
- Meet with visa attendance requirements, and
- Advise the College as appropriate of the matters referred to in section 5. 8 within 7 working days.

## **STANDARD 11 MONITORING ATTENDANCE PROCEDURE**

Australian Academy of Trades will record attendance daily over the length of each study period for a course.

HOWEVER Australian Academy of Trades will also monitor student attendance and compare it against course progress particularly so that it can implement its intervention

strategy as early as possible to assist students who are either not progressing due to absence or not progressing due to other issues.

## **1. Procedure**

- Student is required to contact Australian Academy of Trades by 8.30 am if he/she is going to be absent.
- Trainers & students who are present complete & sign Australian Academy of Trades attendance sheets.
- Trainers hand completed attendance forms daily to the Registrar/Course Administrator at the end of each day.
- The Registrar/Course Administrator collates a report on student attendance fortnightly. This report is distributed to instructors weekly each Monday
- If a Trainer identifies that the student has achieved less than 90% minimum attendance, the Trainer organises a meeting with the student to ascertain the reason for the absence. Australian Academy of Trades may choose to apply one or more of its intervention strategy initiatives if compassionate or compelling circumstances apply.
- The Trainer will meet with the student and inform the student of the time he/she has been absent. Initially the first meeting may be for the Trainer to express concern about the student's absence. For example, the student's absence may not be due to medical reasons, but rather to homesickness or social issues – matters which may be addressed through Australian Academy of Trades's student support services
- The Trainer makes sure the student is comfortable with the interventions proposed
- If absence continues, The Trainer organises the Registrar/Course Administrator to send a WARNING LETTER to the student;
- The Trainer ensures the student signs a document to say she is aware of and agrees with the issues and the intervention strategy suggested
- The Trainer may organise possible contact with the student by the course counsellor/convenor.
- The Trainer documents this in the student file and makes suggestions for the student to catch up on the missed work
- If the student continues to fall below 90 % of scheduled course contact hours, the Trainer meets with the student and continues to issue him/her with WARNING LETTERS. These letters invite the student to meet with the instructor to discuss the reason for absence.
- Australian Academy of Trades's INTERVENTION STRATEGY specifies what additional support will be provided to students at risk of not meeting satisfactory course progress requirements

## **2. Additional intervention may include the student:**

- attending academic skills programs;
- attending additional classes if appropriate
- attending and observing (if the student is injured and cannot participate)
- watching videos of practical demonstrations to study technique
- attending tutorial or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;

- If the issues is repeated or continued the student may be placed in a suitable alternative subject within a course or a suitable alternative course.

### 3. **Extending CoE**

Australian Academy of Trades may suggest to the student extending the CoE for example, if the student has an injury. HOWEVER this cannot be for more than one month. If longer than this time is required, the student must return home.

Australian Academy of Trades's intervention strategy includes relevant additional support that will be provided to students at risk of not meeting satisfactory course progress requirements. It commences INITIALLY when a student achieves less than 90% attendance overall in a given study period.

### 4. **Cancellation of Visa**

The Registrar/Course Administrator will remind the student of Australian Academy of Trades's attendance policies and will inform the student that maintaining satisfactory attendance is a student visa requirement and if his or her attendance falls below the required level, the student will be reported, and the student's visa may be cancelled.

### 5. **Temporary Suspension of Enrolment**

If the student has questions about the student visa condition and the possible outcome of breaching the condition, Australian Academy of Trades will refer the student to DIBP. Australian Academy of Trades may temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances

### 6. **Notification to DET through PRISMS**

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Australian Academy of Trades, the Registrar/Course Administrator will notify the Secretary of DET through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

Australian Academy of Trades uses PRISMS to report the student.

PRISMS generates a Section 20 breach notice which is sent to the student. The Registrar/Course Administrator will keep a copy on the student's file.

DIBP may cancel a student's visa based on the provider's dissatisfaction with a student's attendance. DIBP does not need to assess whether a breach has occurred.

### 7. **Decision NOT to Report**

For the ELICOS and school courses identified in 11 (a&b), Australian Academy of Trades may only decide **not to report** a student for breaching the 80 per cent attendance requirement where:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
- that decision is consistent with its documented attendance policies and procedures; and
- Australian Academy of Trades confirms that the student is attending at least 75 per cent of the scheduled course contact hours for the course in which he or she is enrolled and is progressing satisfactorily through the course

## **Appeals**

A student may appeal on the grounds identified in the Attendance Policy.

The registered provider must notify the Secretary of DET through PRISMS as soon as practicable of the student not achieving satisfactory course attendance and progress.

DIAC may cancel a student's visa when DET reports the student for unsatisfactory course progress or unsatisfactory attendance.

## AUSTRALIAN ACADEMY OF TRADES PTY LTD

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Email [info@aataus.com.au](mailto:info@aataus.com.au)

CRICOS PROVIDER CODE: 02726A  
RTO CODE: 41174

*Date*

*Name*

AAT-A

*Address*

## STANDARD 11 ATTENDANCE WARNING LETTER

Re: Attendance Warning

Dear ???,

Your overall attendance has been calculated as follows:      %

<u>Study Period</u>	<u>Attendance</u>	
Term dates	%	
Term dates	%	
Term dates	%	(As at today's date)

Please be advised that you currently have an attendance rate of less than 90% for your scheduled overall course contact hours at Australian Academy of Trades College Pty Ltd. Subsequently, you have been identified as at risk of attaining unsatisfactory attendance. You are reminded that in order to comply with the conditions of your student visa, you must maintain a satisfactory minimum attendance rate of 80% for your scheduled course contact hours.

You will be reported to Department of Immigration and Citizenship via PRISMS if you fail to achieve satisfactory attendance.

Australian Academy of Trades provides all students with professional assistance and support to achieve satisfactory progress. Should any issues arise that may adversely affect your ability to comply with student visa conditions, please notify the Registrar as soon as possible to arrange a mutually convenient time to discuss the matter in detail.

Australian Academy of Trades supports you to adjust to study and life in Australia, to achieve your learning goals and to achieve satisfactory progress towards meeting the learning outcome of the course (National Code 2007 Standard 6).

Yours sincerely,

**Authorised Officer**



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CRICOS PROVIDER CODE: 02726A  
RTO CODE: 41174



Date

Student  
AAT-A  
Address

## **STANDARD 11 RE: NOTICE OF INTENTION TO REPORT FOR UNSATISFACTORY ATTENDANCE LETTER**

Dear ???,

Your enrolment in CHC50113 Diploma of Early Childhood Education and Care at Australian Academy of Trades commenced on 25/01/2016. During the orientation program, Australian Academy of Trades staff reminded you of your obligations in upholding your visa conditions while studying and living in Australia. That is, you must:

- Maintain a satisfactory attendance rate of 80% of your scheduled overall course contact hours;
- Make satisfactory course progress for each study period; and
- Maintain sufficient funds to pay for travel, tuition and living expenses while in Australia.

