

AAA SWISS TRAINING PTY LTD

APPLICANT HANDBOOK

“ASSESSMENT ONLY” INFORMATION

- Read this before you sign up with us: it has valuable information to help you decide your Qualification.
- This handbook should be retained as ASQA may call you after you have graduated.

From our CEO

It is my pleasure to welcome you to AAA Swiss Training Pty Ltd, a registered training organisation (RTO) based in New South Wales.

We understand that your decision to undertake RPL (Recognition of Prior Learning) with us is a very important phase in your career. We will take utmost care to support you through your RPL process so that your time with us is safe, productive and enjoyable. We will work hard in providing you with assistance and guidance so that you gain the maximum benefit from bridging any learning gaps you may have (through referral to other training providers) and obtaining your qualifications.

The assessments we offer at AAA Swiss are specifically designed to meet the increasing demands for formal skills recognition in the Australian Business and Trade industries. We provide quality and integrity in assessments that offers our clients highly regarded nationally endorsed qualifications in recognition of their skills and experience.

If you have any queries or concerns before, during or after the RPL process at AAA Swiss, please do not hesitate to discuss them with any of our staff. We are here to help.

Once again, it is my great pleasure to welcome you to AAA Swiss Training Pty Ltd!

Lena El Daghl

Chief Executive Officer

AAA Swiss Training Pty Ltd

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Mission Statement

We are a premium vocational provider of trades assessment in Australia. We provide quality and integrity in assessment that offers our clients nationally endorsed qualifications in recognition of their skills and experience.

Goals & Objectives

AAA Swiss Training is a private training organisation committed to quality RPL assessment for the applicants in the most effective and professional manner. We offer

- flexible and affordable RPL Assessment
- highly trained professional tradesmen as assessors
- a meaningful qualification issue based upon the skills already held.
- a high standard of ethics
- financial security and probity to meet the ASQA requirements.

Introduction

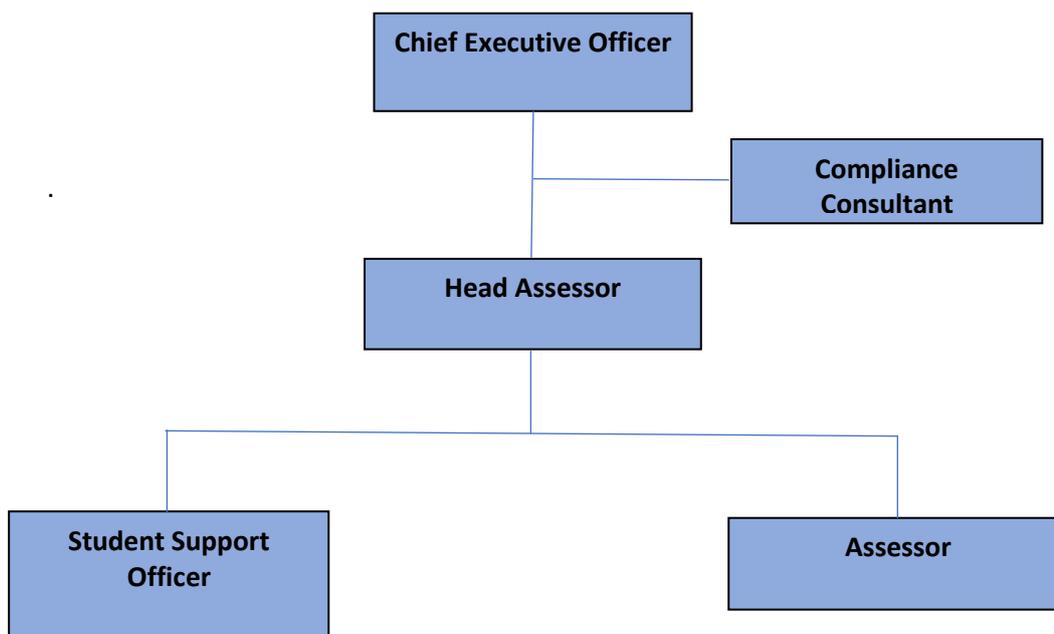
Welcome to AAA Swiss Training ('the College'). The purpose of this handbook is to assist you as an applicant, to become a valued member of the College. We want to ensure that you are provided with vital information that will guide you through your time at AAA Swiss. It is of prime importance that you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

We are a registered training organisation (RTO) that specialises in conducting recognition of prior learning ("RPL") or assessment only services. We are not registered for, nor do we provide, actual training. We can, however, refer you to other training organisations that will provide the gap training necessary to help you become qualified.

