

AAA Swiss Training Pty Ltd  
4/94 Foster Street  
Dandenong, Victoria 3175  
Phone: 02 8859-2459  
Email: info@aaaswiss.edu.au  
RTO No.: 40935



# **AAA SWISS TRAINING**

## **Pty Ltd**

### **STUDENT HANDBOOK**

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## ***Disclaimer***

*While every effort has been made to ensure that the information in this publication is correct at the time of printing, AAA Swiss Training Pty Ltd reserves the right to make changes at any time in order to meet educational requirements and standards. Any changes will be notified to students as they occur.*

*This Student Handbook should be read in conjunction with the current Prospectus, the Course Guidelines relating to the course you are enrolled in, and any other publicity material applicable to your programme at the time of enrolment.*

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## Introduction

Welcome to AAA Swiss Training.

The purpose of this handbook is to assist you as a student, to become a valued member of the College. We want to ensure that you are provided with vital information that will guide you through your time at AAA Swiss. It is of prime importance that you read and understand all the content of this Handbook from general information to confirmation of enrolment and finally graduation.

This handbook outlines policies and procedures that govern the professional operation of AAA Swiss. Students are required to comply with the published rules and policies of the College with regard to attendance, academic progress, the standard of dress, health and safety, and behaviour.

The Handbook should be read in conjunction with the latest version of the College brochure, which you may have received when you approached to apply for enrolment information.

A copy of AAA Swiss brochure is available on request for a reference.

Information can also be obtained from the Department of Education ([www.education.gov.au](http://www.education.gov.au)).

If you need a personal copy, please request one from reception and an electronic copy will be emailed to you.

If you need any assistance or further clarification, kindly contact the administration or any other relevant staff. We will be happy to assist you.

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## Message from the CEO

It is my pleasure to welcome you to AAA Swiss Training Pty Ltd.

We understand that your decision to study with us is a very important phase in building your career. We will take utmost care to support your learning needs so that your time with us is safe, productive and enjoyable. We will work hard in providing you assistance and guidance so that you gain the maximum benefit from studying with us.

The programs we offer at AAA Swiss are specifically designed to meet the increasing demands for skills in the Australian Business and Trade industry and are complemented by our friendly and enjoyable learning lifestyle.

If you have any queries or concerns whilst you are a student of AAA, please do not hesitate to discuss them with any of the AAA staff.

Once again, I welcome you to AAA Swiss Training Pty Ltd!

Lena El Daghl

### **Chief Executive Officer**

AAA Swiss Training Pty Ltd  
Level 3, 398 Chapel Rd  
Bankstown , NSW, 2200  
Phone: 02 8859-2459  
Email: info@aaaswiss.edu.au  
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## Mission Statement

AAA Swiss Training Pty Ltd has the vision to be recognised as one of the premier vocational providers of Domestic education and training in Australia. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment.

## Goals & Objectives

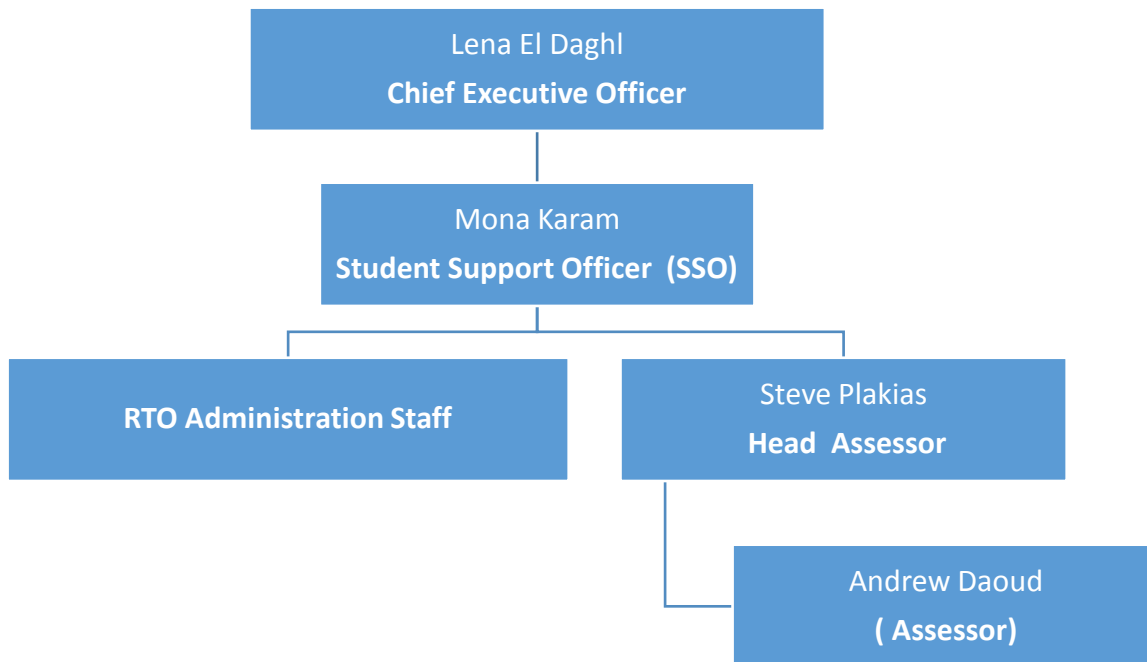
AAA Swiss Training is a private organisation committed to providing quality education and training for the students in the most effective and professional manner. Our objective is to strive to offer flexible and affordable training and education programs ensuring the longevity of our college through repeat and referral business. AAA Swiss has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of training services.

AAA Swiss values:

- A commitment to excellence in learning, teaching and promoting learning as an enjoyable, lifelong activity.
- The importance of academic, physical, social, emotional, moral and spiritual development of each student.
- Commitment to the respect and recognition of people as our most valuable asset
- Supportive environment where all persons on campus are treated fairly and respectfully
- Attractive physical environment, which enhances effective teaching and learning.



## Organisational Chart



## Important contact details for Domestic Students

Information required on	Source	Contact details
AAA Swiss Emergency Contacts	Lena El Daghl CEO	0419 602 031
	Mona Karam–Student Support Officer.	02 8859 -2459
Emergency – Police / Fire / Ambulance/ Floods and Storms	NSW State Emergency Service	<a href="http://www.ses.nsw.gov.au">http://www.ses.nsw.gov.au</a> Dial '000' in the case of emergency. For Floods and Storm Dial 132 500
Standard for RTOs / ESOS Act	ASQA	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a> <a href="http://www.legislation.nsw.gov.au">http://www.legislation.nsw.gov.au</a>

		Postal address GPO Box 9928, Melbourne, VIC, 3001 Office Address Level 10 255 Elizabeth Street, NSW 2000 Ph: 1300 701 801
Tax File Number (TFN)	Australian Taxation Office (ATO)	<a href="http://www.ato.gov.au/">http://www.ato.gov.au/</a>
Dispute resolution and Mediation Services	Resolution Institute	Level 1, 13-15 Bridge Street Sydney, NSW, 2000 Telephone: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733 Free call: 1800 651 650 Email: <a href="mailto:infoaus@resolution.institute">infoaus@resolution.institute</a> <a href="https://www.resolution.institute/">https://www.resolution.institute/</a>
National Training Complaints Hotline	Department of Education and Training	Phone: 13 38 73 (Monday- Friday 6 am to 6 pm) Email: <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>
Information on Renting Real Estate Agents	NSW Office of Fair Trading Domain	<a href="https://www.nsw.gov.au/law/fair-trading/">https://www.nsw.gov.au/law/fair-trading/</a> <a href="http://www.domain.com.au">www.domain.com.au</a>
Employment Writing Applications & Resumes	Seek My Career	<a href="http://www.seek.com.au">www.seek.com.au</a> <a href="http://www.mycareer.com.au">www.mycareer.com.au</a>
Transport	Rail, Buses and Ferries	<a href="http://www.transportnsw.info">www.transportnsw.info</a>
General Information	Yellow Pages	<a href="http://www.yellowpages.com.au/">http://www.yellowpages.com.au/</a>
Taxi Information	Legion Cabs  Premier Cabs	13 14 51  13 10 17
Driving license / Vehicle Registration	Service NSW	<a href="http://www.service.nsw.gov.au/">www.service.nsw.gov.au/</a>

Professional Counselling Services	DV Connect Phone counselling	Women's line: 1800 811 811 Men's line: 1800 600 636 <a href="http://www.dvconnect.org">http://www.dvconnect.org</a>
	Sexual Assault Helpline	7.30am to 11.30pm, 7 days a week, on: 1800 010 120.
Disability Services	Wesley Mission National	Wesley Mission <a href="http://www.wesleymission.org.au/">http://www.wesleymission.org.au/</a> Ph: (02) 9263 5555 Fax: (02) 9264 4681
	Disability Services, NSW	National Disability Services, <a href="https://www.nds.org.au">https://www.nds.org.au</a> PO BOX 20637 World Square NSW 2002 Ph: 02 9256 3111 Fax: 02 9256 3123 Email: <a href="mailto:ndsnsw@nds.org.au">ndsnsw@nds.org.au</a>
Legal Services	Legal Aid	Help over the phone call Main phone line: 1300 651 188 Indigenous information line: 1300 650 143 International callers: +61 7 3238 3444 <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>
Bullying	Antidiscrimination Commission NSW	PH: 02 9268 5544 E-Mail: <a href="mailto:adbcontact@justice.nsw.gov.au">adbcontact@justice.nsw.gov.au</a> Website: <a href="http://www.antidiscrimination.justice.nsw.gov.au/">http://www.antidiscrimination.justice.nsw.gov.au/</a> Parramatta Justice Precinct 160 Marsden St Parramatta NSW 2124
Workplace Health and Safety	Work Cover NSW	13 10 50 <a href="https://www.workcover.nsw.gov.au">https://www.workcover.nsw.gov.au</a>

Family Assistance & Child Assistance	Relationship Australia	Relationship Australia <a href="http://www.relationships.com.au/">http://www.relationships.com.au/</a> Ph: 1300 364 277 Kids Help Line - 1800 551 800
Pregnancy Help	Pregnancy Help Australia	1300 792 798
Domestic Violence	Domestic Violence NSW	DVNSW Phone: 1800 737 732 (24 hours, 7 days a week) <a href="mailto:admin@dvnsw.org.au">admin@dvnsw.org.au</a>
Drug and Alcohol	Alcohol and Drug Information Service (ADIS)  ADIS provides a free, 24 hour/7 day, counselling, information and referral service for anyone with concerns about their own or someone else's use of alcohol or other drugs. This is an anonymous and confidential  Australian Drug Foundation	Alcohol and Drug Information Service (ADIS) – Phone 1800 177 833  <a href="https://www.qld.gov.au/health/staying-healthy/atods/drug-abuse/help/index.html">https://www.qld.gov.au/health/staying-healthy/atods/drug-abuse/help/index.html</a>  Family Drug Support provides help for families to deal with alcohol and drug issues. Call 1300 368 186 (24 hours a day, 7 days a week).  <a href="http://www.fds.org.au/">http://www.fds.org.au/</a>
Gambling Helpline	Gamblers Anonymous	Gambling Helpline Ph: 1800 858 858
Mental Health Information	NSW Health	NSW Health Phone 02 9391 9000 <a href="https://www.health.nsw.gov.au/mentalhealth">https://www.health.nsw.gov.au/mentalhealth</a>
Postal / Courier	Post Office	<a href="http://auspost.com.au/">http://auspost.com.au/</a>

## Code of Practice

### *Administration*

AAA Swiss Training will ensure, through a continuous review process that quality policies and management practices are implemented, resulting in the maintenance of high professional standards in the delivery of VET services, which safeguard the interest and welfare of students.