Australian Academy of Trades Staff also advise you that any student whose attendance rate falls below 80% of your scheduled overall course contact hours will be reported to the Department of Immigration and Citizenship (DIAC) via PRISMS. This breach of your student visa conditions may result in the cancellation of your student visa.

Our records indicate that your attendance rate has dropped below 80%. The following is your calculated rate:

<b>Current overall attendance rate:</b>	<b>%</b>
<u>Study Period</u>	<u>Attendance</u>
Term dates	% (As at today's date)

**As your attendance is deemed unsatisfactory, this letter informs you of Australian Academy of Trades's intention to report you to DIAC.**

Australian Academy of Trades acknowledges your rights as a consumer. To ensure procedural fairness is upheld, you are encouraged to access our internal complaints and appeals process if you believe one or more of the following has happened:

- Australian Academy of Trades has not recorded or calculated your attendance correctly;
- There are compassionate or compelling reasons which have contributed to your unsatisfactory attendance;
- Australian Academy of Trades has not implemented other policies which may impact upon your results;
- Australian Academy of Trades has not made such relevant policies available to you.

The procedure for making an appeal is available from [www.aataus.com.au](http://www.aataus.com.au) or may also be obtained from Reception. You are reminded that you have 20 working days from receipt of this letter (plus reasonable time for postage and handling) to make any appeal.

It is a requirement of National Code 2007 that Australian Academy of Trades will maintain your enrolment while any appeal is being processed. If you choose to make an appeal, while the appeal is being considered you must continue to attend classes and work towards completing class requirements.

If you wish to discuss this matter further, please make an appointment with the Registrar. You may bring a support person with you.

Yours faithfully

**Authorised Officer**

## **STANDARD 12 RPL & COURSE CREDIT POLICY**

**12.1 Where the registered provider grants course credit, the registered provider must:**

- a) have documented procedures for the granting and recording of course credit; and**
- b) provide a record of the course credit to the student, which must be signed or otherwise accepted by the student, and place it on the student's file**

### **Recognition of prior learning policy (RPL)**

Students may apply for exemptions from units of competency in courses where they can demonstrate that they have the skills or knowledge already. These skills have been obtained from prior study (similar courses) or even from life skills.

Recognition of prior learning is a way of recognising these skills and prior learning where it is relevant to a training course offered by Australian Academy of Trades.

### **Documentary evidence**

Applicant students will be required to provide documentary evidence of prior learning for each module where exemption is claimed. Documentary evidence is required to be original qualification / certification or certified true copy. It is the responsibility of the Australian Academy of Trades College representative assessing the RPL evidence to also certify the authenticity of the documentary evidence.

### **Appeals Process Availability**

An appeal process is available, in accordance with the Australian Academy of Trades Appeals Policy, for applicants who are unsuccessful in their claim for RPL.

### **Application for Recognition of Prior Learning Form**

The Application for Recognition of Prior Learning Form is available within the Australian Academy of Trades Student Handbook and, in order to ensure timely response, should be completed and submitted well in advance of making application for the course.

Credit towards a course for previous learning may include credit transfer (an automatic process, and recognition of prior learning)

**12.2. If the registered provider grants the student course credit which leads to a shortening of the student's course, the registered provider must:**

- a) if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course; or**
- b) if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act**

### **Recognition for Course Credit**

Credit transfer may be granted for previous learning in a university course or accredited course offered by a Registered Training Organisation, or overseas equivalents of these.

Australian Academy of Trades will provide a record of the course credit to the student, which must be signed by the student and it will be placed on the student's file.

Australian Academy of Trades will ensure a copy of the student's acceptance of course credit is placed on the student's file.

Applications for course credit which have been rejected, along with the reasons for refusal will be kept on Australian Academy of Trades student files. Students will be notified in writing regarding the reasons for refusal.

Assessors must be confident that the person applying for RPL or RCC is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. **The assessor must also be confident that the evidence is authentic, valid, reliable, and current and covers the exemption being sought.**

After outlining the steps involved in the RPL process to students/clients, Australian Academy of Trades may provide a counselling session for the student to meet with an RPL assessor

Charges for the RPL process will not exceed 50-% of the cost of the unit of competency. In every case the RPL assessor will advise the student/client of their responsibilities and any charges that may be applicable.

### **RPL/RCC Process**

The RPL/RCC process shall cover the following steps:

- Information supplied by the student
- Initial support and counselling if required
- Application;
- Assessment;
- Post-assessment guidance; and/or;
- Certification.

### **Evidence required for RPL application**

The processes used to assess RPL applications may take several (not mutually exclusive) forms, for example:

- participation in exactly the same or modified versions of the assessment you would be required to complete as part of the full course;
- assessment based on a portfolio of evidence;
- direct observation of demonstration of skill or competence;
- reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification;
- provision of examples of work drawn from the workplace, social, community or other setting in which you may apply your learning, skill or competence;
- testimonials of learning, skill or competence; and

- combinations of any of the above

All evidence submitted must be your own or directly relate to yourself. You will be asked to sign a document to this effect

RPL is offered to students prior to, and at enrolment. It is also available at other times in the student's enrolment in a qualification. It is recommended that students identify whether they will be applying for RPL before commencing the given course, although Australian Academy of Trades understands that this is not always practical. Some students may identify an opportunity for RPL perhaps half-way through the course, in which case Australian Academy of Trades will endeavour to make this possible for you.

### **How Much Does RPL Cost?**

**RPL costs –Each unit applied for will not exceed 50% of the cost of the unit.** All fees are payable before or upon submission of evidence portfolio. If RPL is granted the student will then become competent in the given unit, and will not need to complete it. If RPL is not granted, the monies paid will then go toward the payment of the given unit.

Unfortunately, the RPL fee will not be refunded to the student although Australian Academy of Trades offers the opportunity for you to use that money to pay towards the course.

### **RPL Application Received Prior to Enrolment**

If an RPL application is received from an overseas student prior to enrolment and this is successful, this may shorten the length of the course. In this situation, the RTO will indicate the actual net duration (as reduced by RPL or course credit) in the COE issued for that student.

### **If RPL Is Issued after the Visa Grant**

If RPL is issued after the visa grant, Australian Academy of Trades will report the change of course duration via PRISMS under section 19 of the ESOS act. The RTO must remind the student of the condition of their Visa related to full time study and the attendance policy of a minimum of 80% attendance. If the student finishes his/her course early, he/she must either enrol in another CRICOS registered immediately or depart Australia immediately UNLESS given authorisation by DIBP to remain in Australia.

See RPL Procedure for details on the RPL process.