This handbook outlines policies and procedures that govern the professional operation of AAA Swiss Training. Applicants 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. This 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. Additional information can also be obtained from the Department of Education (www.education.gov.au).

If you need an additional 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.

Organisational Chart



Fees Schedule

RPL Qualification	Cost (\$)
BSB51918- Diploma of Leadership and Management	From 30 500
BSB61015- Advanced Diploma of Leadership and Management	From 35 4000
CPC30211- Certificate III in Carpentry	From 20 500
CPC30611- Certificate III in Painting and Decorating	From 20 500
CPC31311- Certificate III in Wall and Floor Tiling	From 20 500
CPC31411- Certificate III in Construction Waterproofing	From 20 500
CPC31511- Certificate III in Formwork/Falsework	From 20 500
CPC40110- Certificate IV in Building and Construction (Building)	From 35 4000
CPC50210- Diploma of Building and Construction (Building)	From 40 3500

NOTES:

Prices listed above are from a minimum fee for each qualification. Fees vary for each applicant and are based on our estimate of the time that it will take to collect and process the RPL assessment evidence and to make a determination. Typically, RPL can take up to a maximum of 6 months. If the application lapses, the applicant will have to reapply. The application fee will not be carried forward.

GST is not charged on RPL

A maximum of \$1500 is taken in advance of services provided: the balance is due when the RPL process is completed and before a certificate is issued.

Prices are in Australian Dollars

Payment plans are available on a case by case basis.

Discuss any payment issues with the Assessor during the pre-enrolment interview!

Refunds are available if you do not proceed with your application according to the refund policy.

AAA Swiss Training Pty Ltd RTO No.: 40935
Level 3, 398 Chapel Rd
Bankstown, NSW,2200
Phone: 02 8859-2459
Email: info@aaaswiss.edu.au



Contact Details for Student Support

Important contact details for Applicants

Information required on	Source	Contact details
AAA Swiss Emergency Contacts	Lena El Daghli CEO Mona Karam – Applicant Support Officer	0419 602 031 02 8859 2459
Emergency – Police / Fire / Ambulance/ Floods and Storms	NSW State Emergency Service	Dial '000' in the case of fire, police or ambulance emergency. For Floods and Storm Dial 132 500 http://www.ses.nsw.gov.au
Standard for RTOs / ESOS Act	ASQA	http://www.asqa.gov.au/ http://www.legislation.nsw.gov.au Post 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)	http://www.ato.gov.au
Dispute resolution and Mediation Services	Resolution Institute	Level 1, 13-15 Bridge Street Sydney, NSW, 2000 Ph: (+61 2) 9251 3366 Fax: (+61 2) 9251 3733 Free call: 1800 651 650 Email: infoaus@resolution.institute https://www.resolution.institute/
National Training Complaints Hotline	Department of Education and Training	Ph: 13 38 73 (Mon-Fri 6am to 6pm) Email: skilling@education.gov.au
Information on Renting Real Estate Agents	NSW Office of Fair Trading Domain	http://www.nsw.gov.au/law/fair-trading/ www.domain.com.au
Employment Writing Applications & Resumes	Seek My Career	www.seek.com.au www.mycareer.com.au
Transport	Rail, Buses and Ferries	www.transportnsw.info
General Information	Yellow Pages, Google.com	http://www.yellowpages.com.au https://www.google.com/
Taxi Information	Legion Cabs Premier Cabs	13 14 51 13 10 17
Driving license / Vehicle Registration	Service NSW	www.service.nsw.gov.au/
Free Counselling, Welfare and Support Services	Lifeline Australia Beyond Blue Org Wesley Lifeforce. MensLine Australia Headspace Org (for persons aged between 12-25) Bankstown Women's Health Centre (BWHC)	https://www.lifeline.org.au Phone: 13 11 14 https://www.beyondblue.org.au/get-support/get-immediate-support Phone: 1300 22 4636 https://www.wesleymission.org.au/find-a-service/mental-health-and-hospitals/counselling/ Phone: 13 11 14 https://mensline.org.au/ Phone: 1300 78 99 78 https://headspace.org.au/emergency-assistance/ Phone: (03) 9027 0100 or 13 11 14 in an emergency. https://www.cbccity.nsw.gov.au/community/community-services/women/bankstown-womens-health-centre Phone: 9790 1378

