Student Handbook
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A Welcome Note from the CEO

Welcome to the AAA Swiss Training. AAA Swiss Training is one of the leading Vocational Education Training (VET) providers in Sydney with the core specialisation in Community based programs. Our qualifications are nationally recognised and are approved by the appropriate government agency Australian Skills Quality Authority (ASQA), and designed and delivered to prepare graduates work-ready for dynamic and technologically charged work environment of the 21st Century. AAA Swiss Training takes pride in producing excellent and qualified graduates over the years who are working in their dream career and we are here to help you to reach your dream career destinations. Let's work together to achieve this common goal of creating your successful future.

AAA Swiss Training is also ideally located at Bankstown. The office is a 5 minute walk from railway station.

The college aims to provide high quality training at affordable costs to students. Students enjoy small class sizes in which they get individual attentions of their trainers. AAA Swiss Training hand picks trainers who are not only academically qualified but also have practical skills and expertise in up-to-date industry practice. Hands-on delivery approach together with assessment in a work-like simulated environment means, students will develop practical skills that can easily be transferable in the real word situation. This is key factor why AAA Swiss Training graduates are always ahead of the rest in securing jobs after they graduate.

It is the policy of AAA Swiss Training to treat every student as an individual and help each to achieve his/her academic goal. Our friendly and dedicated staffs are always there to assist you from your arrival to dealing with your all other necessary issues such finding accommodation, opening bank accounts, advising on your career and other needs. Our excellent student support officer will assist you in any problem you may have and provide you appropriate advice to deal with them.

Let me express my deepest gratitude for choosing AAA Swiss Training for preparing you your important career path. AAA Swiss Training will be working very hard to ensure that you have made right choice. I wish you for every success as you pursue your dream career in Australia.

Ms Lena El Daghl
Chief Executive Officer
AAA Swiss Training
1.0 About AAA Swiss Training

1.1 Mission Statement

Our Vision

Our vision in AAA Swiss Training is to become one of the leading RTOs in the Australian market. In order to progress to our vision, we count on healthy academic environment for staff, trainers and learners, honesty and integrity and hard work through our reputation, creating a fresh outlook for all our clients and achieve sustainable growth.

Our Mission

Our objective is to strive to offer flexible and affordable training and education programs ensuring the longevity of our company through repeat business and referral business. It is our intent to develop an organisation of quality and integrity that offers our clients nationally endorsed qualifications in a flexible learning environment.

Our Values

At AAA Swiss Training we believe that certain corporate values are the path to success, our values are:

Integrity

Doing the right thing enhances our reputation which adds to your certificate value. In addition, doing the right thing means doing it once and for good, which is more time and cost efficient to AAA.

Quality

Only top quality services and products are offered to our learners. We spend the time, money and effort in order to ensure that our trainers are experienced and skilful trainers, using first quality resources in modern recent facilities.

Learner-oriented approach

In AAA Swiss Training we listen to you and your needs in order to help you achieve your best after the course. Teaching methods can be customised in a fashion that is more efficient with the various groups yet compliant with AAA Swiss Training policies and procedures.

Teamwork

We are strong believers in teamwork where people can present different ideas and techniques in order to come up with the best scenario possible for all stakeholders. We believe that the ‘whole’ of the organisation is greater than the sum of its parts.
1.2 Our Organisation

AAA Swiss Training is privately owned and operated. Key Personnel include: CEO, Consultant/Compliance, Training Manager, Trainers, and Administration Staff.