AAA Swiss will maintain a learning environment that is conducive to the success of students by providing modern and up to date training resources, providing high-quality facilities and methods that are appropriate to the training needs of the students.

AAA Swiss Training ensures all training and assessment programs are registered with the appropriate state and national registers.

AAA Swiss academic staff will collaborate with student services staff to ensure that all students enrolled will be monitored and assessed on their performance and progress.

AAA Swiss will employ appropriately qualified staff, providing adequate professional development for maintaining up to date qualifications and will ensure staff is sensitive to the culture of the students being taught.

AAA Swiss will maintain flexibility in its operations and functions ensuring appropriate responses to the changing education needs of the student community are met.

### *Dissemination of information*

AAA Swiss will ensure its entire staff and student body have accurate and current information regarding policies and procedures affecting their stay with the College.

The Management will ensure that these policies and procedures are circulated, understood and implemented consistently throughout AAA Swiss.

AAA Swiss will ensure that all staffs are provided with information about current legislation and regulatory requirements that significantly affect their duties.

AAA Swiss will ensure that all its students are provided with information about current legislation and regulatory requirements that significantly affect their participation in VET.

AAA Swiss will ensure that each student is provided clear information, prior to enrollment, about:

- Selection, enrolment and induction/orientation procedures
- Program information, including content and vocational outcomes
- Fees and charges, including refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support the RTO has arranged for clients
- Flexible learning and assessment procedures

- Counselling and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity as provided for in the ICA's code of practice or similar document, and
- Recognition of Prior Learning (RPL) arrangements (if required).

AAA Swiss's Policies and Procedures document, current legislation and regulatory requirements shall be readily accessible and visible at all times for immediate access by AAA staff and students. Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. These documents will be available with the receptionist in electronic copy and emailed to any interested individual.

Any changes and/or updates made to the existing AAA Swiss Policies and Procedures due to organisational and legislative purposes shall be disseminated and be made available to all ICA staff and students by anyone, or any combination of the methods outlined below.

AAA Swiss Policies and Procedures, current legislation and regulatory requirements shall be informed to any new recruit through:

- handbooks
- circulating memos
- notice boards
- emails
- meetings
- counselling programs

## **AAA Swiss Code of Conduct**

### ***Privacy - Student Personal Information***

AAA Swiss will collect information from the student at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. The student's personal information is stored securely, and only authorised AAA staff has access to the information.

AAA Swiss will manage the student's personal information according to the Commonwealth Privacy Act and its Information Privacy Principles, and the NSW Government's Privacy and Personal Information Protection Act 1998 (PPIP Act). The student may request access at any time to information AAA Swiss holds about them and ask AAA to correct it, if the student believes the information is inaccurate, incomplete or out of date. The student's personal information may be disclosed to Commonwealth and State Government Agencies. In these circumstances, the minimum amount of information required or requested will be disclosed. In the interest of privacy of individuals/organisation, only authorised AAA staff will have access to the student's information.

In accordance with the Information Privacy Principles, no further access to the student's enrolment information will be provided to any other organisation or persons without the student's written consent unless authorised or required by law.

The student's right to privacy is important to AAA Swiss and all personal information collected about the student is treated as confidential.

### ***Anti-Discrimination***

Discrimination means treating someone unfairly because they belong to a particular group of race, sex, marital status, physical ability, age, political conviction or religious beliefs.

AAA Swiss takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on AAA Swiss premises complies with the NSW Government's Anti-Discrimination Act 1977.

It is against the law and action will be taken against those in breach of Anti-Discrimination laws. Any matters in relation to discrimination must be reported to the Chief Executive Officer.

Further information can be obtained by phoning the ***Anti-Discrimination Board*** on ***1300 130 670***.

### ***Equal opportunity***

AAA Swiss integrates equal opportunity and affirmative action principles into all decisions and operations. AAA Swiss is committed to the examination of all its practices, as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious beliefs.

AAA Swiss is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any AAA Swiss staff/student who feels that they have been discriminated against is free to discuss the matter with the Chief Executive Officer.

AAA Swiss's Access and Equity Policy is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in training,
- Equality of outcome within training for all students without discrimination, AAA Swiss will apply the following rules in support of access and equity. All students will be:
  - a) Given fair and reasonable opportunity to participate in relevant decision-making processes,
  - b) Provided with timely and appropriate information, advice and support services which assist students in identifying and achieving their desired outcomes, and
  - c) Allocate resources and services.

### ***Harassment***

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.



If a student considers that they have been harassed, the student should let the person know that they object to such behaviour and do not want it repeated. If the student does not feel comfortable talking to the person or the person continues with their behaviour, the student should speak to their trainer or any other AAA Swiss staff member.

All complaints/discussions are treated as confidential. The student also has the right to lodge a formal complaint of misconduct against the person harassing them or can discuss the matter without making a formal complaint.

### ***Sex-based harassment / Victimisation / Bullying***

AAA Swiss understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

AAA Swiss does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by staff or other students. This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

AAA Swiss will ensure that this policy is implemented, and AAA Swiss will treat any complaint of sex-based harassment/victimisation/bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially.

Examples of sexual harassment include but are not restricted to:

- Distribution or display of offensive pictures or written material;
- Repeated unwelcome requests for social outings or dates;
- Offensive comments about a person's appearance, dress or private life;
- Unsolicited comments, messages or telephone calls of a sexual nature;
- Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity.

Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of the AAA Swiss staff.

### ***Victimisation***

Victimisation is threatening or harassing a person because they;

- Have made a complaint or intend to make a complaint
- Are acting as a witness or intend to act as a witness
- Are supporting a victim or intend to support a victim

AAA Swiss does not allow victimisation of staff by other staff, students or other workplace participants nor does it allow victimisation of students by staff or other students.

### ***Bullying***

Bullying is the inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at any AAA Swiss Campus.



Examples of bullying include;

- Verbal / Physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- 'Mucking about' that goes too far
- Harassment or any form of discrimination based on disability, gender, race or religion.

## Misconduct

Student misconduct includes:

1. Academic misconduct, and
2. Behavioural misconduct.

### ***Academic Misconduct: Cheating, Plagiarism and Collusion***

Academic misconduct is a very serious offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment.
- Failing the competency
- In some cases, expulsion

Note: A student may, at the discretion of AAA Swiss, be given the opportunity to re-sit an assessment. Students need to have at least a minimum of 80% attendance and above to be given an opportunity for a re-assessment.

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the trainer.
- Obtaining information about an examination before it is held, except for information provided to all the class by the trainer.
- Copying from another student's examination paper.
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.
- Using any sources of information during an examination or assessment that has not been agreed to by the trainer.
- Substituting for another student to take an examination (vice versa).

- A student giving their password to another student thus enabling that student to log on and undertake any academic activity, including assessment. (vice versa)
- Working with other students to produce work in groups that have not been agreed to by the trainer.
- Making up or falsifying data in experiments or other research.
- Altering the record of any grade or result.
- Giving untrue information in order to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving AAA Swiss staff members money or any other benefit as a means of influencing them or their decisions.
- Handing in someone else's work as your own. This includes anything that the student may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement
- Using or developing another person's ideas without acknowledging them
- Using the work of other students (with or without their permission) and claiming it as your own.

A student should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:

- If a trainer believes that a student is involved in academic misconduct, the student will be informed.
- The matter will be referred to the Manager of Student Services for appropriate action.

### ***Behavioural Misconduct***

Behavioural misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document or impair the reasonable freedom of other student/staff to pursue their studies/work and participate in activities at AAA Swiss Training.

Examples of behavioural misconduct include but are not limited to:

- failure to comply with any AAA Swiss guidelines;
- breaches of any AAA Swiss policy, including but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources;
- stealing, destroying, impairing the accessibility of, or defacing any part of AAA Swiss;
- refusing or failing to identify oneself truthfully
- failure to comply with any lawful order that was given by AAA Swiss staff to ensure the safety of any person and the orderly conduct of learning programs and other activities at AAA Swiss;
- any act or failure to act that endangers the safety or health of any other person;
- actions that impair any persons' participation in AAA Swiss activity or, by act or omission disrupts the peace or good order of AAA Swiss;
- conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within AAA Swiss;
- acting in a way that causes students or staff or other persons within AAA Swiss to fear for their personal safety;
- assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well-being;

- being under the influence of prohibited drugs and/or substances including alcohol while on AAA Swiss premises or while participating in AAA Swiss related activity
- Unauthorised possession of a weapon on AAA Swiss premises or while participating in AAA Swiss related activity.