Professional Counselling Services	DV Connect Phone counselling Sexual Assault Helpline	Women's line: 1800 811 811 Men's line: 1800 600 636 http://www.dvconnect.org 1800 010 120 7.30am to 11.30pm, 7 days a week
Disability Services	Wesley Mission National	Wesley Mission www.wesleymission.org.au Ph: (02) 9263 5555 Fax: (02) 9256 3123
	Disability Services NSW	National Disability Services www.nds.org.au Ph: (02) 9256 3111 Fax: (02) 9256 3123 Email: ndsnew@nds.org.au
Legal Services	Legal Aid	Help over the phone call Main phone line: 1300 651 188 Indigenous inf line: 1300 650 143 International callers: +61 7 3238 3444 www.legalaid.nsw.gov.au
Bullying	Antidiscrimination Commission NSW	Ph: (02) 9268 5544 Email: adbcontact@justice.nsw.gov.au www.antidiscrimination.justice.nsw.gov.au/ Parramatta Justice Precinct 160 Marsden St Parramatta NSW 2124
Workplace Health and Safety	Work Cover NSW	13 10 50 www.workcover.nsw.gov.au
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ 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) admin@dvnsw.org.au
Drug and Alcohol	Alcohol and Drug Information Service (ADIS) provides a free, 24 hour/7-day, counselling and referral service.	Alcohol and Drug Information Service (ADIS) Ph: 1800 177 833 https://www.qld.gov.au/health/stayinghealthy/atods/drug-abuse/help/index.html 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) www.fds.org.au This is an anonymous and confidential Australian Drug Foundation
Gambling Helpline	Gamblers Anonymous	Gambling Helpline Ph: 1800 858 858
Mental Health Information	NSW Health	NSW Health Ph: (02) 9391 9000 www.health.nsw.gov.au/mentalhealth
Postal / Courier	Post Office	www.auspost.com.au

Administration support

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 applicants.

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

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

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

Dissemination of information

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

All staff members and applicants are provided with information about current legislation and regulatory requirements that significantly affect their duties.

AAA Swiss will ensure that each applicant is provided clear information, prior to enrolment, about:

- Selection and enrolment 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 and referrals
- Client support, including any external support the RTO has arranged or referred 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.

Our Policies and Procedures manual, current legislation and regulatory requirements shall be readily accessible and visible at all times for immediate access by our staff and applicants. These documents will be available with the receptionist in electronic copy and emailed to any interested individual prior to enrolment or at any time it is requested.

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 staff and applicants through handbooks

- circulating memos
- notice boards
- emails
- website
- meetings
- counselling programs.

Privacy - Applicant Personal Information

Applicants waive their rights to privacy to the extent that all of their information and records may be handed to any government agency for the purposes of regulation of training and assessment. We must hand the information requested over to the agency.

The college collects information from each applicant at enrolment for general applicant administration. This information may also be used for planning, communication, research, evaluation and marketing activities. The applicant's personal information is stored securely, and only authorised staff have access to the information unless requested by the National VET Regulator, ASQA or a similar government agency.

AAA Swiss will manage the applicant'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, as amended. The applicant may request access at any time to information held about them and ask to correct it, if the applicant believes the information is inaccurate, incomplete or out of date.

REMEMBER: Your 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 accordance with this company policy, no further access to the applicant's personal information will be provided to any other organisation or persons without the applicant's written consent unless authorised or required by law.

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 applicants 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.

Discrimination 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 (CEO) of the college.

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. We are committed to the examination of all practices, as they affect both staff and applicants, to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious beliefs.

We have an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any member of staff/applicant who feels that they have been discriminated against is free to discuss the matter with the Chief Executive Officer.

Our 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 applicants 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 applicants without discrimination, AAA Swiss will apply the following rules in support of access and equity. All applicants 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 applicants 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 an applicant considers that they have been harassed, the applicant should let the person know that they object to such behaviour and do not want it repeated. If the applicant does not feel comfortable talking to the person or the person continues with their behaviour, the applicant should speak to their trainer or any other staff member.

All complaints/discussions are treated as confidential. The applicant 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.

Sexual Harassment / Victimisation / Bullying

AAA Swiss understands that staff and applicants have the right to study and work in an environment free of sexual harassment. It is the responsibility of all applicants 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, applicants or other workplace participants nor does it allow or condone sex-based harassment of applicants by staff or other applicants. This stance is supported by the Commonwealth Sex Discrimination Act 1984, as amended, 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:

Bullying and general nastiness

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

Academic Misconduct

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.