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**STANDARD 12 AUSTRALIAN ACADEMY OF TRADES RECOGNITION OF PRIOR LEARNING  
APPLICATION FORM**

APPLICATION FORM CONTINUED – PLEASE COMPLETE FOR EACH COMPETENCY FOR WHICH RPL IS BEING SOUGHT

Unit of Competency for which RPL is being claimed \_\_\_\_\_

<b>Performance Criteria</b>	<b>Evidence to support experience/ knowledge/competency to meet this performance criteria</b>	<b>Where did you gain this experience/ knowledge?</b>	<b>Date Gained</b>

--	--	--	--

Qualification Completed\_\_\_\_\_

OR

Unit of Competency/s Completed\_\_\_\_\_

Name of Institution Awarding Qualification\_\_\_\_\_

Address\_\_\_\_\_

Date issued\_\_\_\_\_

☐ CERTIFIED EVIDENCE ATTACHED ( PLEASE TICK)

I CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT

SIGNATURE OF APPLICANT\_\_\_\_\_

DATE\_\_\_\_\_

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## **Attachment 7 (b)**

### **STANDARD 12 RPL ACCEPTANCE LETTER**

Joe Bloggs  
Address

Dear Joe

We confirm receipt of your letter and application for RPL

Australian Academy of Trades is pleased to approve Recognition of Prior Learning for the following competencies in the course\_\_\_\_\_

A  
B  
C  
D

- ☐ Please tick the box and sign below that you have received this information and accept Australian Academy of Trades decision

\_\_\_\_\_

#### **PLEASE NOTE**

- c) if the course credit is granted before your visa grant, Australian Academy of Trades will indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for you for your course; or
- d) if the course credit is granted after the student visa grant, Australian Academy of Trades will report the change of course duration via PRISMS under section 19 of the ESOS Act

Kind regards

Authorised Officer



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## **Attachment 7(c)**

### **STANDARD 12 RPL REFUSAL LETTER**

Joe Bloggs  
Address

Dear Joe

We confirm receipt of your letter and application for RPL

Australian Academy of Trades regrets we are unable to approve Recognition of Prior Learning for the competencies you claimed in the course\_\_\_\_\_

This is due to your being unable to provide sufficient evidence to meet the requirements of the performance criteria for the claimed competencies.

☐ **Please tick the box and sign below that you have received this information and accept Australian Academy of Trades decision**

\_\_\_\_\_

#### **PLEASE NOTE**

**The duration of your course will be unchanged from that designated in your original course information**

Kind regards

**Authorised Officer**

## **STANDARD 13. STUDENT DEFERMENT, SUSPENSION OR CANCELLING OF STUDENT STUDIES POLICY**

**13.0 Australian Academy of Trades has in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.**

### **13.1 Course deferment or suspension**

If a student wishes to **defer or suspend (temporarily delay or postponement)** commencement of studies, he/ she should apply to Australian Academy of Trades for a course deferment form. **A student can only defer from a course prior to course commencement.**

**A student may Cancel or withdraw his or her enrolment after completing the necessary forms. Such withdrawal or cancellation will be reported through PRISMS**

### **13.1 Course deferment eligibility**

Students selected into the Australian Academy of Trades courses are eligible for up to one year of deferment for personal or compassionate reasons.

Deferments will be considered by Australian Academy of Trades in the case of compassionate or compelling circumstances.

Australian Academy of Trades will inform the student that suspending or cancelling his or her enrolment may affect his or her student visa.

### **13.1 Compassionate or compelling circumstances**

These include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to commence classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the prospective student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Personal reasons

Australian Academy of Trades will use their professional judgement and to assess each case on its individual merits.

### **13.1 Effect of deferment on student visa**

The student handbook advises that deferment may affect a student's visa, as well as advising the possible acceptable reasons for deferment, and the code of behaviour for Australian Academy of Trades. Students are referred to the DIAC website or helpline (131 881) for information, and the local DIAC office for advice, on how the potential change to enrolment status may impact upon his or her visa.

### **13.1 Changed course requirements**

Deferment is not permitted to allow the commencement of another tertiary course of more than one year in duration.

Course requirements may be altered during the period for which a student has deferred commencement. In such cases students will be subject to the course requirements that are applicable upon commencement of their studies.

### **13.1 Timelines for deferment**

Students selected into a course will receive a letter of offer which sets out the last date by which the offer should be accepted. Students intending to defer must inform Australian Academy of Trades of their intention within the designated period.

### **13.2 Australian Academy of Trades can only defer or temporarily suspend the enrolment of the student on the grounds of:**

- a) compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes);
- b) misbehaviour by the student

Australian Academy of Trades may choose to temporarily suspend a student's enrolment if it deems the student's behaviour to be unacceptable for an educational setting.

### **13.2 Suspension or cancellation**

Once a course has commenced **students may initiate a suspension or cancellation** of their studies due to extenuating circumstances.

Australian Academy of Trades may choose to grant or decline any student's request for deferment or suspension of studies, in accordance with its documented procedures for assessing such requests.

### **13.2 Australian Academy of Trades initiated cancellation or suspension of studies**

**Australian Academy of Trades may also initiate suspension or cancellation** of a student's enrolment for compelling or extenuating circumstances or for misbehaviour by the student

Students are advised through their student handbook about conditions of deferment and suspension of studies.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of **suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations**. See Standard 11 for further information about monitoring attendance

### **13.3 Australian Academy of Trades will:**

- a) inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa**
- b) notify the Secretary of DET via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled**

Regardless of the reasons for notifying DET of a change of enrolment status, (i.e. due to student request, misbehaviour or for other reasons) Australian Academy of Trades will inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.

As each student's situation will be different, good practice would be to refer the student to the DIBP website or helpline (131 881) for information, and the local DIAC office for advice, on how the potential change to enrolment status may impact upon his or her visa.

Australian Academy of Trades must notify DET through PRISMS of deferment, suspension and cancellation of enrolment. The information entered into PRISMS will be electronically transferred to DIBP.

Please see Section 19 of the Education Services for Overseas Students (ESOS) Act and ESOS Regulations 3.03 for further information about the circumstances under which registered providers must give information about accepted students to the Secretary of DET

### **13.4 Australian Academy of Trades informs the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notifies the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process as per Standard 8.1. If the student accesses the registered provider's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.**

Standard 13.4 addresses action to be taken if the provider initiates suspension or cancellation of the student's enrolment without such action being requested by the student

If **Australian Academy of Trades** initiates suspension or cancellation of a student's enrolment, they will inform the student of its intention to notify DET of the change of enrolment status.

To 'access' the appeals process means to 'initiate' or 'start' the process – there is no expectation that the process must be completed within 20 working days. However, standard 8.1 e. requires that the process must commence within **10 days of the formal lodgement** of the complaint or appeal.

If the student chooses to access the provider's appeals process Australian Academy of Trades will maintain the student's enrolment until the **internal** appeals process is completed (and has supported the provider's intention to suspend or cancel the student's enrolment). To 'maintain the student's enrolment' means Australian Academy of Trades does not notify DET of any change to the student's enrolment status through PRISMS.