## Reporting Discrimination, Sexual Harassment, Victimisation & Bullying

- All students & staff should report an incident of concern to the Manager of Student Services. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and the institution will ensure any person making a report is protected from victimisation.
- If you wish to make a complaint about any of these behaviours at AAA Swiss please contact the Manager of Student Services in the first instance. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. Students do not have to put up with discrimination, sexual harassment or victimisation.
- AAA Swiss will follow up any report discreetly and will undertake an appropriate investigation.
- If the report is verified, the school will view the matter seriously and will take appropriate action, which may include penalty and counselling (AAA Swiss will assist the student/staff to appropriate and professional counselling services)
- If the complainant is dissatisfied with the action taken, then recourse may be through first following AAA Swiss's internal student complaint/appeal procedure and if still dissatisfied by contacting the following organisations:

### *Anti-Discrimination Board of NSW*

Level 7, 10 Valentine Ave Parramatta NSW 2150

Telephone: 02 9268 5555

Email:

Complaint information – [complaintsadb@justice.nsw.gov.au](mailto:complaintsadb@justice.nsw.gov.au)

General - [adbcontact@justice.nsw.gov.au](mailto:adbcontact@justice.nsw.gov.au)

Website: <http://www.antidiscrimination.nsw.gov.au>

## Anti-Discrimination

AAA Swiss takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on AAA Swiss's premises complies with the NSW Government's Anti-Discrimination Act 1977. Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Chief Executive Officer.

Further information can be obtained by phoning the **Anti-Discrimination Board of NSW** on 02 92685544.

## Fair Treatment and Equal Benefits and Opportunity Policy

AAA Swiss Training Pty Ltd will treat fairly all of its students and all prospective students seeking to enrol with the College, (Please ask reception staff for details Fair Treatment and Equal Benefits and Opportunity Policy).

## Consequences of Misconduct

AAA Swiss staff may in respect to any misconduct committed by a student immediately suspend the student from AAA Swiss for a determined period of time.

If a suspension action is taken the AAA Swiss staff shall:

- Advise the designated Manager immediately
- Provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct.

The student has five working days to make oral or written representations regarding the alleged incident of misconduct.

If required, following the receipt of advice from the Trainer, the Manager may review the circumstances and may:

- Determine further appropriate action;
- Suspend or exclude the student from AAA Swiss for a specified period of time; or
- Expel the student.

The student must be informed of their right to appeal the decision.

Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.

## Misconduct Appeals

If the student has been found guilty of misconduct, the student can appeal the decision or the decision process in writing to the Chief Executive Officer.

- A date for a review meeting will be set as quickly as possible and the student will be notified of the time, date and venue in writing.
- If required, AAA Swiss will provide an interpreter or the student may bring a support person to assist them during the meeting.
- If the student does not attend the meeting or provide a written submission, the CEO may assess the matter and where necessary impose a penalty.
- The CEO/Manager will advise the student in writing of the decision within two working days of the meeting concluding.
- The decision of the CEO will be deemed final.

## VET Quality Framework

The National Vocational Education and Training Regulator Act 2011 provide the legislative instruments for the VET Quality Framework regulated by the Australian Skills Quality Authority ASQA. As the national regulator for the vocational education and training (VET) sector, ASQA seeks to make sure that the sector's quality is maintained through the effective regulation of providers and accredited courses:

<http://www.asqa.gov.au>

AAA Swiss Training Pty Ltd is a registered Training Organisation (RTO) operating under the VET Quality Framework.

The VET Quality framework consists of:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements, and
- The Australian Qualifications Framework.

## FEE AND PAYMENT TERMS AND CONDITIONS

AAA Swiss Training encourages all potential students to read the following payment related information carefully before enrolling to the course.

### **Cooling off Period:**

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the CEO (a letter or email is acceptable) within 10 business days of enrolment, without attracting a cancellation fee, unless the student has already commenced the training or the assessment process.

## Marketing and Agents

AAA Swiss markets and advertises its products and services with integrity and accuracy and in an ethical manner. AAA Swiss markets its courses directly and through recruitment agents with a formal written agreement.

### ***Accurate and Clear Marketing***

- AAA Swiss agrees to accurately represent training products and services to prospective clients.
- Where advertisements refer to AAA Swiss's RTO status, the products and services covered by the organisation's scope of registration will be clearly identified. AQF qualifications will only be advertised if AAA Swiss has them on the scope.
- Advertisements utilised by AAA Swiss will identify nationally recognised (NRT) products separately from training and assessment programs recognised by other bodies or without recognised status.
- Logos will only be used in advertising materials as per guidelines provided by the appropriate bodies.
- The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by AAA Swiss will comply with the names/titles as endorsed by the appropriate bodies.
- AAA Swiss or its agents with a formal agreement offer no guarantee a learner will successfully complete a training program
- AAA Swiss RTO code number is included in all marketing material, including that of agents or third parties with a formal agreement.

### ***Agent Selection***

The CEO is responsible for agent selection, management and review.

### ***Selection procedure***

- When an agent makes an application to represent AAA Swiss, the CEO will review the profile of the agent
- The CEO will request 2 references and conduct reference checks.
- If satisfied, the CEO will forward AAA Swiss's agent agreement copy for reference to the prospective agent.
- The agreement includes the requirement of the agent to co-operate fully with the Australian Skills Quality Authority (ASQA) if required (SRTO 8).
- Once approved the agent will sign 2 copies and send it to the CEO. The

CEO will sign a copy of the agent's record.

## ***Agent monitoring and review***

All applications received from agents will be reviewed on a case-to-case basis to verify if all admission requirements are being met according to AAA Swiss's Student selection process.

The Manager will be responsible for agent reviews. As part of the role, Manager will conduct reviews at scheduled intervals.

## ***Procedure***

AAA Swiss will review its agent contracts and operations every 6 months, unless:

- They apply to renew or amend their contract before the scheduled renewal date
- AAA Swiss has continuous rejection of student applications failing to meet AAA Swiss's entry requirements
- Following a complaint to AAA about an agent from any government agency or student, regarding unethical or criminal behaviour.
- Engaged in dishonest practices
- Engage in false or misleading recruitment practices

AAA Swiss will assess if the agent is compliant with AAA Swiss's policies and with SRTTO 2015 Clauses 2.3-2.4, 4.1, and 5.

- AAA Swiss will train (if new) and update agents and recruitment staff with regards to all its programs, admission requirements.
- Monitoring of agents will occur on an ongoing basis such as through student induction and enrolment feedback
- The CEO will complete an agent review report once a review is completed.
- If the review report requires further actions, the Manager will complete a Corrective Action Report (CAR) for the specific agent.

## **Marketing Practices**

No false or misleading comparisons shall be drawn with any other provider or their training and assessment programs. AAA Swiss will not make any inaccurate claims of association with any other provider or organisation or give inaccurate advice as to acceptance into another training and assessment program.

- AAA Swiss will always gain participant's permission before using information about that individual in any marketing materials. This is in line with the access and equity policy of the organisation.
- The dignity and privacy of an individual will be respected at all times.
- Respect will be given to the confidentiality of information acquired during the course of operation of the organisation.
- A participant's permission will be gained before AAA Swiss can use information about that individual in any marketing materials. Staff members will ensure conformity to all relevant privacy legislation.



## Process for seeking permission from person or organisation

AAA Swiss Training will maintain ethical standards at all times within its marketing activities. To seek permission from any student, the principal will be responsible for executing this role. Student's testimonials can be used for any form of marketing and PR purposes.

The Manager will contact the party via telephone, email or in person to request for a testimonial. The Manager will explain the testimonial request and give all detail with regards to the time, place, audience, reason and plan for using the testimonial.

The manager will then provide a "Student Testimonial form" for the client to fill in and authorise its use. Manager will ensure that the testimonial is solely used for the purpose as explained to the client.

## Student Support Services

AAA Swiss has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact any of the staff. Our staff members are always happy to help you whenever possible. Please take advantage of the support facilities available before any problems become an issue, so that you may have a happy and rewarding experience while you are studying at AAA Swiss Training.

## Student Enrolment Policy

This policy outlines the ways in which suitability of a course is assessed for an applicant and how reasonable adjustments are made to aid in the academic goals of the student.

## Entry Requirements Policy

AAA Swiss has in place the following generic entry requirements to ensure that successful applicants have every opportunity to complete their chosen program of study.

AAA Swiss does have some common course entry requirements; however individual qualifications may have specific criteria's depending on the training package requirements.

Generic Entry requirements for local students:

- 18 Years & Above
- Completed Year 12 or Equivalent
- If the student has not completed year 12 then the student must attempt the language literacy and numeracy test provided by the RTO and must score a skill level of 3 or above in the test.

## Student Engagement prior to Enrolment

Prior to accepting a student, or an intending student, for enrolment in a course, AAA Swiss will provide, in print or through an electronic copy or through its approved & authorised agent, current and accurate information regarding the following:



- 1) AAA Swiss will enter into a written agreement with the student, signed or otherwise accepted by that student via “Acceptance of Offer”, concurrently with or prior to accepting course money from the student. The agreement will:
  - a) Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
  - b) Provide an itemised list of course fees to the student;
  - c) Provide information in relation to refunds of course fees;
  - d) 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. This information includes personal and contact details, course enrolment details and changes.
- 2) 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.
- 3) The course also has a pre-training review / LLN test that aims to confirm the applicant’s knowledge in the course field.
- 4) The course content and duration, a qualification offered if applicable, modes of study and assessment methods.
- 5) Campus locations and a general description of facilities, equipment, and learning and library resources available to students.
- 6) Details of any arrangements with another registered provider, person or business to provide the course or part of the course.
- 7) Information about the grounds by which the student’s enrolment may be withdrawn or cancelled.

## **Application Selection and Assessment**

AAA Swiss will ensure that the student’s qualifications, experience and LLN (language, literacy and numeracy) proficiency are appropriate for the course in which enrolment is sought and that the mentioned qualifications, experience and proficiency are assessed by the Student Admissions team for the following standards:

- Has the student recently worked in the industry?
- Does the student have any vocational experience relevant to the course they are choosing to study?
- What is the highest level of study achieved by the student?
- What has previous course studies the student completed?
- Is the student aware of all the conditions of their enrolment (e.g. AAA Swiss’s refund policy, RPL/CT process/college rules/ costs)?
- Reviewing the student’s experience/studies to date: would the student be able to, or reasonably expected to, achieve results in the course they choose to study?
- Does the student have any special needs? If yes, what does AAA Swiss need to do in order to support this student?
- Does the student have suitable Language, Literacy and Numeracy skills for the course they are choosing?
- Does the course the student is choosing to study have any pre-requisites? If so, has the student completed them? Or, what is the strategy for the student to complete the pre-requisites prior to the course?

## Pre-Training Skills & Knowledge Review

Prior to the enrolment process, students are required to complete a pre-training review, which aims to confirm an individual's previous education. The review is designed to determine if AAA Swiss needs to deploy additional resources (support classes) to accommodate any student's learning needs and offer equal learning opportunities to all.