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 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.
- Submitting fraudulent documents or altering the content of documents in order to misrepresent information therein.
- Handing in someone else's work as your own. This includes anything that the applicant may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement.

An applicant 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. If you are uncertain as to what constitutes academic misconduct, please ask college staff for explanation.

AAA Swiss Training Pty Ltd RTO No.: 40935
Level 3, 398 Chapel Rd
Bankstown, NSW,2200
Phone: 02 8859-2459
Email: info@aaaswiss.edu.au



- If An assessor believes that an applicant is involved in academic misconduct, the applicant's enrolment will be cancelled and the matter will be referred to the Chief Executive Officer for appropriate action.

Misbehaviour

Examples of misbehaviour include:

- failure to comply with any AAA Swiss guidelines codes and this handbook;
- failure to comply with any reasonable 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;
- 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 or other official activity within AAA Swiss;
- physical or mental assault or attempted assault another person to cause 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 applicants & staff should report an incident of concern to the Manager of Applicant Services. A written complaint is not required. Complaints can be made in person and/or in writing. 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 Applicant 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. Complaints can be made in person and/or in writing. Applicants do not have to put up with discrimination, sexual harassment or victimisation.
- AAA Swiss will follow up and will undertake an appropriate investigation and take appropriate action.
- If the complainant is dissatisfied with the action taken, then recourse may be through first following our internal applicant complaint/appeal procedure and if still dissatisfied by contacting the following organisations:

Anti-Discrimination Board of NSW

Level 7, 10 Valentine Avenue, Parramatta NSW 2150

Phone: (02) 9268 555

Email: Complaint Information – complaintsadb@justice.nsw.gov.au

General – abcontact@justice.nsw.gov.au

Website: www.atidiscrimination.nsw.gov.au

Consequences of Misconduct

In response to any misconduct, an applicant may be immediately suspended from AAA Swiss for a determined period of time. If a suspension action is taken, the AAA Swiss staff shall:

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

The applicant 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 applicant has been found guilty of misconduct, they can appeal the decision/decision process by writing to the Chief Executive Officer.

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

All potential applicants must read their payment plan for the RPL assessment they are thinking of undertaking. Each individual applicant's payment plan is issued with this handbook. The fees for each qualification are listed under the Fees Schedule heading near the front of this Handbook.

Cooling off Period:

Applicants can cancel their application without attracting a cancellation fee by sending a formal notice of cancellation in writing to the CEO within 10 business days of sign-up.

Marketing and Agents

AAA Swiss markets and advertises RPL with integrity and accuracy and in an ethical manner. Directly and through our website and approved assessors.

- AAA Swiss agrees to accurately represent RPL offered to prospective clients.
- Advertisements ensure the organisation's scope of registration is clearly identified.
- Advertisements identify nationally recognised (NRT) qualifications separately from courses of other RTOs or non-accredited courses.
- Logos will only be used as in the guidelines provided by the appropriate bodies
- 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.
- Our approved assessors with a formal agreement offer no guarantee a learner will successfully complete an RPL program.
- The RTO code number is included in all marketing material, including that of agents or third parties with a formal agreement.

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

When an agent makes an application to represent AAA Swiss, the CEO will review the profile of the agent. The CEO will request two 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.

Once approved the agent will sign two copies and send it to the CEO. The CEO will sign a copy of the agent's record.

Advertising

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 RTO 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.

Respect will be given to the confidentiality of information acquired during the course of operation of the organisation.

Process for Seeking Permission from Person or 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.

AAA Swiss Training will maintain ethical standards at all times within its marketing activities, the CEO will obtain permission from any applicant to use Applicant testimonials for marketing and PR purposes using a "Applicant Testimonial form".

Applicant Support Services

If you need support with your RPL application, managing stress, or are feeling overwhelmed, please contact any of the college staff who will provide you with details organisations that specialise counselling services. Details of some of these organisations are listed in the Table on pp. 8-9.

Managing Stress

Be organised – a lot of stress can be avoided by being clear about your goals and timeframe. Keep to your schedule and allow plenty of time to collect relevant information and documents for you RPL.

Be clear about requirements – stress and anxiety can result from being mistaken or unclear about requirements. Make sure you know your Assessor/s are looking for. Your assessor will be clear about what is expected of you, but if you are not sure, please ask for help.