The student may choose to access an external appeals process as per the provider's policy, but Australian Academy of Trades **does not have to wait for the outcome of an external appeal** before notifying DET of the change to the student's enrolment status.

**Extenuating circumstances'** relating to the welfare of the student may include, but are not limited to the following. The student

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence

Any claim of extenuating circumstances will need to be supported by appropriate evidence

### **Note**

*Standard 13 does not require providers to continue providing learning opportunities throughout the 20 working days or any subsequent period of appeal. Each provider must decide whether it will continue to provide learning opportunities throughout the 20 working days and any appeals process. For example, some providers may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. When formulating policy and procedures relating to suspension and cancellation of enrolment, providers should consider the following.*

*To deny students learning opportunities throughout the 20 working days and appeals process may disadvantage the students in their subsequent studies should the appeals*

*process find in their favour. If students have missed a few weeks of studies, it may be difficult for them to catch up on this work; and:*

*There may be obligations under state/territory legislation or the relevant designated authority's guidelines in relation to providing work to complete while excluded from class. Providers should make themselves aware of these requirements, especially in relation to students under the age of 18.*

*If a provider notifies DET through PRISMS that a student's enrolment (CoE) has been suspended for a significant period or cancelled, **the student must return to his or her home country** unless special circumstances exist (for example, the student is medically unfit to travel). While the provider determines the enrolment status of the student, it is DIBP who decides whether the student may remain in Australia or must return home*

## **SUSPENSION DUE TO ACADEMIC MISCONDUCT**

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

### **a) Student's responsibilities:**

#### **1 During Examinations**

- a) Students must not help or receive assistance from other students
- b) Students must not request the loan of or lend materials or devices to other students
- c) Students must not bring any materials into the examination room other than those specified for that examination
- d) Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from an examination in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct
- general misconduct (see below)

#### **2 Other assessment tasks**

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own

- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

**b) Australian Academy of Trades's responsibilities:**

**Procedural fairness**

- 1. Students must be treated fairly, with dignity and with due regard to their privacy
- 2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
- 3. Past misconduct is not evidence that a student has behaved in the same manner again.
- 4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

**c) Penalties**

- 1. Penalties imposed will take into account the nature and the extent of the misconduct
- 2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Australian Academy of Trades College.
- 3. The following penalties may be imposed: a warning, a reduction in grades, receiving zero for an assessment event, failing the unit, exclusion from Australian Academy of Trades.

**Notification and appeal**

- 1. Students must be notified in writing of penalties as a consequence of academic misconduct.
- 2. The grounds for appeal are:
  - a) procedural irregularities, and/or
  - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
- 3. Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence.

**General misconduct**

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Australian Academy of Trades property or the property of others; alters/defaces Australian

Academy of Trades documents or records; prejudices the good name of Australian Academy of Trades College, or otherwise acts in an improper manner.

Australian Academy of Trades will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct.

They are for illustrative purposes and are not intended to be exhaustive. Student misconduct may occur when a student:

- a) contravenes any rules or acts;
- b) prejudices the good name or reputation of Australian Academy of Trades;
- c) prejudices the good order and governance of Australian Academy of Trades or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Australian Academy of Trades;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;
- f) refuses to identify him or herself when lawfully asked to do so by an officer of Australian Academy of Trades;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Australian Academy of Trades, or on Australian Academy of Trades premises or other premises to which the student has access as a student of Australian Academy of Trades;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Australian Academy of Trades;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of Australian Academy of Trades or breaches any of Australian Academy of Trades rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Australian Academy of Trades, or any other person while the student is engaged in study or other activity as Australian Academy of Trades student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Australian Academy of Trades;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Australian Academy of Trades premises while acting as a Australian Academy of Trades student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of Australian Academy of Trades or for which Australian Academy of Trades is responsible; or
- q) is guilty of any improper conduct.

### **Penalties for general misconduct**

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Australian Academy of Trades.



If the student admits to the alleged misconduct, the Chief Executive Officer may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Australian Academy of Trades.

The Chief Executive Officer may then impose the penalty of permanent exclusion from Australian Academy of Trades in the case of physical or verbal abuse of students or staff of Australian Academy of Trades, repeated or severe misconduct, or in the case of criminal acts.

### **Notification and appeal**

1. Students must be notified in writing of penalties as a consequence of general misconduct
2. The grounds for appeal are:
  - procedural irregularities, and/or
  - factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
  - Appeals must be lodged in writing with the Chief Executive Officer within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

## **STANDARD 13    STUDENT DEFERMENT, SUSPENSION OR CANCELLING OF STUDENT STUDIES PROCEDURE**

### **1.    Course deferment**

If a student wishes to **defer** commencement of studies, he/ she should apply to Australian Academy of Trades for a course deferment form. **A student can only defer from a course prior to course commencement.**

### **2.    Suspension or cancellation**

Once a course has commenced **students may initiate a suspension or cancellation** of their studies due to extenuating circumstances.

**Australian Academy of Trades may also initiate suspension or cancellation** of a student's enrolment for compelling or extenuating circumstances.

Students are advised through their student handbook about conditions of deferment and suspension of studies

### **3.    Process for deferment prior to course commencement.**

- Student contacts Australian Academy of Trades for a Course Deferment Application Form
- Australian Academy of Trades ensures student has a copy of the Student Deferment or Suspension of Student Studies Policy and advises student to provide documentary evidence of reasons for application for deferment.
- Australian Academy of Trades considers application for deferment in relation to compassionate or compelling circumstances. (see Student Deferment Or Suspension Of Student Studies Policy)
- Australian Academy of Trades responds to student identifying whether the student application is successful or unsuccessful. If unsuccessful, appropriate reasons for refusal will be provided to the student.
- Australian Academy of Trades makes the student fully aware of any and all consequences

### **4.    Student initiated suspension or cancellation of studies after course commencement**

- The student requests a suspension or cancellation of their studies from the Chief Executive Officer of Australian Academy of Trades
- Australian Academy of Trades may suspend or cancel studies for students who **REQUEST** such a change to their enrolment status *on the grounds of compassionate or compelling circumstances.* ( See Policy)

- Australian Academy of Trades informs the student that suspending or cancelling his or her enrolment may affect his or her student visa.
- Australian Academy of Trades considers application and informs student in writing of the outcome providing reasons if the application is refused. It may be possible to provide additional assistance to the student.