AAA Swiss management understands that students must be aware of pre-entry requirements applicable to their chosen course. AAA Swiss as an education provider also understands the importance of setting entry requirements that ensure the quality of course delivery to all students.

If a student can prove or can provide an official academic transcript/statement of attainment/qualification that demonstrates the student has completed or has previously studied related units of competency; then a student can directly enrol into their chosen course. If a student is unable to demonstrate the above, the student will be required to complete a pre-training review prior to requesting an offer letter.

## Pre-training Review

The pre-training based reviews are supervised and marked by a qualified staff member at AAA Swiss. The review consists of questions based on the course the student is wishing to commence.

Prior to the pre-training review, the staff member will outline the course entry requirements to the student via website and student handbook.

- Applications for enrolment at AAA Swiss are checked against the policy requirements.
- If the applicant is deemed to require pre-training review, then the student will have the reasons for the review explained to them before its commencement by AAA Swiss/ Approved agent.
- The applicant is provided with a copy of the review, either physical or online via the AAA Swiss website to complete in the allocated time.
- Trainers/Administration team will document the outcome of the review in order to ascertain the applicant's capabilities.
- Students are informed if they meet the entry requirements or of their options if they do not meet the course entry requirements.
- Where a student has not met the requirement for their desired course, the applicant will be notified in writing of their test/review result. The enrolment process will cease. The student may choose to apply for a lower level course.

AAA Swiss's Students' Admission Team will retain the results of the pre-training review on the student file. Where a student has met the requirement for an offer, the enrolment process will commence, including issuing an offer letter upon payment/enrolment.

Conditional offers may be issued which specify additional requirements/documentation that must be met by the applicant prior to their enrolment in the course of study.

Applicants will not be permitted to enrol unless they met the conditions stated in the offer letter.

AAA Swiss reserves the right to withdrawal course offers at any time. The decision to withdraw an offer may be based on the following grounds:

- There was insufficient or inaccurate information provided by the applicant or party acting on behalf of the applicant; or
- The information provided was questionable or misleading documentation was supplied;
- The eligibility requirements have changed; or
- At the discretion of AAA Swiss management.

Where a student has not met the requirements for their desired course, the applicant will be notified in writing of the result. The enrolment process may not commence but the student may choose to apply for a different course and re-attempt another pre-training review for a new course application.

### ***Procedure***

- An approved AAA Swiss agent or staff will explain to the student the need of a pre-training review before choosing to pursue a course.
- Students will be required to complete a pre-training review prior to being issued an offer letter. (if the pre-training review is completed online, the results will be emailed to the student).
- Trainers, Admin team / AAA Swiss Agent will document the outcome of the review.
- If special needs are identified, the Manager/ agent will discuss the options with the student.
- The Manager of Student Services will then discuss the strategies with the trainer/tutor and make arrangement for regular monitoring of student's performance via students' evaluation sheets and/or academic progress and performance.

In the event that a student needs access to language, literacy and numeracy skills training, AAA Swiss will make available a staff member with appropriate qualifications (Adult Teaching qualifications). AAA Swiss will dedicate at least 2 hours a week to teach students language, literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

If students with special needs are identified during the assessment of the application, Manager will discuss with the student how best to provide assistance with training and learning strategies (tutors, support classes).

## **Pre-Enrolment Procedures to Assess Student Eligibility**

The Chief Executive Officer is responsible for and will:

- Manage all direct student enrolments or enrolments via authorised agents,
- Ensure that a completed Pre-Training Review has been added to the student file.
- Ensure the enrolment form has been filled in; check student's ID(s), and any other required details,
- Assess all applications made to AAA Swiss and approve their eligibility,
  - a. If a student meets the selection criteria, they are given a COE and an Offer Letter.
  - b. Once all the required documents have been signed, a "Confirmation of Enrolment" is issued to the student.
- Ensure that student enrolment details are recorded on Manager of Student Services.
- Ensure that the student has a USI (Unique Student Identifier) number.

## Induction and Orientation program

### *Orientation program*

The orientation program is conducted for all new students arriving on campus at the beginning of the course. A briefing is conducted on the course outline. Information is given to students regarding student visa conditions, accommodation, overseas health cover, and use of information technology facilities within AAA Swiss. Students are also given a campus tour and are introduced to the academic and administrative staff.

#### **Orientation Schedule**

- Introduction & welcome
- Student registration form
- USI Number (Unique Student Identifier)
- Course information, timetable, learning & assessment strategies
- Student rights and obligations
- Complaints and appeals processes
- Learner needs survey
- Pre-training review
- Orientation feedback form
- Emergency evacuation directions & protocol
- Student ID Cards

AAA Swiss provides support services to its students. Manager of Student Services is appointed for the provision of support services to:

- Students
- Assist in the resolution of problems, which could impede in their studies.

### *USI Number help*

The USI system generates a unique student number which student's can use though out their studies in Australia. The USI allows access to a full range of study information fast and easy.

ICA Administration staff will request consent from the student to generate a USI for them or will record the students generated USI into ICA's student management system.

## Personal Counselling services

AAA Swiss offers professional counselling service to students/staff. The student counselling service is designed to assist students in dealing with a wide range of problems including managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organising study time and any other issue that may be upsetting the student.

If you require personal counselling services, please contact Manager of Student Services or the Campus Manager to make the necessary arrangements.

## Academic support

AAA Swiss Training offers academic support to students in addition to their regular scheduled lectures. To assist students in their assignments there are Assignment Referencing workshops to help prevent plagiarism.

Additional tutorial support is organised for students requiring academic assistance. Workshops are conducted for students with academic difficulties such as study skills, counselling, support and guidance is offered to students who have academic difficulties. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support. The course coordinator/s will then refer you to the respective staff that will then provide you with relevant assistance.

## Language, Literacy & Learner needs

AAA Swiss Training Pty Ltd has as part of its enrolment process the requirement for each student to complete a 'Learner needs questionnaire'. Once all the questionnaires have been collated, the data acquired allows AAA Swiss to set out the provisions for not only the requirements of standard learning resources such as IT equipment, books, software and facilities for students but also to further support our students where they have identified that they need support. (*Note: students may be also identified during the period of their study as well in the requirement of extra support*). In the case where a student identifies the need for extra support classes on the questionnaire or by the notice of trainers or by the results of assessments, AAA Swiss has a range of support services that enhance student learning. Students can easily choose to have extra support classes that help academic language support.

AAA Swiss also holds tutorial classes based on the subjects taught on-site. The tutorial classes with small class sizes make individual attention possible and ensure that what is learnt in lectures is put to practice and application. There is an emphasis on understanding practical applications as well as theories and models. Tutorial and assignment work involves real-world applications and questions.

### **Procedure**

1. During orientation, AAA Swiss representative (Manager of Student Services or the counsellor) will explain the need for the "Learner Needs survey" to the student
2. Students will complete it during the orientation session and hand it back to the person in charge
3. Manager of Student Services will analyse everyone and seek and special needs or requirement of any students
4. If any needs are addressed, the Manager of Student Services will further discuss (verbal) the needs of the concerned student and assess the need further to ascertain what training and learning strategies would be required
5. Manager of Student Services will then discuss the strategies with the trainer/tutor and make arrangement for regular monitoring of student's performance via student's evaluation sheet or academic progress and performance.
6. In the event that a student needs access to literacy and numeracy skills training, AAA Swiss will make available a staff member with appropriate qualifications (Adult Teaching qualifications). AAA Swiss will

dedicate at least 2 hours a week to teach students literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

## Study Progress and Support

AAA Swiss will maintain and monitor student's study progress throughout the duration of the qualification. AAA Swiss will put in place student support services to assist them in achieving the desired results where required.

Students making poor progress will be counselled and warned before they are directed to re-enrol into another course or have their enrolment cancelled. Students will not be given any extension at the end of the qualification if they have not completed all the required units of competencies unless compassionate or compelling circumstances have been documented.

Study support and intervention strategies include:

- a letter or email to the student;
- personal contact with the student by AAA Swiss Authorised staff members;

An intervention strategy can specify what additional support will be provided to students at risk of not making satisfactory course progress. Strategies for assisting students at risk could include, but are not limited to, the student:

- attending tutorial or study groups;
  - receiving individual case management;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - being placed in a suitable alternative subject within a course or a suitable alternative course;
- or
- a combination of the above and a reduction of course load.

1. An intervention strategy can include provisions for:
  - a. where appropriate, advising students on the suitability of the course in which they are enrolled;
  - b. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously been marked not yet competent (NYC), or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
  - c. advising students that poor course progress in a study period for a course could lead to the need for re-enrolment, as opportunities for extended assessment times are limited and assessed on an individual student need basis
2. At the end of each study period, student's progress will be reviewed. If a student is identified as making poor progress, study support strategies will be offered a/or an intervention strategy may be implemented.



3. If AAA Swiss staff members identify that a student is at risk of making poor course progress before the end of their study period, ICA may implement support or an intervention strategy as early as practicable.

## Student Responsibilities

### *Communication and interaction*

- When communicating, and interacting with AAA Swiss staff and other students in person, by letter, fax, telephone or email, the student has a responsibility to:
- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment)
- Respect and not damage or steal property of AAA Swiss or of other persons
- Not make false statements in regard to your student status or representation as a student or entitlements as a student.
- Ensure personal details such as your address is updated with AAA Swiss within 7 days.
- Pay all fees by the scheduled due date.

### *Studying*

#### **You should:**

- Attend all face-to-face classes on time
- Achieve satisfactory progress in your studies through participation and attendance as required
- Complete all assessment tasks by the due date (where a date is specified) or request for an extension of time.
- Complete all assessment tasks and examinations honestly (without cheating)

Not submit and claim as your own, work derived from another source or work done by another person

- Return or renew library resources or other borrowed materials and equipment on time as required.

## Computers and electronic resources

AAA Swiss Training Pty Ltd recognises that computing and electronic resources are a valuable source of learning. Students are encouraged to make use of these resources for purposes relating to study being undertaken. AAA Swiss computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources provided by the AAA Swiss. These resources include Internet, email, web browsing, website publication, chat and newsgroups (forums). It is the student's responsibility to adhere to the guidelines for appropriate use of computing and electronic resources. AAA Swiss reserves the right to:

- Moderate access to Internet services, including the filtering of websites
- Monitor and record all usage of its computer networks
- Access student e-mail accounts where it has been considered that there has been misuse of the email system
- Take disciplinary action where a breach of expected behaviour has occurred.