Applicant Enrolment

Entry Requirements

AAA Swiss has entry requirements to ensure that successful applicants have every opportunity to complete their chosen qualification for RPL. AAA Swiss does have some common course entry requirements; however individual qualifications may have specific criteria depending on the training package requirements.

All applicants must:

- Be 18 years of age and above
- Completed Year 10 or equivalent.
- Applicants must also currently work or have recently worked in the relevant field .
- If the applicant has not completed Year 10, then the applicant 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.

Enrolment form also includes questions relating to the applicant's spoken English ability and their skill in literacy and numeracy (LLN). There is also a specific question which asks the Applicant if they have any individual needs that may prevent their full participation in the assessment program. This information is gathered and taken into account during the enrolment interview.

Where the applicant has significant LLN needs that would prevent participation in the RPL process and/or the requirements of the qualification, then the applicant may be referred to TAFE, or other institution that the applicant may prefer, to complete a Course in Language, Literacy and Numeracy. The TAFE LLN course is free.

Applicant Engagement Prior to Enrolment

Prior to accepting an intending applicant for an RPL process, AAA Swiss provides, in print or through an electronic copy or through its approved, authorised agent, current and accurate information regarding the following:

1. A written agreement with the applicant, signed or otherwise accepted by that applicant via "Acceptance of Offer" concurrently with or prior to accepting course money from the applicant. The agreement will:
 - (a) Identify the qualification and the units of competency for which RPL is requested;
 - (b) Provide an itemised list of course fees to the applicant;
 - (c) Provide information in relation to refunds of course fees;
 - (d) Confirm personal information about the applicant will be shared between the college and Australian Government Agencies.

2. The requirements for acceptance into the RPL process, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
3. The RPL has a pre-training review and an LLN test to confirm the applicant's English, literacy and numeracy skills, and commitment to the RPL process.
4. The time allowed and form of certificate as either a Statement of Attainment or Qualification offered and assessment evidence required for each unit of competency.
5. Our office location and a general description of facilities, equipment, and learning and library resources available to applicants.
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 applicant's RPL application may be withdrawn or cancelled.

Applicant Selection

AAA Swiss will ensure that the applicant's qualifications, experience and LLN (language, literacy and numeracy) proficiency are appropriate for the RPL process about to be undertaken. The application form must list all of the usual requirements for enrolment but particularly:

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

Pre-Training Skills & Knowledge 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 applicant is wishing to commence.

Prior to the pre-training review, the assessor will outline the course entry requirements to the applicant via the website and *Applicant 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 applicant will have the reasons for the review explained to them before its commencement by AAA Swiss Training.
- 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.
- Assessors/Administration team will document the outcome of the review in order to ascertain the applicant's capabilities.
- Applicants are informed if they meet the entry requirements or of their options if they do not meet the course entry requirements.
- Where an applicant has not met the requirement for their desired qualification, the applicant will be notified in writing of their test/review result. The enrolment process will cease. The applicant may choose to apply for a lower level qualification.

AAA Swiss's Applicants' Admission Team will retain the results of the pre-training review on the applicant file. Where an applicant has met the requirement for an offer, the enrolment process will commence. An approved AAA Swiss staff member/ assessor will explain to the applicant the need of a pre-training review before choosing to pursue an RPL assessment only approach and prior to confirming enrolment. Assessors, Admin team / AAA Swiss Agent will document the outcome of the review.

Once special needs are identified between staff members, the CEO will discuss the options with the applicant for help with RPL Assessment.

Pre-enrolment Procedures to Assess Applicant Eligibility

The Chief Executive Officer will:

- Manage all direct applicant enrolments or enrolments via assessors.
- At a Pre-Training Review, applicant will complete a Pre enrolment questionnaire. Then an application form and an LLN Form.
- Ensure the enrolment form has been filled in and enrolment details are recorded.
- Confirm identity and any other required details.
- Assess all applications made to AAA Swiss and formally approve them if they meet the entry requirements.
- Ensure that the applicant has a USI (Unique Applicant Identifier) number.

USI Number Help

The USI system generates a unique applicant number of which applicants can use throughout their studies in Australia. The USI allows access to a full range of study information fast and easy.

AAA Swiss Training Administration staff will request consent from the applicant to generate a USI for them or will record the applicants generated USI into the student management system.

Personal Counselling Services

AAA Swiss does not directly offer professional counselling service to applicants but can refer applicants to other organisations who offer such services for free. Some of the most well known organisations are listed in the Table on pp 8-9 of this Handbook under Free Counselling, Welfare and Support Services. These counselling services are designed to assist applicants in dealing with a wide range of problems including managing stress, anxiety, handling conflicts, and emotional issues. Your assessor can assist you with improving motivation, enhancing study skills and organising study time.