## 5. Australian Academy of Trades initiated cancellation or suspension of studies

- Australian Academy of Trades initiates the suspension or cancellation of a student's enrolment, and notifies the student in writing of its intention and **allow the student 20 working days** to access Australian Academy of Trades's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- If the student appeals the decision to suspend or cancel his or her studies, Australian Academy of Trades will **NOT** notify DET of a change to the enrolment status **until the internal complaints and appeals process is completed**.
- Australian Academy of Trades informs DET via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is temporarily suspended or cancelled.
- If Australian Academy of Trades **cancels or suspends** a student's enrolment for extenuating circumstances, these may relate to the welfare of the student. (see Policy)
- Australian Academy of Trades must provide evidence of extenuating circumstances on which it based its decision.
- If Australian Academy of Trades notifies DET through PRISMS that a student's enrolment (CoE) has been suspended for a **significant period or cancelled**, the student must return to his or her home country unless special circumstances exist (for example, the student is medically unfit to travel). While Australian Academy of Trades determines the enrolment status of the student, it is DIBP who decides whether the student may remain in Australia or must return home.
- DIBP's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student **must** return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIBP.
- Australian Academy of Trades ensures documentary evidence is placed on students' files of the assessment of applications for deferment or suspension of enrolment and the outcomes of the decisions.

**AUSTRALIAN ACADEMY OF TRADES PTY LTD**

478 Logan Road  
Greenslopes, QLD 4120  
AUSTRALIA  
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[info@aataus.com.au](mailto:info@aataus.com.au)



CRICOS PROVIDER CODE: 02726A RTO CODE: 41174

## STANDARD 13 COURSE DEFERMENT APPLICATION FORM

For current students needing to temporarily withdraw from their course (more than 2 weeks).

### Student Details

Given Name: \_\_\_\_\_ Family Name: \_\_\_\_\_

Gender: Male ☐ Female ☐ Student ID No: AAT-\_\_\_\_\_

Date of birth: \_\_\_\_\_ Country of birth: \_\_\_\_\_

Nationality: \_\_\_\_\_ Passport number: \_\_\_\_\_

Passport expiry date: \_\_\_\_\_

### Address in Australia

Local current address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: QLD Post code: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

### Deferment Particulars

Course to be deferred: \_\_\_\_\_

Deferment start date: \_\_\_\_\_ Deferment end date: \_\_\_\_\_

Reason for deferment: \_\_\_\_\_

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CRICOS PROVIDER CODE: 02726A RTO CODE: 41174

## **STANDARD 13 STUDENT DEFERRAL/SUSPENSION WARNING LETTER**

Dear Joe Bloggs

It is a requirement of Australian Academy of Trades that you abide by the Student Code of Behaviour. Failure to meet this requirement will lead to a suspension / cancellation of your enrolment and notification of this to be reported to DET/DIBP which may result in cancellation of your Student Visa.

You have recently been found to have breached the requirements of the Student Code of Behaviour for the third time and it is now the intention of Australian Academy of Trades to suspend / cancel your enrolment.

The suspension / cancellation of your enrolment will be reported to DET/DIBP and may affect your visa status.

You have 20 working days to appeal against this decision to Australian Academy of Trades. This can be done by accessing Australian Academy of Trades's complaints and appeals procedure. A copy of the procedure and the application form is available from Australian Academy of Trades reception and is in the Student Handbook.

Your enrolment will be maintained until the appeal process has been exhausted.

If the appeal is not upheld or you withdraw from the appeal process then Australian Academy of Trades will report your deferral / suspension to DET/DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIAC office or phone the DIAC helpline 131 881.

Yours sincerely

Authorised Officer

## **STANDARD 14 STAFF CAPABILITY, EDUCATIONAL RESOURCES, AND PREMISES POLICY**

- 14.1 Australian Academy of Trades implements policies and procedures to ensure its staffing resources are adequate and have the capabilities as required by the quality assurance framework applying to the course. The courses provided by Australian Academy of Trades are subject to an appropriate quality assurance framework.**

Recruitment is a two-way process, concerned both with satisfying Australian Academy of Trades's strategic staffing requirements and with attracting potential applicants to decide whether they meet the job requirements, are interested in the position, and want to join the organisation.

This policy applies to appointments for all continuing, fixed-term and casual positions in the company.

- 14.2 Australian Academy of Trades has adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course.**

### **Resources and infrastructure:**

- All **staff** (including full time, part time and casual staff) involved in the delivery and assessment of this Training Program, have direct access to the current Course Plan.
- All staff (including full time, part time and casual staff) involved in the delivery of this program have access to **candidate support materials** associated with the Training Program.
- All **Assessors** have access to print and electronic copies of the current assessment tools used in the program.
- Australian Academy of Trades has access to staff and **training/assessment resources** to meet the requirements of candidates with special needs and has an assessment process that incorporates reasonable adjustment procedures.
- Australian Academy of Trades has reviewed the **equipment and facility** requirements for the Training Program and guarantees it has access to equipment needed to implement the program.

- 14.2 Equipment & resources Australian Academy of Trades provides the appropriate human and physical resources and learning for all courses offered**

- 14.3 The registered provider must notify the designated authority and the students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation**

- The timeframe to notify the designated authority and enrolled students is 20 working days. Previously timeframes were referred to in weeks rather than working days.

- Defining time frames by working days has been changed throughout the National Code 2007.
- All students who have been issued a CoE to study the designated course (whether they have arrived in the country or not) should be notified of the intention to relocate premises



## STANDARD 14 STAFF RECRUITMENT PROCEDURE

### Recruitment

#### Role

Chief Executive  
Officer

#### Responsibility:

- Approve recruitment and appointment for all Trainers and support staff and ensure they meet fit and proper person criteria.
- Approve release of all vacant positions.
- Prepare recruitment and appointment plans.
- Approve recruitment and appointment action for Australian Academy of Trades subordinate positions.
- Provide position descriptions.
- Issuing contracts of employment.
- Approval of classification level of Duty Statement, Selection Criteria, and Advertisement.
- Advertising of positions.
- Provision of professional human resources advice.
- Training and development in recruitment and the principles of equity.
- Evaluation of, monitoring and reporting on the recruitment process.
- Ongoing improvement of the recruitment process.

## **STANDARD 14 STAFF INDUCTION POLICY**

### **Induction policy**

This policy describes the processes whereby Australian Academy of Trades inducts staff. It applies to all staff employed by or contracted to Australian Academy of Trades.

The Chief Executive Officer is responsible for the control and implementation of this policy.

Staff induction involves the provision of an Induction Handbook to all new Australian Academy of Trades staff and contractors.

The staff handbook contains:

- a copy of all Australian Academy of Trades policies and procedures
- an overview of competency-based training and assessment
- a guide for Web based vocational education and training requirements and policies

### **Induction policy**

The new Australian Academy of Trades staff member is provided with an Induction handbook and Australian Academy of Trades's Chief Executive Officer or authorised officer (explains the policies, procedures, training packages and courses, competency based training and assessment methods, and all aspects of operation of Australian Academy of Trades.

The staff member acknowledges receipt of the Induction handbook and an understanding of the policies and procedures by signing an acknowledgement form.

The acknowledgement form is placed on the staff member's individual file.

### **Induction procedure staff induction checklist form & procedure**

Staff member books room and prepares for induction.

Induction is to be conducted by Chief Executive Officer or delegate.