### ***Consequences of inappropriate use***

Where it is alleged that a student is inappropriately using facilities, AAA Swiss will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to the delegated AAA Swiss officer prior to any disciplinary action being taken.

Disciplinary action against students, who inappropriately use computing and electronic resources or breach any of the terms and conditions of AAA Swiss, may include but is not limited to:

- Suspended access to AAA Swiss's computing and network facilities, either indefinitely or for a specified period of time determined by the CEO or
- Legal action - illegal acts will be referred to the appropriate legal authority.

### ***Criminal Offences***

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- Downloading, uploading, copying, storing or distributing child pornography;
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal;
- Breach of copyright such as unlicensed copying of a computer program;
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs; and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

### ***Unlawful Use - Violations of State or Federal law***

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use;
- Accessing/downloading website materials/files or transmitting material that is defamatory;
- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material;



- Internet technologies must not be used to access or disseminate: use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred; or
- Discrimination based on age, race, religion, gender or sexual preference;
- Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet.

### ***Inappropriate Use***

Students should not use the computing and electronic resources provided by AAA Swiss that are not directly related to the study being undertaken.

The following are examples of inappropriate use of AAA Swiss Training Pty Ltd computing and electronic resources:

- Conducting private business for personal gain or profit, including fee-based or subscription services;
- Unauthorised downloading or storage of files and records, which are not for study purposes. (Downloading of Software [licensed, shareware, freeware, evaluation or otherwise] including system, application or data files may only occur when approved by AAA Swiss);
- Accessing of communication and information devices and services such as Internet relay chat, for non-study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason, the accessing of Internet chat sites is prohibited. Audio files, movie files and games are not to be played, installed onto computers or downloaded from the Internet;
- Using the Internet to gain unauthorised access to other computers;
- Unauthorised use of any password/mailbox is prohibited
- Failing to undertake security precautions when downloading files eg. checking for viruses. (Any use of the Internet should ensure that there is no possibility of transmission of viruses or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened to AAA Swiss Network Administrator);
- Gaining or attempting to gain access to another user's account or masquerade as another user;
- Attempting to intercept, download or electronically read another user's files, transmissions or electronic mail;
- Giving an unauthorised person, (either intentionally or negligently) passwords associated with access to the computing and networking facilities;
- Attempting to access any computer system or network without appropriate authority;
- Attempting to bypass system restrictions or security mechanisms;
- Attempting to change configuration files or settings;
- Intentionally damaging or destroying any computer systems or data, or developing or using programs for this purpose;
- Exceeding allocated host computer disk space;
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person.

In using the Internet, the privacy of others must be respected. Students should not:

- Use the computing and networking facilities to infringe on another person's right to privacy;
- Publish personal contact information about other people or include reference to others including names and pictures without their permission;
- Forward a message identified by the sender as private without the permission of the sender.

## Copyright

Students may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books.

For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. Students must comply with licenses for the use of intellectual property, including software. All software loaded on AAA Swiss's computers or provided by AAA Swiss are licensed and there is no permission to copy software unless permitted by the College. If you need further information about your copyright obligations, see the Australian Copyright Council website. <http://www.copyright.org.au>

## Dress Code

AAA Swiss Pty Ltd is an adult learning environment that prepares you for industry, as well as for further career-related training. Because of this, you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. While studying at the campus, you should:

- Be adequately clothed in accordance with occupational health and safety requirements.
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness.
- Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others.
- Not wear dark glasses in the classroom unless they are required for medical/safety reasons.

## AAA Swiss Training Environment

You are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to the trainer, or the college administration.
- Leaving classrooms neat and tidy after classes and tutorials.
- Not using or installing unlicensed software on college computers and checking all removable data storage devices for viruses before use on college computers.

## Gambling

Gambling is not permitted on campus. Any breach of this rule will result in immediate expulsion.

### ***Food and drink***

Food or drinks are not allowed in any area of AAA Swiss Campus other than the Student Common Room. Students found consuming food or drink in the PC labs, lecture/workshops or tutorial rooms may have their access suspended.

### ***Alcohol, Drugs and Weapons on Campus Premises***

You are not allowed on campus premises or to use college facilities when under the influence of alcohol. Consumption of alcohol on campus is prohibited.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on campus premises is against the law and will be reported to the police. If you are taking prescription medication, it is your responsibility to ensure that they do not affect your safety or the safety of others.

If you are on medication that may affect your ability to study, due to an accident or certain situation, then it is your responsibility to inform the campus manager of your current medical situation. If there is no prior communication, the strongest position will be taken by the campus manager.

You are not to bring knives, guns or other weapons onto the campus premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility.

### ***Safety***

The NSW Work Health & Safety Act 2011 applies to all staff and students of AAA Swiss. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

### ***Smoking***

Smoking is prohibited throughout the building including foyers, toilets and lifts.

## **Personal Information and Privacy Policy**

This policy outlines how the AAA Swiss uses and manages personal information provided to or collected by it. In collecting personal information AAA Swiss will comply with the privacy requirements of the *Higher Education Support Act 2003* and the information privacy principles set out in the *Privacy Act 1988 (amended 2012)*.

## **Personal Information Procedures**

AAA Swiss may, from time to time, review and update this policy to take account of new laws and technology, changes to AAA Swiss operations and practices and to make sure it remains appropriate to the changing of AAA Swiss environment. (Please ask reception staff for details of Procedure Relating to Personal Information Policy)

## Complaint & Appeals Policy and Procedures

### Policy

AAA Swiss Training Pty Ltd endeavours to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. AAA Swiss and its staff members will act on any complaint that can be substantiated.

It is the policy of AAA Swiss to act upon the subject of any complaint found to be substantiated immediately.

A complaint or appeal may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review/appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

### Procedures of general complaint, dispute, appeals & resolution

A complaint, dispute or appeal can be an about a situation, a process, a person or people, a facility or a service provided by AAA Swiss. **A complaint/appeal/dispute is not about an academic result.**

(Students appealing academic results or matters – please see “**Academic Appeal Policy**”).

1. A complaint/appeal/dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint/appeal with AAA Swiss Manager of Student Services. Students are encouraged to lodge their initial complaint/appeal/dispute with the Manager of Student Services. A written record of the complaint/appeal/dispute will be kept on file.
2. If the student chooses to access AAA Swiss’s complaints and appeal process, their enrolment will be maintained while the process is ongoing.
3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
4. AAA Swiss’s Manager of Student Services / Director can respond to a complaint/appeal/dispute. A student must lodge their complaint & / or appeal & / or dispute with only one member of the above-nominated staff at AAA Swiss. If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy.
5. AAA Swiss will investigate and respond to all complaint or appeals or dispute lodged by a student. The process will commence within 10 working days of the formal lodgement of the

complaint/appeal/dispute and support information and all reasonable measures will be taken to finalise the process in the shortest possible time.

6. AAA Swiss treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the student before discussing the complaint and /or appeal and/or dispute with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.
7. If the process results in a decision that supports the student, AAA Swiss will immediately implement the decision or preventive action required and advises the student of the outcome.
8. Any student, who feels that his /her case has not been adequately heard, may appeal in writing to AAA Swiss Training. If still not satisfied with the appeal and outcome they may contact an independent mediator such as Resolution Institute.

Resolution Institute and Institute of Arbitrators & Mediators Australia (IAMA)

Level 1, 13-15 Bridge Street Sydney, NSW, 2000

Telephone: (+61 2) 9251 3366

Fax: (+61 2) 92513733, Free call: 1800 651 650

Email: infoaus@resolution.institute

<https://www.resolution.institute>

### **National Training Complaints Hotline**

If you have a training problem or concern and are not satisfied with the outcome of AAA Swiss's internal Complaints & Appeals procedures, students can call Department of Education (DOE) Complaints Hotline on 13 38 73.

## **Policy coverage**

This Policy and Procedure will be made available to students (or persons seeking to enrol with AAA) regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence. This policy is not applicable to international students.

### ***Re-Crediting Course Fees***

#### **STUDENT REVIEW PROCEDURES FOR RE-CREDITING FEES**

##### ***Introduction***

AAA Swiss will conduct this procedure in compliance with Schedule 1A of the *Higher Education Support Act 2003* and the VET Guidelines.

AAA Swiss Training Pty Ltd will:

- set a census date for each unit of study that is no earlier than 20% of the way through the unit of study;
- ensure that all students are informed of the census date for each unit of study in the manner and by the date prescribed in the Administration Guidelines; and

- ensure that all students are informed of the review procedures for the re-crediting fees.
- (Please ask reception staff for details of Re-Crediting Fees)

### **Refund Policy**

1. This refund policy is applicable to Students enrolled in a course offered by AAA Swiss Training Pty Ltd.
2. In the event of a student withdrawing from a unit of study on or before the census date\* for that unit of study:
  - 100% of tuition fees paid for that unit will be refunded to the student; and
  - Student will not incur a fee
3. In the event of a student withdrawing from a unit of study after census date\* for that unit of study:
  - no refund is applicable; and/or
  - Student will incur a fee

*\* A census date that is no earlier than 20% of the way through a unit of study will be set by AAA Swiss Training Pty Ltd for each unit of study. AAA Swiss Training Pty Ltd will ensure that all students are informed of the census date for each unit of study on the AAA Swiss Training Pty Ltd website and/or the students training plan.*

4. Refunds will be made within 28 days of the census date of the unit of study to which the withdrawal applies. (Please ask reception staff for a details Refund Policy).

### **Special Circumstances**

5. A student who withdraws after the census date for a unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting.
6. This refund policy will be made available to students and prospective students by email upon request.

## **Student RPL & Course Credit Information and Requirements**

### **Recognising Prior Experience and Skills**

In accordance with the requirements for NVR Registered Training Organisations, AAA Swiss Training Pty Ltd provides the opportunity to have prior learning recognised toward a qualifications or units of competence for which they are enrolled. Recognition is viewed simply as another method of assessment and therefore is conducted in accordance with the Assessment Policy.

For further information and to apply for RPL, please email your request to [info@aaaswiss.edu.au](mailto:info@aaaswiss.edu.au)

### **Credit Transfer**

AAA Swiss Training Pty Ltd acknowledges the requirement as a Registered Training Organisation (RTO) to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the Australian Qualifications Framework being units of competence awarded and accurately identified in statements of attainment and qualifications.