Students are also supported throughout their study program by AAA administrative, academic and welfare staff. Our staff and trainers are committed to providing quality training and assessment services. We provide the following Nationally Accredited training programs:

Qualification Programs
- BSB51915 Diploma of Leadership and Management
- BSB61015 Advanced Diploma of Leadership and Management
- CPC10111 Certificate I in Construction
- CPC20112 Certificate II in Construction
- CPC20211 Certificate II in Construction Pathways
- CPC30111 Certificate III in Bricklaying/Blocklaying
- CPC30211 Certificate III in Carpentry
- CPC30611 Certificate III in Painting and Decorating
- CPC31311 Certificate III in Wall and Floor Tiling
- CPC31411 Certificate III in Construction Waterproofing
- CPC31511 Certificate III in Formwork/Falsework
- CPC40110 Certificate IV in Building and Construction (Building)

Our trainers and assessors are highly qualified and have extensive experience with delivering these training programs. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

1.3 AAA Swiss Training Details

Physical Address  Level 2, 398 Chapel Road, Bankstown NSW
Postal Address  Level 2, 398 Chapel Road, Bankstown NSW
Head Office Address  4/94 Foster St Dandenong Victoria, 3175
Phone  0419 602 031
Email  lena@aaaswiss.edu.au
Web Site  www.aaaswiss.edu.au
The City of Bankstown is a local government area in the south-west region of Sydney, Australia, centred on the suburb of Bankstown.

The Bankstown City region is approximately 76 square kilometres and has a population density of about 21.46 people per hectare. The boundaries of Bankstown City are, clockwise, the Prospect water supply pipeline and Liverpool Road (also known as Hume Highway) along the north, Roberts Road, Juno Parade, Koala Road, Punchbowl Road, Canterbury Road and the Salt Pan Creek along the east, the Georges River in the south and the Georges River, Prospect Creek, the Hume Highway and Woodville Road along the west. Salt Pan Creek is a saltmarsh and mangrove swamp that extends from Canterbury Road to Georges River.

In 2006, the NSW government released a planning strategy for Metropolitan Sydney, known as the City of Cities plan for Sydney. The plan identified Bankstown as a ‘major centre’ for the south west Sydney region. Bankstown Airport was also identified as a ‘specialist centre’ and the Hume Highway as part of a potential transport corridor. Under the most recent Draft Metropolitan Strategy for Sydney released in 2013, the NSW Government has reaffirmed Bankstown as a major centre, and Bankstown Airport as a specialised centre.

At the 2011 Census, there were 182,352 people in the Bankstown local government area, of these 49.3% were male and 50.7% were female. Aboriginal and Torres Strait Islander people made up 0.8% of the population. The median age of people in the City of Bankstown was 35 years, which is slightly lower than the national median of 37 years. Children aged 0 – 14 years made up 21.7% of the population and people aged 65 years and over made up 13.7% of the population. Of people in the area aged 15 years and over, 52.1% were married and 11.0% were either divorced or separated.

Population growth in the City of Bankstown between the 2001 Census and the 2006 Census was 3.43%; and in the subsequent five years to the 2011 Census, population growth was 6.96%. When compared with total population growth of Australia for the same periods, being 5.78% and 8.32%.
respectively, population growth in Bankstown local government area was approximately 75% of the national average. The median weekly income for residents within the City of Bankstown was slightly lower than the national average.

At the 2011 Census, the proportion of residents in the Bankstown local government area who stated their ancestry as Lebanese, was in excess of eight times the national average. The proportion of residents who stated an affiliation with Islam was in excess of eleven times the national average. Meanwhile, as at the Census date, the area was linguistically diverse, with Arabic or Vietnamese languages spoken in 30% of households, both languages approximately seven times the national averages.

Paul Keating Park, in the centre of Bankstown, stands on the old site of the Council Administration building, which burned down in an accidental fire in 1997. The Park is used for a variety of concerts and festivals (including the annual Bankstown Christmas Carols), and is otherwise a large playing field. Nowadays, all of the Council operations are contained in the Civic Tower, adjacent to the Park. Bankstown Town Hall faces opposite.

The local economy in Bankstown City is fairly diverse. There is a large number of manufacturing businesses in around Bankstown. There is also a large number of service and administrative jobs, particularly in the Bankstown city centre.

Some large businesses are established in the Bankstown City area including printing presses for the Fairfax Media titles including The Sydney Morning Herald and The Sun-Herald and printing presses for the News Limited mastheads, The Australian, The Daily Telegraph and The Sunday Telegraph, both at Chullora. Bankstown Airport and the surrounding industrial areas in Revesby and Milperra are centres of economic activity. Airtex Aviation has its head office on the grounds of the airport.