### **Completed activity**

At Induction, staff are assisted with information in the following areas:

- Australian Academy of Trades achievements, expectations of students, philosophy & training organisation information
- Student Official Point of Contact – Administration Manager
- Back up Student Point of Contact- The Registrar/Course Administrator
- ESOS framework
- Course information.
- Health and Safety procedures
- Types of counselling services
- Australian Academy of Trades policies and procedures
- A copy of Australian Academy of Trades's Student Handbook for Overseas Students
- Course progress/attendance requirements
- Student access to support services

- Critical Incident Policy and procedures
- Provider's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations
- Meeting other staff.
- Building Evacuation procedures, position of amenities, access restrictions after hours and weekends where applicable;
- Obtain a signed letter accepting offer of employment, run through each topic and address any concerns;
- Conditions, sick leave etc.;
- Code of Practice
- Access to and summaries of all relevant legislation and statutory requirements relating to courses/training packages.
- Provide the staff member with a copy of the Overseas **Student Handbook and Staff Handbook making reference to** student selection, enrolment and induction/orientation procedures;
- Access & Equity
- Course outline
- Core and elective competencies and method of delivery & assessment
- Learning and assessment strategies and procedures – individual learning needs – also explain how assessments are mapped to individual competencies in the training package
- Version Control, identify person responsible for updating procedures
- Staff responsibilities for access and equity;
- Course information, including content and vocational outcomes (reference training manual);
- The importance of the AQTF and the necessity to comply with its standards;
- CRICOS, the National Code, ESOS legislation, staff responsibilities for overseas students, cultural issues, relevant legislation
- Recognition of other RTO Qualifications Policy as it applies to RTO's.
- Vocational Education, Training & Employment Act 2000 and how it impacts on vocational education and training in Queensland.
- Access to Acts such as Privacy, Copyright, Anti- Discrimination, Racial Vilification and Disability Discrimination, QLD WH&S Act, ESOS act.
- Industry Specific legislation & PROCEDURES in relation to the relevant industry
- The meaning of Competency Based Training as it applies to the training packages and assessment methods used by the RTO's in delivering courses under its scope of registration;
- Fees and charges, including refund policy etc.
- Language, literacy and numeracy assessment refer student handbook;
- Student/client support including external agencies/programs that RTO can identify that provide assistance if necessary;
- Flexible learning and assessment procedures that can be provided;
- Appeals, complaints and Complaint procedures;
- Corrective Action and Continuous Improvement Procedure
- Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC) arrangements.
- Office Procedures and distribute a copy to ALL new staff.
- Workplace Health and Safety Act and where legislation can be read;
- Tax file details, current superannuation fund details for Superannuation Guarantee and bank details for pay ( if relevant);
- Explain the Petty Cash System;

- Co-ordination of appointments with other members of staff;
- Opportunities for Professional Development
- Support systems for students and staff
- The time and frequency of staff meetings and the importance of adhering to the standards in relation to internal review requirements;

Staff Member's signature to verify, "I have read and understand the contents of the documentation and the verbal presentation received today".

Signature Staff Member

Date----/----/----

Signature Manager .

Date----/----/----

## STANDARD 14 STAFF COMPETENCE

<b>PURPOSE:</b>	To ensure that all new staff selected are the most appropriate for Australian Academy of Trades
<b>RESPONSIBILITIES:</b>	College Principal,
<b>REFERENCES:</b>	N/A
<b>RECORDS AND FORMS:</b>	Record of Staff Interview Form
<b>ACTION/METHOD:</b>	

Australian Academy of Trades ensures that training and assessments are conducted by a person who has the appropriate training and assessment as well as the appropriate vocational qualifications.

The **TAE40110 Certificate IV in Training and Assessment** is the qualification required by trainers and assessors to teach and assess in TAFE and private Registered Training Organisations (RTOs).

The TAA40104 has been superseded by TAE40110 Certificate IV in Training and Assessment. This is a normal part of the ongoing development of Vocational Education and Training in Australia, each Training Package is continuously enhanced and continually improved.

What this means is that in less than 12 months all RTOs will no longer be allowed by law to offer the TAA40104 Certificate IV in Training and Assessment Qualification. The Australian Government has released a new standard for trainers and assessors which is the TAE40110 Certificate IV in Training and Assessment.

(2) Trainers and Assessors must hold a recognised trade, technical or business qualification equivalent to or higher than the qualification being taught. The Human Resource Matrix matches staff qualifications to competencies in the training package.

However if a staff member does not have all of the competencies in (1) and (2) above, Australian Academy of Trades finds one staff member with the competencies listed in (1), and one or more staff who have the competencies listed in (2) may work together to conduct assessments.

Australian Academy of Trades ensures that training is delivered by a person who:

- I. Have the appropriate competencies from TAA40104 Certificate IV in Training and Assessment Qualification. or the TAE40110 Certificate IV in Training and Education(or has demonstrated the equivalent competencies or who is under the direct supervision of a staff with these competencies; and

- II. Is able to demonstrate vocational competencies at least to the level of those being delivered.

Direct supervision is achieved when a staff delivering training at the college has regular guidance, support and direction from a supervising staff designated by the college who has the competencies in (I ) above and who monitors and is accountable for the training delivery. It is not necessary for the supervising staff to be present during all training delivery.

The qualifications are stated in all academic positions advertised. Where the relevant Training Package or course specifies higher qualifications, this is specified in the relevant advertisement.

Validation

## STANDARD 14 STAFF COMPETENCE COMPLIANCE

**PURPOSE:** To ensure all trainers and assessors of nationally recognised training meet nationally agreed competency requirements and continue to develop their competence in regards to training and assessing competencies for trainers and assessors

**RESPONSIBILITIES:** College CEO, Principal, Trainers, HODS

**REFERENCES:**

**RECORDS AND FORMS:** AQF/NVR Standards

### **ACTION/METHOD:**

1. Australian Academy of Trades HODS and the Principal establish and verify that trainers and assessors meet nationally agreed competency requirements and continue to develop their competence by:

- Supporting them in meaningful engagement with industry and relevant professional bodies
- Supporting their professional development in teaching and learning methods and in understanding the requirements of the VET system
- Fostering a culture of critical evaluation and innovation.

### **2. Guide to compliance**

- Trainers' and assessors' **competence**, including vocational currency, is **established, verified** and monitored.
- In some instances, assessors who have the vocational competencies but not the assessment competencies required may **work together to conduct assessment** with a person who has the required assessment competencies.
- **Direct supervision** arrangements for trainers are implemented and managed as required.
- Trainers' and assessors' **competencies are continuously developed.**

### **3. Establishing competence**

RTOs establish staff competence by verifying that staff hold the required qualifications and experience.

### **4. Trainers and assessors must:**

- Have the training and assessment competencies determined by the National Quality Council
- or its successors
- Have the vocational competencies they are delivering and/or assessing (or demonstrated equivalent
- competencies) Where trainers and assessors demonstrate equivalent competency there must be a clear and verified relationship between the trainers' and assessors' formal and/or informal training and experience and each of the units/modules they are delivering/ assessing.
- Be able to demonstrate that they hold the skills and knowledge required by industry
- Meet any additional competency requirements detailed in Training Packages or determined
- by regulatory or licensing bodies.