If you require personal counselling services, please refer to the Table on pp 8-9 of this handbook or contact the CEO who will refer you to the relevant organisation.

Language literacy and numeracy determining student needs

LLN

AAA Swiss Training Pty Ltd has as part of its enrolment process the requirement for each applicant to complete a 'pre-enrolment questionnaire'. (Note: applicants may be also identified any time during the RPL process as having the requirement for extra LLN support). In the case where an applicant identifies the need for extra support, where necessary, arrangements will be made for those applicants requiring language, literacy and/or numeracy (LLN) support programs by advising them of various options, including referral to external training providers such as TAFE, or another institution that the applicant prefers, that specialise in LLN gap training.

RPL Application and Progression and Support

AAA Swiss Training will maintain and monitor applicant's RPL progression throughout the agreed period for review and provide further clarification and options for progression through the RPL process to maximise their opportunities for completion for all units of competency.

Applicants will not be given any extension at the end of the RPL period if they have not completed all the required units of competencies unless compassionate or compelling circumstances have been documented.

Applicant Responsibilities

When communicating, and interacting with AAA Swiss staff and other applicants in person, by letter, fax, telephone or email, the applicant 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 take property of AAA Swiss or of other persons.

- Not make false statements in regard to your applicant status or misrepresentation as an applicant or entitlements as an applicant.
- Ensure personal details such as your address is updated with AAA Swiss within 7 days.
- Pay all fees by the scheduled due date.

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 at the office premises, 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.

Food and Drink

Food or drinks are not allowed in any area of AAA Swiss office premises other than the Applicant Common Room. Applicants found consuming food or drink other than in the Common Room may have their access suspended.

Alcohol, Drugs and Weapons on Office Premises

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

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on office 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 office manager / CEO of your current medical situation. If there is no prior communication of your condition, the strongest position will be taken by the office manager.

You are not to bring knives, guns or other weapons onto the office 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 applicants of AAA Swiss Training. All staff and applicants 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.

Complaint & Appeals Policy and Procedures

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
- Applicant support & guidance
- Assessment review/appeal (also see Academic Appeals)
- Applicant transfer
- Applicant compassionate leave, course cancellation, suspension or deferment.

Procedures of General Complaint, Dispute, Appeals & Resolution

A complaint, dispute or appeal can be 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.**

(Applicants 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. An applicant can lodge their complaint/appeal with AAA Swiss Training. Applicants are encouraged to lodge their initial complaint/appeal/dispute with the Manager of Applicant Services. A written record of the complaint/appeal/dispute will be kept on file.
2. If the applicant chooses to access AAA Swiss’s complaints and appeal process, their enrolment will be maintained while the process is ongoing.
3. An applicant will have the opportunity to formally present their case at no cost. An applicant and the other party may be accompanied and assisted by a support person at any relevant meeting.
4. An applicant 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 an applicant. 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 Training treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the applicant before discussing the complaint and /or appeal and/or dispute with relevant staff. The applicant 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 applicant, AAA Swiss will immediately implement the decision or preventive action required and advises the applicant of the outcome.
8. Any applicant, 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 or other relevant body.

National Training Complaints Hotline

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

Recognising Prior Experience and Skills

In accordance with the requirements for Standards for Registered Training Organisations 2015, 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

Credit Transfer

AAA Swiss Training Pty Ltd acknowledges the requirement as a Registered Training Organisation (RTO) to recognise the awards and qualifications issued by other RTOs. This is limited to outcomes that are drawn from the Australian Qualifications Framework (AQF) 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 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 an applicant 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 Training is not obliged to recognise the unit through credit transfer.

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

National Recognition

All trainers and Assessors know of our obligation to recognise AQF qualifications and statements of attainment issued by another RTO.

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

- Any applicant is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Applicants may not apply for credit transfer for units of competence or qualification which are not included in AAA Swiss's scope of registration.
- Whilst applicants may apply for credit transfer at any time, they are encouraged to apply before commencing an RPL program. This will reduce unnecessary steps and guide the applicant down a more efficient path to competence.
- The applicant 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 of prior learning.
- Credit transfer will only be issued when the applicant's enrolment includes at least one other unit of competence for which the applicant is participating in training or is seeking recognition. An applicant 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 (as relevant) 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

Recognition of Prior Learning (RPL)

AAA Swiss accepts or “recognises” the prior learning of applicants 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.