## What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

If credit transfer is being sought for a unit of competence which has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. In many cases, this information can be found in mapping guide published in the relevant Training Package (usually volume one or on the Industry Skills Council (ISC) website). AAA Swiss admin/assessors and staff will obtain this information and validate claims of equivalence.

As a general guide, if there is no such mapping available then AAA Swiss is not obliged to recognise the unit through credit transfer.

Please follow the link for further information in Credit Transfer:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Credit-Transfer-Explanation.pdf>

## Evidence requirements

An applicant will be required to present his or her statement of attainment or qualification for examination by AAA Swiss Training Pty Ltd. These documents will provide the detail of what units of competency the **applicant** has been previously attained. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework (AQF). The applicant is required to submit copies only which are certified copies.

## Credit transfer guidelines

The following guidelines are to be followed when an application for credit transfer is received:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in AAA Swiss's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student will not incur any fees for the credit transfer.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competence for which the student is participating in training or is seeking recognition. A student may not enrol only for credit transfer.

- The recognition of a unit of competence under a credit transfer arrangement is not contingent on the applicant demonstrating their currency. If the unit has been previously awarded and equivalence can be demonstrated, then the unit can be recognised.

#### National Recognition (Recognition of Qualifications Issued by Another RTO's)

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program you are enrolled in.

To receive recognition for the previous study, you do NOT need to be enrolled in the program. However, you will need to provide certified copies of your qualifications, Statement of Attainment along with your RPL form to AAA Swiss to assess your eligibility for RPL. For further information on RPL & Qualification recognition please contact the reception or alternatively email [info@aaaswiss.edu.au](mailto:info@aaaswiss.edu.au)

### ***Recognition of Prior Learning (RPL)***

AAA Swiss recognises the prior learning of students based on:

- previous training, (includes overseas qualifications)
- formal study and acquisition of a qualification and statements of attainment from another RTO,
- practical experience in a work environment,
- projects were undertaken, and
- community-based learning experiences.

Please follow the link for further information on RPL:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/RPL-Explanation.pdf>

All students are advised of the RPL process during the enrolment process. Education consultants advise students regarding RPL standards during the application process. For onshore/ local students they can request RPL forms by emailing to [info@aaaswiss.edu.au](mailto:info@aaaswiss.edu.au) or request from MSS/ Academic staff. Members.

All staff (especially trainers and assessors) are to be informed about AAA Swiss's obligation to recognise AQF qualifications and statements of attainment issued by another RTO's.

Assessments of RPL evidence provided by the applicant will be made against the evidence requirements outlined in the unit of competency.

#### **Procedure**

1. Students are advised of the RPL process through the Student Handbook, Website, Marketing brochures and the Induction Program,
2. The Student Services Manager/Trainer will facilitate the RPL process for requests received. A qualified staff (Delivery & Assessment) will process the RPL request.
3. The results of the RPL requested will be reported back to the student within 2 weeks of the application received.
4. Students who request an RPL assessment will be advised of the evidence required and suggestions on what to provide as necessary evidence (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning,



community-based learning, or overseas education, training or experience etc.) once the request for RPL has been submitted.

5. Students must complete the RPL/CT Application Form, attach the required evidence, and submit at a date specified by the designated RPL Assessor for assessment,
6. If RPL is approved, the applicant will be marked as “CT” rather than “Competent” in the transcript of records.
7. The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment, the student will be advised that:
  - a. the application has been granted or the application has been denied or
  - b. further evidence is required
8. If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate their skills/experience. The course coordinator will set a date for the additional documents to be submitted.
9. If the student fails to furnish the required documents, he/she will have to enrol for the unit in question alternatively if the student succeeds, RPL will be awarded.
10. If the student is not satisfied with the outcome, the matter will be referred to the management via the appeals process

#### **AAA Swiss’s RPL assessors should possess:**

- an understanding and ability to carry out a wide range of assessment techniques;
- the ability to judge the diverse evidence fairly and accurately;
- the ability to draw inferences based on the evidence presented.

### ***RPL Policy for overseas qualification***

#### ***Verification of vocational/academic competence***

AAA Swiss will endeavour to verify all academic qualifications & vocational competence by assessing overseas qualifications and via the interview process if required.

All overseas qualifications achieved will be reviewed and assessed through the Australian Education International (AEI), through the National Office of Overseas Skills Recognition (AEINOOSR) guidelines to check its relevance and its standards within the Australian Education framework.

<https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx>

Students applying for RPL into AAA Swiss’s training package units must provide a verified overseas qualification, a transcript and a detailed breakdown of the curriculum covered under the units that the student is claiming RPL for.

A student applying through AAA Swiss approved agents must meet the minimum entry requirement as detailed in the “entry requirements” section in AAA Swiss’s marketing/promotional material. All qualification documents submitted by the student will be initially reviewed and verified by the recruiting agent as per the student selection procedure. AAA Swiss will review the agent’s decision and confirm if the student meets the pre-requisite knowledge & skills requirement, prior to issuing the “Letter of offer”.

## **Course Completion**

AAA Swiss's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the training plan. AAA Swiss will only consider extending a student's study or time to submit an assessment if they fall under the conditions specified such as **compassionate or compelling circumstances**.

AAA Swiss will review each student's case based on their individual needs and reasons submitted by the student if the student is requesting extended time to complete an assessment/s. AAA Swiss will only amend/extend assessment dates for **compassionate or compelling circumstances**, which are beyond the control of the student and which have an impact on the student's program progress or wellbeing. These could 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;
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident;
  - Witnessing or being the victim of a serious crime.
- When this has impacted on the student.

(Note these cases should be supported by police or psychologists' reports)

- Where the registered provider was unable to offer a pre-requisite course/unit; or
  - a. Study support or an intervention strategy has been implemented to assist the student to successfully complete the course of study
  - b. An approved re-credit has been granted, (Note: this requires re-enrolment at a later date)

Where a student is applying for an extension to complete an assessment the relevant documentation must be presented to the Director/Campus Manager for approval.

Note: AAA Swiss does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. AAA Swiss recommends that students plan their family engagement/weddings during term breaks. Students are encouraged to discuss their individual cases with the MSS before committing to any such arrangement.

## **Access and Equity**

During the enrolment & orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs they may require to fulfil their study requirements. This would be with regards to any arrangements needed while being a student at AAA Swiss Training. For example Children, family commitments, disability or medical condition, other commitments, and religious obligations.

The AAA Swiss representative (Authorised agent) will make a note of this on the student application form OR add notes to the students' enrolment file and will evaluate it during the time of final selection. AAA Swiss will exercise the right to approve/disapprove any special needs or requirement that the candidate might have to depend upon the feasibility and AAA Swiss's capacity to make it available.

This exercise will assist AAA Swiss to deploy additional resources to accommodate potential student's learning needs to achieve the desired outcome and offer equal learning opportunities.

### **Procedure**

- 1) During the enrolment, AAA Swiss representative (Authorised agent) will ask the prospective student if they have any special needs. OR the Director will ask the student on the orientation day if they have special needs.
- 2) The AAA Swiss representative (Authorised agent) will make note of it on the "Application Form" and discuss the possibilities of approval.
- 3) Director / Manager of Student Services will analyse the special needs or requirement of the student in comparison to AAA Swiss's ability to make it available.
- 4) If the candidate is selected, the Director/ Manager of Student Services will further discuss (verbal) the needs of the selected student and inform them of arrangements would be made to accommodate their needs.
- 5) The student then would have the final option of either accepting the position or rejecting it, depending on the accommodations suggested by AAA Swiss Training.

AAA Swiss will advise the student during the induction process, prior to the commencement of studies of the arrangement made for the student.

### **Assessment**

The programs offered by AAA Swiss will incorporate competency-based assessments. The purpose of assessing competency is to confirm that you can perform to the standards expected in the workplace. Assessment is defined as the process of making judgments about whether competency has been achieved. You will be given the option of providing evidence that you meet the requirements of competency through Recognition of Skills and Experience or you can undertake training and assessment against the competency.

The assessor will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment item for each competency. Assessment items can include but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations or observation of activities.

### **Assessment Resit / Resubmissions**

A student may not be allowed to re-sit any unit more than 2 times. If a student is still deemed NYC after the 2<sup>nd</sup> re-sit, then the student must re-enrol into the specific unit with associated tuition fees applicable.

Students requiring any further details are welcome to discuss this with the Manager of Student Services.

### **Assessment Items**

- Assessment items must be submitted to the assessor BY THE DUE DATE specified for a result to be recorded unless an extension has been granted.
- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your teacher in writing 48 hours prior to the scheduled deadline.
- Length of extension is at the discretion of the teacher

- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).
- You are responsible for complying with the procedures for assessment item submission and collection.
- To avoid plagiarism, you must properly acknowledge all information sources.
- If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you can request an opportunity to resubmit the item. Only one resubmit will be granted for each assessment item.
- If you don't resubmit your assessment item by the due date you will be given the result of 'not yet competent' for that competency and you will have to re-enrol in that subject to gain competency.

**NOTE:** Resubmissions will only be granted if the trainer considers that you have made a genuine attempt at the first assessment.

### ***Assessment Feedback***

- You have the right to receive written feedback for an assessment item.
- It is your responsibility to contact the assessor to obtain the result of your assessment item and schedule feedback if you have not received results/feedback within one week of your assessment completion.
- You should contact your assessor in the first instance if you are dissatisfied with the result of an assessment item and the feedback given. If the assessor is unavailable, you should contact the student services department.

### ***Alternative Assessment***

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment. These requests:

- Should be submitted directly to the assessor
- Will be verified with staff & academic team
- Shall be approved and documented by the assessor.

AAA Swiss Training offers flexible assessment procedures tailored per each individual needs and requirements. If a candidate for assessment has a special need (e.g., disability), he/she needs to inform the trainer/assessor in advance to ensure that the need will be met during the assessment.

### ***Deferred Assessment***

- You can apply to the Director in writing for a deferred assessment giving the reason for the request.
- The application is to be made at least seven days prior to the due date of the assessment, except:
  - in emergency circumstances
  - in cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.

- If the Director is satisfied that you were unable because of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

### ***Results & Awards - Final Result***

Your result will be issued to you on the completion of the study for a competency or group of competencies. If a student only completes a part of the units within a qualification, then a “Statement of Attainment” will be issued to the student reflecting the unit completed. It will list the code and name of the competency and the result you achieved.