### **5. Competence is verified by the Principal:**

- HODS or Principal will carry out referee checks, including confirming relevant and current industry experience and vocational competencies
- HODs will sight originals (or certified copies) of qualifications.
- Where trainers and assessors do not hold the competencies they are delivering and assessing they can demonstrate equivalent competency. However, there must be a clear and verified relationship between the trainers' and assessors' experience and each of the units/modules they are delivering/assessing.

### **6. Working together to conduct assessment**

- If a person holds the relevant vocational competencies but does not have the appropriate assessor competencies or demonstrated equivalent competencies they may co-assess with an assessor who has these competencies.
- The subject matter expert gathers evidence of the competence, which contributes to the assessment judgements by the assessor.
- The assessor's role is to ensure that the assessment methodology used by the subject matter expert is consistent with Training Package requirements.



- Together they make a decision that the principles of assessment were met and that the rules of evidence were met and together make a determination of competence.
- The responsibilities of the assessor and the subject matter expert are clearly defined and co-assessment arrangements and implementation of these arrangements are recorded to demonstrate that NQC requirements are met.
- Australian Academy of Trades will check for any additional conditions required by licensing authorities.

## **7. Directly supervising**

- Where a trainer does not have the appropriate training competencies or demonstrated equivalent competencies they must be under the direct supervision of someone who does.
- The supervising trainer provides regular guidance, support and direction, and monitors the training. Although it is not necessary for the supervising trainer to be present during all training delivery, he or she is accountable for the training delivered by the supervised trainer. The level and type of supervision is agreed between the supervising trainer and the trainer.

## **8. Examples of direct supervision should include a combination of some of the following:**

- Providing input to the preparation for training, including planning sessions
- Discussing strategies to support specific learners
- Assisting the trainer to locate appropriate resources
- Observing training sessions and providing feedback
- Debriefing the trainer after training sessions
- Providing regular support, guidance and monitoring.

Australian Academy of Trades will check for any additional conditions required by licensing authorities.

## **9. Continuously developing the competencies of trainers and assessors**

The purpose of reviewing and developing the competencies of staff is to ensure that they have the skills and knowledge needed to continuously improve the training and assessment services they provide.

have a clear strategy in place so that all trainers and assessors:

- Understand the requirements of the VET environment and continue to develop this knowledge

- Continue to update their vocational skills and knowledge so that they are providing learning programs that are in line with current industry requirements and so that they are assessing to the standard required by industry
- Continue to improve the way in which they train and assess.

**10. Australian Academy of Trades will target opportunities for professional development by responding to:**

- Reviews of Training Packages/accredited courses
- Data collected from learners and other stakeholders
- Outcomes of training needs analyses
- Staff self-assessment or peer-assessment
- Changing industry requirements
- Information from regulatory bodies
- Outcomes of assessment validation activities.
- Evidence that trainers and assessors are maintaining and improving their competencies and
- knowledge of VET could include documentation of:
  - Their attendance at relevant professional development activities
  - Participation in networks, communities of practice or mentoring activities
  - Participation in industry release schemes
  - Personal development through reading of industry journals
  - Participation in projects with industry
  - Shadowing or working closely with other trainers and assessors

# **STANDARD 14 PERFORMANCE ASSESSMENT AND PROFESSIONAL DEVELOPMENT POLICY**

## **Performance assessment and professional development policy**

The Chief Executive Officer is responsible for the control and implementation of this policy.

The purpose of the policy is to support the ongoing professional development of all Australian Academy of Trades Instructional staff to ensure the maintenance of a high level of client service.

## **Performance assessment and professional development procedure**

### **Key performance indicators and professional development**

At the commencement of each calendar year each staff member, together with his/her Head of Department identifies tasks that are to be performed by the individual and agree on the indicators of satisfactory performance.

These performance indicators are documented and signed by both parties and kept for performance monitoring and review both during and at the end of the calendar year.

During those discussions, areas of professional development may be identified that will assist the staff member to meet and/or exceed their performance indicator. Where possible, the Chief Executive Officer is to facilitate such professional development and monitor each staff member's progress and performance.

## **Performance monitoring procedure**

The Chief Executive Officer monitors each staff member's performance in terms of the key performance indicators and compliance with Australian Academy of Trades's policies and procedures.

The Chief Executive Officer is to provide appropriate feedback to the staff member as to his/her performance at least once per twice annually. Where appropriate, performance indicators may be revised by agreement and/or additional professional development needs identified and actioned,

Where a staff member's performance is unsatisfactory the Chief Executive Officer is to counsel the individual about his/her performance. The details of this counselling process are to be recorded on the individual's file.

Further unsatisfactory performance is to be raised with the Chief Executive Officer and if further counselling does not result in satisfactory performance, other disciplinary **measures may be taken, including dismissal.**

## **Professional development procedure**

The following procedures apply to the recording and monitoring of the staff Professional Development requests and direction:

At interview the Manager is to record the intentions of the staff member on the Record of Interview

The Manager is to brief the staff member on the company's intentions with respect to Professional Development.

Managers are to monitor the staff and company requirements and ensure that staff are adequately trained and qualified to meet the changing nature of the industry and the legislative requirements.

Managers are to be pro-active in meeting the staff and company needs in this regard.

The Chief Executive Officer shall identify the training needs of Australian Academy of Trades staff.

The appraisal will be completed annually on each staff member and will identify future training requirements

- Australian Academy of Trades Operations Manual requirements;
- Contractual requirements;
- ASQA and CRICOS requirements - currency and certification;
- Company specific requirements;
- New procedures or equipment acquisition.

When training needs are identified, they shall be recorded on the Training Record Form until the training can be carried out.

The Chief Executive Officer shall be responsible to arrange appropriate training. The Chief Executive Officer shall be the authority to approve any training costs.

Staff are to be encouraged with regards to their professional development. Requests for training over and above the normal program are to be forwarded on Memo to the Chief Executive Officer with appropriate details and justification.

## **Facilities, equipment, learning, library resources, premises**

### **Resources- Australian Academy of Trades Personnel Procedure**

The Chief Executive Officer ensures that all personnel employed by Australian Academy of Trades to assist with Australian Academy of Trades's service delivery of courses are adequately trained in safety and procedures detailed within Australian Academy of Trades's manuals.

The Chief Executive Officer is authorised to arrange local contracts to provide equipment and personnel necessary to conduct each to course.

## **Intention to relocate premises standard 14.3**

The timeframe to notify the designated authority and enrolled students is 20 working days. Previously timeframes were referred to in weeks rather than working days. Defining time frames by working days has been changed throughout the National Code 2007.

All students who have been issued a CoE to study the designated course (**whether they have arrived in the country or not**) should be notified of the intention to relocate premises.