All applicants are advised of the RPL process during the enrolment process and we advise applicants of the requirements prior to commencing the submission process. Potential applicants can request RPL application packs by emailing to info@aaaswiss.edu.au or request from admin staff.

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

RPL Procedure

1. Applicants are advised of the RPL process through the Applicant Handbook, Website, Marketing brochures and the Application Process.
2. The Chief Executive Officer and designated Assessor will facilitate the RPL process for requests received.
3. The acceptance or denial of the RPL application will be reported back to the applicant within two weeks of the application being received.
4. Applicants 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. Applicants 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 academic transcript records.
7. The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment, the applicant 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 applicant will be advised to provide further documentation to validate their skills/experience. The assessor will set a date for the additional documents to be submitted.
9. If the applicant fails to furnish the required documents, he/she may enrol for the unit in question at another institution. Alternatively, if the applicant succeeds, RPL will be awarded.
10. If the applicant is not satisfied with the outcome, the matter will be referred to the management via the appeals process.

Overseas Qualifications can be verified through AAA SWISS

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.

www.internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx

Applicants applying for RPL through AAA Swiss Training must provide:

- proof of identity
- a verified overseas qualification with a transcript
- a detailed breakdown of the curriculum covered.

An applicant applying for RPL must meet the entry requirements as detailed in the “entry requirements” section in the relevant RPL Kit.

All qualification documents submitted by the applicant will be initially reviewed and verified by the recruiting agent as per the applicant selection procedure. AAA Swiss will review the agent’s decision and confirm if the applicant meets the pre-requisite knowledge and skills requirement, prior to issuing the “Letter of offer”.

Completion

AAA Swiss’s policy is to ensure that all applicants receive appropriate recognition for those units they can provide an appropriate form of evidence as quickly possible. Students are allowed up to two months to complete the RPL process. Extension of time past that will require meeting the Assessor and pleading individual personal circumstances.

Family engagements or marriage are not considered “compassionate or compelling circumstances” but Applicants are encouraged to discuss their individual cases with the us before committing to any such arrangement.

Access and Equity

During the Application for RPL process, all potential candidates will be offered an opportunity to discuss any special or additional needs they may require fulfilling their assessment requirements.

The Assessor will make a note of this on the applicant application form and/or add notes to the applicants’ 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 whenever possible to accommodate potential applicant's learning needs to achieve the desired outcome and offer equal learning opportunities.

Procedure

- 1) During application, the applicant will declare if they have any "special needs".
- 2) The AAA Swiss representative (Authorised agent) will make note of it on the "RPL Application Form" and discuss the possibilities of additional support that may be available.
- 3) The CEO / Manager of Applicant Services will decide on the special needs requirements of the applicant in comparison to AAA Swiss's ability to make it available.
- 4) The CEO / Manager of Applicant Services will discuss the support to be offered to accommodate their needs either internally or through outside providers.
- 5) The applicant may either accept or reject the offered support.

Issuing Certificate/SOA Policy

We issue AQF certification documentation only to a learner assessed as meeting the requirements of the units and the qualification packaging rules. The completed RPL pack consisting of the:

Application form

Evidence provided

Competency conversation record of interview

Practical assessment record of observation

Approval of units applied for at the application phase

Reasons for rejection of units for which inadequate evidence was provided or skills assessed did not meet industry standards (if applicable).

Requirements

All applicants who have completed an RPL assessment that leads to the award of an AQF qualification are entitled to receive within 30 days of completion and subject to payment of all fees due:

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

Applicants who complete part of the requirements of an AQF qualification in which they are enrolled are entitled to receive a statement of attainment (SOA) for those units for which competency was demonstrated and assessed.

The format of the AQF certificates meets the requirements specified in the Standards.

Procedure for Issuing Certificates

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

- a) On completion of the RPL Process, Applicants are queued through the software for issue of a certificates/ transcripts.
- b) The Applicant Support Officer ensures that applicants are eligible for receiving certificates by checking
 - a. The evidence listed is available
 - b. That the evidence has been reviewed by conversation between the assessor and the applicant
 - c. That the Assessor has reviewed the evidence and agrees that the applicant performed to the level of industry standards prescribed in the RPL Kit;
 - d. The Applicant Support Officer ensures that applicants have a Unique Student Identifier (USI).
 - e. All results and relevant information are entered into the student database.
- c) A certificate approval is signed by the Applicant Support Officer who produces certificates/statements/transcripts and signs the checklist when printing is completed.
- d) The certificates/statements/transcripts are returned to the Assessor to ensure everything is accurate and in compliance as per the requirements before signing the certificates.
- e) All certificate with it's supporting evidence is forwarded to the Chief Executive Officer who will again check and verify according to the check list.
- f) The Chief Executive Officer signs after ensuring that all requirements are met. An assessor also co-signs on Certificates.