### ***Interim academic transcripts***

You can apply to receive an Interim Transcript (charges apply) anytime during your course. It will list the code and name of the competency and the result you achieved. The interim transcript cannot be used as a proof of academic achievement.

### ***Issuing of Awards***

A “Completion Certificate” & Transcript of Units completed are issued upon successful completion of your course. Your award will be issued within 30 days of the college becoming aware that you are eligible to receive the award.

Awards are issued to students who complete the necessary requirements and have no outstanding fees.

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award or
- replace a lost award

**NOTE:** Additional copies of awards cannot be issued, that is, you can't have more than one copy of an award at any given time.

You must officially apply for replacement award(s) from AAA Swiss Training. You must include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary.

## **Issuing Certificate/SOA Policy**

### **Purpose**

RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

The purpose of this policy is to provide a consistent set of principles under which qualifications and statement of attainments are issued by RTO.

RTO adheres to the following statement from 'Standard 3.6' of the 'Standards for Registered Training Organisations (RTOs) 2015'.

*"The RTO meets the requirements of the Student Identifier scheme, including:*

- a) Verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;*
- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;*
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and*
- d) Ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems."*

## Requirements

All students who have completed a course that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results (academic transcript)

Students who complete part of the requirements of an AQF qualification in which they are enrolled are entitled to receive a statement of attainment and record of results.

All AQF certification documentation issued by RTO meets the requirements following requirements:

### ***Issuing AQF Qualifications***

- RTO will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:
  - the name, National RTO code and logo of the issuing organisation
  - the code and title of the awarded AQF qualification, and
  - the NRT Logo in accordance with the current conditions of use contained in Schedule 4 (Standards for Registered Training Organisations (RTOs) 2015).
- The following elements are to be included on the testamur as applicable:
  - the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts)
  - the industry descriptor, e.g. Engineering



- the occupational or functional stream, in brackets, e.g. (Fabrication) ○ where relevant, the words, 'achieved through Australian Apprenticeship arrangements', and
  - where relevant, the words, 'these units/modules have been delivered and assessed in English' followed by a listing of the relevant units/modules.
- RTO will not include the learner's Student Identifier on the testamur consistent with the Student Identifiers Act 2014.

### ***Issuing Statements of Attainment***

The issuance of a statement of attainment recognises that students do not always study a whole AQF qualification in which they are enrolled. They may choose to complete only a unit or units of competence from a qualification or part of qualification. Through the use of the statement of attainment, the AQF acknowledges that completion of accredited units contribute to the progression towards achievement of an individual's lifelong learning goals. Students who have completed an accredited unit(s) in these circumstances are entitled to receive a statement of attainment. A record of results (interim transcripts) will also be issued.

- RTO will include the following information on a statement of attainment:
  - the name, National RTO Code and logo of the issuing organization
  - a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
  - the authorized signatory
  - the NRT Logo
  - the issuing organization's seal, corporate identifier or unique watermark
  - the words 'A statement of attainment is issued by a Registered Training Organization when an individual has completed one or more accredited units'
- The following elements are to be included on the statement of attainment as applicable:
  - the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities)
    - the words 'These competencies form part of [code and title of qualification(s)/course(s)]'
  - the words, 'These competencies were attained in completion of [code] course in [full title]', and
  - where relevant, the words, 'these units / modules have been delivered and assessed in English' followed by a listing of the relevant units/modules.
- RTO will not include the learner's Student Identifier on the statement of attainment consistent with the Student Identifier Act 2014.
- RTO will:
  - retain registers of AQF qualifications they are authorized to issue and of all AQF qualifications issued

- retain records of AQF certification documentation issued for a period of 30 years, and ○ provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.
- RTO is responsible for authentication and verification of a student's statement of attainment. RTO is also responsible for ensuring that it has in place mechanisms to reduce fraudulent reproduction and use of the statements of attainment it issues.
- AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to RTO have been paid.

## Important Notes to the Students

A Student is entitled to receive a qualification (certificate/testamur) of an enrolled course/qualification only upon successful completion of the requirement of the enrolled qualification. However, if a student decides to drop from an enrolled course in between or completes only a part of enrolled course, they will NOT be issued with any qualification even though the completed portion of the enrolled qualification may constitute the lower AQF level qualification; they will rather be issued with a Statement of attainment.

For example, if a student is enrolled in an Advanced Diploma of Business qualification and student holds only one COE (Confirmation of Enrolment) of Advanced Diploma of Business, however student decides to withdraw from the Advanced Diploma of Business qualification after one year of Study into the qualification, RTO cannot issue some other qualification for student's one year study, even though one year of study may have met the requirement of Diploma of Leadership & Management.

Student will be issued with Statement of Attainment saying Student was enrolled in Advanced Diploma of Business and Student has partially completed the Advanced Diploma of Business qualification and it will also lists the unit of competencies student has successfully completed. However, if a student holds two separate COEs, for example one of Diploma of Business and another for Advanced Diploma of Business, then student is entitled for both qualifications up on completing the requirement of each qualification.

As a part of quality indicator data reporting requirement, RTO must report how many students were enrolled (based on number) in each qualification per calendar year and how many students have successfully completed the qualification in each calendar year.



## Definitions

- AQF – Australian Qualifications Framework
- NRT – Nationally Recognized Training
- ASQA– Australian Skills Quality Authority
- Department of Education - The Australian Government Department of Education
- NCVER- National Centre for Vocational Education Research Training Package - A set of nationally-endorsed standards, guidelines and qualifications used to recognize and assess the skills and knowledge needed to perform effectively in the workplace

The conferring of certificates is an important stage in the delivery of RTO training programs.

As an RTO, RTO will follow all relevant Standards for Registered Training Organizations (RTOs) 2015, ASQA and AQF guidelines on the issuing of accredited course qualifications. RTO confers the following types of certificates:

- AQF qualifications or statements of attainment
- Academic Transcripts or interim transcripts

It is the responsibility of the Chief Executive officer (CEO) of RTO to ensure that all certification complies with this policy.

## Legislative Contexts

- The AQF
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

This policy and procedure is subject to ongoing revision to reflect continuous improvements.

## Procedure for issuing certificates

All certificates issued for RTO students must follow the steps as outlined below:

- a) On completion of the course or unit of competency students apply for certificates/ transcripts.
- b) The Student Support Officer ensures that students are eligible for receiving certificates.
- c) The Student Support Officer ensures that students have a Unique Student Identifier (USI).

- d) All results and relevant information is forwarded to the Director of Studies who ensures student has completed all requirements to issue certificates and enters the details into the resulting database.
- e) The approved form is forwarded to the Student Support Officer who produces certificates/statements/transcripts and signs the checklist when printing is completed.
- f) The certificates/statements/transcripts are returned to the Director of Studies to ensure everything is accurate and in compliance as per the requirements before signing the certificates.
- g) All certificates along with all associated documents are forwarded to the Chief Executive Officer to further check and verify according to the check list forwarded by Director of Studies.
- h) The Chief Executive Officer signs after ensuring that all requirements are met. Director of Studies also co-signs on Certificates.

## Design requirements for a qualification

All certificates design and text must correctly refer to the Australian Qualification Framework (AQF) guide and National VET regulator (NVR) requirements.

## Re-issue of Qualifications

In case if a student lost or misplaced the certificate issued by RTO, a replacement certificate will be issued **free of charge**. On the replacement qualification, the date will remain the original date of issue. Request for re-issue of a qualification must be provided in writing to the Director of Studies outlining the reason for the re-issue providing supporting evidence.

## Register of issued AQF qualifications

RTO maintains this register of the AQF qualifications that it has issued. The register will contain sufficient information to identify correctly the holder of the qualification, AQF qualification by its full title, and date of issue/award/conferral.

Certificates Processing Checklist	
<input type="checkbox"/> Application for Student Document Request (Student request form)	<input type="checkbox"/>
<input type="checkbox"/> Academic Records	<input type="checkbox"/>
<input type="checkbox"/> Check Unique Student Identifier (USI)	<input type="checkbox"/>
<input type="checkbox"/> Check academic transcript (date, grade, qualification)	<input type="checkbox"/>
<input type="checkbox"/> Check re-assessment (date, grade) if any	<input type="checkbox"/>

<input type="checkbox"/> Fees checked	<input type="checkbox"/>
<input type="checkbox"/> Certificate checked (date, name, certificate number)	<input type="checkbox"/>
<input type="checkbox"/> Details are recorded in Register of issued AQF qualifications	<input type="checkbox"/>

**Reference:**

This policy/procedure supports 'Standard 3' of the 'Standards for Registered Training Organisations (RTOs) 2015'.

**Documents/Forms:**

1. Register of issued AQF qualifications
2. Statement of Attainment (Template)
3. Record of Result (Template)
4. Certificate Template

## Student Discipline

### *Policy*

AAA Swiss will at all times conduct its dealing with students in a fair and equitable manner, complying with specific requirements of the code of conduct and other relevant legislation in order to ensure equitable outcomes for both AAA Swiss and its customers.

AAA Swiss Training provides its students adequate access to appropriate guidance, support systems and welfare services. In doing so, AAA Swiss will ensure:

- 1) Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programmes or related activities;
- 2) Teaching and management staff proactively implement intervention strategies if skill gaps are identified;
- 3) Support and guidance are appropriate to the mode of delivery for each particular course of study;
- 4) Guidance, support systems and welfare services are made known to students;
- 5) Any necessary health and safety procedures are made known to students.

## Rules and Regulations

Rules and regulations that govern student behaviour are necessary in order to maintain a safe learning environment.

The Manager of Student Services/ Director will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

Rules and regulations are provided to all students during their first day of study.

Rules and Regulations are commonly known by all teaching staff and enforced at all times, being communicated and explained in a manner that is empowering and non-threatening to students.

Students will be dealt with in a fair and equitable manner should any of the rules and regulations be broken.

## Managing Student Discipline

Manager of Student Services/ Director will carry out disciplinary procedures and issue warnings to students.

The MSS, with the assistance of the Trainer, will carry out dismissal procedures or suspend a student from their programme.

All serious offences must be reported to the Manager / Director as soon as possible. The report may be verbal but must be followed up in writing in the form of a report.