## STANDARD 15 CHANGES TO BUSINESS OWNERSHIP OR PREMISES POLICY

Australian Academy of Trades will advise the designated authority in writing of any prospective changes to the **ownership of the provider** and any prospective or actual changes to the high managerial agents within specified time limits.

Australian Academy of Trades will advise the designated authority of any prospective or actual change to the **high managerial agents** (as defined in Section 5 of the ESOS Act) of Australian Academy of Trades as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

Section 5 of the ESOS Act defines a **high managerial agent** of a provider as being an employee, agent or officer of the provider with duties of such responsibility that his or her conduct may fairly be assumed to represent the provider in relation to the business of providing courses.

Where the change of ownership does not result in a new legal entity, any new owners or managers will be subject to the 'fit and proper' test required under Section 9(6) of the ESOS Act.

The 'fit and proper' test is designed to identify any past behaviour of a provider or its associates which may impact on its suitability to be registered to provide education and training to overseas students. The ESOS Act has been amended to allow for the State Authority to apply the 'fit and proper' test at **any point** in a provider's registration.

Recent amendments to the ESOS Act:

- extend the application of the 'fit and proper' test to 'high managerial agents' of a provider;
- allow for the Minister to impose sanctions on a provider's registration, or for the State to automatically suspend a provider's registration where the provider is no longer found to be 'fit and proper'; and
- allow the Minister to impose sanctions against a provider where a high managerial agent is breaching, or has breached, the ESOS Act, its National Code, or a condition on the provider's registration.
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For further information about the legislative changes relating to the 'fit and proper' test, please read the [Fact Sheet – Fit and proper provisions](#).

**Note:** This standard deals with changes to the ownership or high managerial agents within a legal entity. If changes to the structure of the provider result in a new legal entity, the new entity must seek a new CRICOS registration.

Any change to the legal entity, regardless of how simple or straightforward the change may appear, constitutes provider default. While the course may continue to be offered at the same venue, with the same curriculum and instructors, the change in legal entity and corresponding change in CRICOS registration have the same effect as the provider ceasing to provide the course.

## APPENDIX - OBLIGATIONS UNDER ESOS

### AUSTRALIAN ACADEMY OF TRADES PTY LTD

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AUSTRALIA

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CRICOS PROVIDER CODE: 02726A

RTO CODE: 41174

## SECTION 19

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### Giving information about accepted students

#### Reference and Legislation

- Education Services for Overseas Students Act 2000  
Act No.164 of 2000 as amended
- National Code of Practice for Providers of Education and Training to Overseas Students 2007 and accompanying Explanatory Guide

### Student Course Variations

**This Policy relates directly to Section 19(1) (c) and (d) of the Education Services for Overseas Students Act 2000.**

Australian Academy of Trades Pty Ltd will provide information about accepted students within the prescribed time allocation of 14 days where practicable. However, to ensure procedural fairness to all students, Australian Academy of Trades will endeavour to collect information to enable Australian Academy of Trades's delegated Officers to accurately report student activity, to reflect the intention of the objectives of the National Code 2007, with particular reference to Section 3.1.c.i. of the National Code Framework that protects the interests of overseas students by *ensuring that appropriate consumer protection mechanisms exist*.

Australian Academy of Trades College recognises that the intention of the National Code 2007 is to support the ESOS framework (3.1.a.) and to (3.1.d) *support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government*.

Australian Academy of Trades College understands and applies the rules, regulations and obligations as a registered provider set out in the ESOS Act and the ESOS regulations, coupled with the practical application of operating within and maintaining

the integrity of the National Code 2007, in *ensuring that student welfare and support services for overseas students meet nationally consistent standards (3.1.c.ii.)*

### **Course Duration**

Australian Academy of Trades is permitted to create new CoEs when adding a student course variation (SCV) for an existing student if the following reasons apply (Section 19 (1) (e)):

- Student requests change to existing enrolment, e.g. an extension of the same course, which always requires the creation of a new CoE; and
- Deferring/Suspending enrolment – when the existing CoE is cancelled due to the end date being affected and the provider selects the option to create a new CoE.

### **Cessation of Studies**

- i. If student has been on an approved Leave of Absence and does not return to Australian Academy of Trades College when expected, Australian Academy of Trades College will try to contact the student by telephone or email within two (2) working days, to identify when they intend to return to study and ascertain if they have compassionate or compelling circumstances to support their absence. Students will be offered support and counselling in parallel with reminding them of their obligations to attend scheduled classes, in observance of student visa obligations.
- ii. If the student does not respond to the Admissions Department within 10 working days of the scheduled return date to study, then the student's enrolment in the current term will be withdrawn and the Registrar will report the student as Cessation of Studies under Section 19(1) of the ESOS Act within 14 days of the event specified.
- iii. While (i) and (ii) as above are being observed, Australian Academy of Trades's Attendance Monitoring and Reporting policies will be enforced.
- iv. If the student wishes to return to study in the future they must apply to International Admissions.

### **Termination of Studies**

- i. Australian Academy of Trades College will report *any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed* within 14 days after the event occurred.
- ii. Australian Academy of Trades College will notify the Secretary within 14 days of the events occurring as specified below:
  - The student completes the course before the proposed end date of the CoE;
  - The student terminates their studies before course completion by notifying the College of their intention to withdraw their enrolment from Australian Academy of Trades College;

### **Non-Commencement of Studies**

- i. Australian Academy of Trades College will report any student to the Secretary within 14 days, who did not commence their course on the proposed CoE commencement date;

## Changes to Accepted Students Details

- i. Changes to identity or duration of any accepted student's course

### Appendix

Australian Academy of Trades recognises its obligations under Section 19 (1) (d) to give information about accepted students to the Secretary within 14 days after the event specified below:

- (d) *any termination of an accepted student's studies (whether as a result of action by the student or the provider or otherwise) before the student's course is completed.*

Australian Academy of Trades's robust attendance monitoring policies ensure that all students are reported within the 14 day period routinely as part of this process. However, whilst Australian Academy of Trades deems when the event specified occurred based on the information collected through attendance monitoring, the PRISMS system requires that the date of the event specified occurred on the last day of attendance. Given the Australian Academy of Trades recognises that students are consumers and natural justice processes provide for students to be accorded procedural fairness routinely, in the case of students not returning to Australian Academy of Trades to continue studies following a designated holiday period or approved leave period, Australian Academy of Trades can only report to the Secretary accurately, once the information relating to a student's cessation of studies has been confirmed. This confirmation date of the specified event will conflict with the last date of attendance as requested by the PRISMS system.

In light of the above more common case scenario, Australian Academy of Trades Pty Ltd is unsure how to ensure its general obligations under Section 19(1) (d) on this basis without denying students their right to consumer protection laws. Australian Academy of Trades College will welcome any guidelines offered by the ESOS Compliance and Provider Support Unit in this regard.

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