Re-Issue of Qualifications

A duplicate or 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.

Applicant Discipline

Policy

AAA Swiss will at all times conduct it's dealing with applicants 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 will provide applicants adequate access to appropriate guidance, support systems and welfare services. In doing so, AAA Swiss will ensure:

- 1) Applicants 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 each particular RPL process;
- 4) Guidance, support systems and welfare services are made known to applicants;
- 5) Any necessary health and safety procedures are made known to applicants.

Managing Discipline and Supporting Students

The CEO will carry out disciplinary procedures and issue warnings to applicants and will cancel applicants.

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

Complaints and appeals

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

- 1) AAA Swiss will ensure that all the relevant facts are available. This may involve interviewing other personnel or applicants;
- 2) Give the applicant the opportunity to explain;
- 3) Consider the applicant'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 an applicant 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 an applicant after two verbal warnings have been given, or on any occasion in which an applicant 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 based on objectivity (actual performances and behaviour).

Notwithstanding the above, instant suspension or dismissal may occur if an applicant:

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

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

The applicant has the right to appeal the decision of dismissal in accordance with the Complaints and Appeal Policy and Procedures.

Records Management

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 applicant file reflects the history of each applicant.

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

Confidentiality of Applicant Records

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

a) **Exceptions to Disclosure of Applicant Records and Information**

See Privacy in this handbook

b) **Emergencies**

Applicant details are released to a relevant emergency service only for attendance at an accident or emergency or where the applicant is unable to manage his/her own affairs. It is very important to establish the *bona fides* of the person requesting the information, but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the CEO unless to do so would cause unreasonable delay in the circumstances. If the CEO is unavailable, the head of Operations Manager 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 applicant records/information.

Operations Manager Building – Remy Wehbe (0404 020 404)

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

c) **Applicant Access**

An applicant may apply in writing and gain access to his/her Applicant Record Information. The request will be determined by the CEO. Information regarding clients will not be disclosed to any third party unless there is a written consent from the Applicant/client authorising the certificate issue.

Electronic records are stored as a 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.

AAA Swiss keeps applicant records for administrative and legislative purposes for 12 months. 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 applicant
- fee invoice/statements/paid/refunds.

d) **Change of Address**

Please ensure at all times that AAA Swiss has your current address and contact details on file. If you have changed your address, or contact phone number or email, you will be required to fill out a Change of Address form and submit to the Reception within 7 days.

Safety Procedures

As an applicant, 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 an applicant, 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 applicants, visitors 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 applicants, visitors and employees.

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

Always remember to:

- Use safe work practices.
- Ensure the equipment you and your applicant's use are safe.
- Speak up if you see an unsafe condition or work practices.
- Seek advice from the Manager of Applicant 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 applicants and staff and will comply with all regulations of the Work Health and Safety Act (NSW).

Fire exit plans will be displayed in all rooms, the foyer area and hallways. Firefighting equipment is available at locations marked on the map of the office premises. AAA Swiss will maintain safety on the office premises:

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

The Work Health and Safety Act (NSW) 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.

Important Contact Number and Instruction

After Hours emergency contacts:

Operations Manager (Remy Wehbe) : 0404 020 404

Chief Executive Officer (Lena El Daghli): 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.

RECEIPT

I confirm that I have received this student handbook prior to applying for recognition of prior learning. I have read the handbook and agree to be bound by the rules contained within. I understand that the responsibility is mine to provide the evidence of undertaking relevant work and supply evidence of my work that is definitely my work alone. I agree and understand that an RPL Application is not a guarantee of success: I have to prove my knowledge and my skills for the relevant qualification.

I confirm that no guarantee has been offered to me that I will be successful in all aspects of my application.

I understand that I must retain this handbook to ensure that when questioned by authorised persons, I can provide proof and meaningful answers.

Privacy Notice

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

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by AAA Swiss Training Pty Ltd for statistical, administrative, regulatory and research purposes. AAA Swiss Training Pty Ltd may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;

- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Applicant Name	
Signature	
Date	