## Disciplinary & Dismissal Procedures

An offence involving the rules and regulations can lead to dismissal. If you carry out a serious offence, AAA Swiss Training will carry out the following process:

### **Procedure:**

- 1) AAA Swiss will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;
- 2) Give the student the opportunity to explain;
- 3) Consider the student's performance, duration of the programme and past actions, including any warnings or reprimands issued in the past by their teaching staff;
- 4) Issue a verbal warning to a student who breaches AAA Swiss rules. The MSS/Director will be informed immediately after the warning is given. (Any staff member can issue a verbal warning)
- 5) The MSS will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension
- 6) After a written warning has been issued, further breaches of AAA Swiss rules may result in suspension or dismissal at the discretion of the management and training team.
- 7) AAA Swiss will make decisions that are supported and justified, based on objectivity (actual performances and behaviour);

Notwithstanding the above, instant suspension or dismissal may occur if a student:

- 1) Attends any AAA Swiss course, while processing or under the influence of alcohol and drugs
- 2) Poses a physical threat to AAA Swiss staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless the MSS/Director deems the student to be a risk to AAA Swiss and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

The student has the right to appeal the decision of dismissal in accordance with the complaints and appeal policy and procedures.

## **Student Records, Privacy and Facilities**

### ***Records Management Policy***

The AAA Swiss Records Management Policy is written to ensure the integrity, accuracy and currency of records. AAA Swiss adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All AAA Swiss student records are stored centrally within the Student Services Department. The student services department manages these records. All current records are located in the student services department. Non-current records (graduated students and discontinuing students) will be scanned and electronically stored on CDs at the offsite location.

### ***Confidentiality of Student Records***

This information should be read in conjunction with AAA Swiss Privacy Policy.

### ***a. Exceptions to Disclosure of Student Records & Information***

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted.

Federal and State Acts require the release of confidential information and therefore override confidentiality policies. If a AAA Swiss staff member receives a request or demand of this nature it should be referred to the Manager of Student Services.

Information given will be to the extent requested by the agency.

### ***b. Emergencies***

Student Record Information may be released to a relevant emergency service, the student's legal representative or another relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the bonafide of the person requesting the information, but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the Manager of Student Services unless to do so would cause unreasonable delay in the circumstances.

If the Manager of Student Services is unavailable, the CEO must be contacted. After hours problems should be referred to the CEO. Following are the contact numbers for after hour's emergency requirements to request student records/information.

*Operations Manager – Remy Wehbe (0404 020 404 )*

*Chief Executive Officer – Lena El Daghl (0419 602 031)*

### ***c. Student Access***

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the National Operations Manager. All information regarding clients will not be disclosed to any third-party unless there is a written consent from the client authorising the third-party to act on behalf of the client,

AAA Swiss will ensure that:

- 1) Electronic and paper records are stored in a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of AAA Swiss,
- 2) All information gathered by AAA Swiss regarding clients will be safeguarded and disposed of as per legal, ethical and statutory requirements,

AAA Swiss keeps student records for administrative and legislative purposes. These will include:

- filed enrolment forms

- confirmation of enrolments
- assessments
- letters issued
- attendance / academic progress letters
- RPL results issued
- qualifications register
- all academic correspondence to the student
- fee invoice/statements/paid/refunds

#### ***d. ID card***

All students must ensure that they have a valid Student ID Card. You are required to fill up the ID card form from the Reception. Your photo will be taken at AAA Swiss and the ID card will be issued within five working days. Any lost Student ID cards must be reported to the administration before a request is made for a replacement ID card.

#### ***e. Change of address***

Please ensure at all times that AAA Swiss has your current address on file. If you have changed your address, you will be required to fill up the Change of Address form and submit to the Reception.



## ***f. Documents***

Students can request from Students Services for Enrolment letter, interim transcripts, attendance etc. at the cost of \$ 15 per letter.

## **Occupational Health & Safety Emergency Procedures**

As a student, it is your right to study in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

As a student, it is your responsibility to co-operate with AAA Swiss Training Pty Ltd in its legislative responsibility to secure the health and safety of other students and staff to ensure the safe working practices of your colleagues. The Occupational Health and Safety policy ensures that a safe and healthy environment is provided for all students and employees.

All accidents, whether injury producing or not, must be reported to the Manager of Student Services. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for students.

Always remember to:

- Use safe work practices
- Ensure the equipment you and your student's use is safe.
- Speak up if you see an unsafe condition or work practices
- Seek advice from the Manager of Student Services
- Assist AAA Swiss to promote a safe workplace.

## **Emergency Procedures**

AAA Swiss Training Pty Ltd is committed to taking reasonable care of Health and Safety of its students and staff and will comply with all regulations of the Occupational Health and Safety Act 1983.

Fire exit plans will be displayed in all rooms, the foyer area and hallways. Firefighting equipment is available at locations marked on the campus map.

AAA Swiss will maintain safety on the campus:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to ensure health and safety of students and staff; and
- by maintaining safe entrances and exits.

The NSW Work Health and Safety Act aims to protect the health, safety and welfare of people at work and lays down general requirements which must be met at places of work in NSW. AAA Swiss Training Pty Ltd is committed to fulfilling its responsibilities under the Act. Further information is available from Safe Work NSW by telephoning 13 10 50.

## Third Party Monitoring Policy

**Purpose:** To meet the requirements of:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015

**Scope:** The scope of this policy covers all AAA Swiss Training Pty Ltd clients, employees and/or third parties acting on behalf of AAA Swiss Training Pty Ltd.

**Objective:** The purpose of this policy is to provide all relevant parties with knowledge and strategies to establish monitor and maintain effective arrangements with third parties who provide services on behalf of AAA Swiss Training. Also, to adhere the third-party requirements identified in legislation (where relevant), and comply with the written service agreement.

**Policy Details:** AAA Swiss Training Pty Ltd monitor third parties through various methods. These include; client/student surveys, direct monitoring, regular internal audits and external independent audit.

- **Student survey:** AAA Swiss Training Pty Ltd conducts student surveys to evaluate its services and facilities, including third party's arrangements.
- **Direct Monitoring/ Regular Internal Audits:** AAA Swiss Training Pty Ltd monitors third party's performance by performing regular internal audits.
- **External Independent Audit:** AAA Swiss Training Pty Ltd engages with the external independent auditor(s) to review the college's processes.

### Monitoring, Evaluation and Review:

A copy of the feedback/audit reports is provided to:

- Manager Student Service
- CEO-AAA Swiss Training Pty Ltd

### The outcome of this policy:

- The policy aims to effectively monitor and evaluate all third-party arrangements including the delivery of services covering training and assessment, related educational and support services and the recruitment of prospective learners.
- Establish effective quality assurance strategies for the third-party arrangements, including the development of processes that support the process and defines clear roles and responsibilities.
- Identify areas of improvement that require establishing new agreements or arrangements with third parties
- Provide third parties to review areas of improvement within a reasonable timeframe.
- Emphasise key features to maintain third party arrangements leading to compliance with legislation; including accountability, risk management, resource arrangements, communication and dispute resolution
- Implement changes made by legislative and/or regulatory bodies
- Terminate third party arrangements (if required).

**Third Party Monitoring Checklist:**

Name of the Third Party	
Date	

Topics	Yes	No	Comments
Is the Third Party monitoring its operations as required by International College of Australasia Pty Ltd?			
Is the Third Party providing accurate and timely data that demonstrate its performance?			
Does the Third Party ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training?			
Does the Third Party provide returns of its client records of attainment based on units of competency and VET qualifications to International College of Australasia Pty Ltd on regular basis?			
Is the Third Party ensuring that its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with AAA Swiss Training Pty Ltd's scope of registration?			
Does the Third Party collect, analyse, and act on relevant data for continuous improvement of training and assessment?			
Are the Staff, facilities, equipment and training and assessment materials used by the Third Party consistent with the requirements of the Training Package or VET accredited course and International College of Australasia Pty Ltd's own training and assessment strategies?			
Do the Third-Party Trainers have the necessary training and assessment competencies as determined by the National Quality Council or its successors?			
Do the Third-Party Trainers have the relevant vocational competencies to the level being delivered or assessed?			

Can the Third-Party Trainers demonstrate current industry skills directly relevant to the training/assessments being undertaken?						
Do the Third-Party Trainers continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence?						
Does the Third Party meet the requirements of the relevant Training and workplace where relevant, and meet the regulatory requirements which are systematically validated?						
Office use only:		Name	Signature	Date		
Third Party Representative Name						
AAA Swiss Training Pty Ltd Representative						
Comments:						

## Change of Ownership or Management

AAA Swiss will advise ASQA in writing of any prospective changes to the ownership as soon as practicable prior to the change taking effect and AAA Swiss will advise ASQA in writing of any prospective or actual change to the high managerial agents of the registered provider 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 place. AAA Swiss will provide ASQA with information on the new owner or high managerial agent. Learners Rights ( RTO or Third Party Ceases/Closes Operation)

If RTO or its Third Party ceases or closes the operation and thus is unable to provide the service as agreed, RTO will provide a refund to the student.

RTO service ceases/closes if:

- The course offered does not start on the agreed starting day
- The course stops being provided after the start date and before it is completed (partial refunds applies)
- The course is not provided fully to the student because RTO has had a sanction imposed by National Vet Regulator-the ASQA (partial refunds applies)
- If RTO declares itself a bankrupt (in default)

If RTO defaults we pay a full refund if it is before commencement or partial refund if it is after commencement to the student including enrolment fee within 2 weeks after the default day. RTO gives the student a statement that explains how the refund amount has been worked out. Start date is defined as the first day of your course as listed in the course information provided during enrolment. RTO will also give the student a statement that explains how the refund amount has been calculated RTO's defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student.

## Provider Obligations

The provider default notification requirements are to ensure students are looked after the situation where provider ceases or closes its operation and services.

If RTO ceases / closes it will notify its students in writing.

The provider in this case will provide different options to the students:

- A. RTO will provision the transfer of completed credits/units to another provider.
- B. RTO will refund the applicable fees.
- C. RTO will have a third-party agreement with other providers so that student can complete their full course along with all agreed conditions of their enrolment.
- D. Student who do not wish to continue the remaining units of the course can immediately withdraw and will be eligible to claim all applicable refunds (partial or full refunds based on their completion of the units)

## Premises Relocation Policy

AAA Swiss Training will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

AAA Swiss will notify staff and students in any of the following ways:

- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students

### *Important Contact Number and Instruction*

#### **After hour's emergency contact**

Operations Manager (Remy Wehbe : 0404 020 404

Chief Executive Officer (Lena El Daghl): 0419 602 031

If you have any queries with regards to evacuation procedures or personal safety in the event of an alarm, please contact the above number.