Approximately 61,000 people work within the city, over two-thirds of which come from outside the City of Bankstown, and just under a third of workers live in the city itself. Unemployment is significant in the area and some local residents receiving benefits are subject to a local income management project conducted by the Federal Government.

There are a wide variety of commercial shops. Most notable is the large and extensive shopping centre, Centro Bankstown (formerly known as Bankstown Square). It opened in 1966 and in July 2006 completed its most recent expansion. Other shopping precincts include the Compass Centre and various stores in the Bankstown Plaza, a large pedestrian thoroughfare located near the Bankstown railway station.

There is also a number of town centres in suburbs of the city. Other shopping centres include Bass Hill Plaza and Chullora Market Place. of Alexandria.

1.4 AAA Swiss Training - Hours of Operation

Monday – Friday 0900 hours – 1800 hours
1.5 Campus Services and Facilities

Academic Services

Academic services and advice can be accessed by students both online and in person at AAA. Our staff will happily provide advice and information about anything from enrolments, student handbooks, available courses and library facilities.

At AAA, students are able to use a fully equipped computer lab where they can either work in air-conditioned comfort, or access resources via the e-library. Text books, may be provided or will be available for loan by talking to the administration staff. AAA Swiss Training staffs, from management through office administration, to trainers are friendly, experienced and highly educated. They have a deep understanding of industry needs which is beneficial to students in today’s economic climate.

Facilities

AAA Swiss Training facilities include a relaxing student lounge, complete with access to tea, coffee, soft drinks and snacks; and restrooms are available. Modern, well-equipped air-conditioned training rooms will provide students with an environment conducive to learning and developing the skills and knowledge required to achieve successful outcomes.
2.0 Course Information

2.1 Vocational Education & Training

Your course has been drawn from a national training package. Training packages include:
- industry course standards; these are the standards each industry requires its workers to have
- the different national qualifications a person can receive when they are assessed against the standards
- guidelines for assessing competence in the industry

Someone who is competent has the required knowledge and skills and can apply them effectively at work.

Courses are comprised of a combination of compulsory, elective and optional units of competency to be completed within a theoretical and practical workplace application. Students must complete the required number of compulsory, elective and optional units as indicated in the individual course.

All of our courses are specifically designed to meet the needs of Australian industry.

2.2 Course Award

On successful completion of your course, you will receive:
- Full Qualification - a Certificate and a Transcript of Academic Record
- Partial Qualification - a Statement of Attainment

2.4 Course Outcomes

Our courses are designed to enable each student to:
- gain knowledge, skills and attitudes/values that promote industry specific requirements

2.5 Course Progress

A Course Summary will be provided to you for full course enrolments. This course summary is designed to give you a list of the full structure of your course and will provide you with information about each unit you are studying.

For each unit - read through the unit. Make a note of the assessment details. You may also like to spend some time planning other responsibilities and activities so you can see where your study fits into your time schedule.

When you are attending on-site classes our academic staff and education officers will monitor your progress and contact you on a regular basis about your progress. Please do not hesitate to contact the AAA Swiss Training team to discuss any concerns you may have with progress or completion. Adjustments can be made and support is available to assist you to complete your studies.

Students are encouraged to form a study group wherever possible to facilitate the learning experience. If required, AAA Swiss Training can assist open learning students in working together by putting them in touch with others in their area and/or undertaking the same course of study; this will only occur if AAA has the express permission of the students.
3.0 General Administration and Overview of Policies

3.1 Enrolment Procedures

AAA Swiss Training will recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered training provider. AAA Swiss Training will not accept students under the age of 18 years of age. AAA Swiss Training will ensure students’ qualifications and experience are appropriate for the course for which enrolment is sought.

Prior to accepting a student, or an intending student, for enrolment in a course, AAA Swiss Training will provide, in print and by a website, current and accurate information regarding the following:
  a) the requirements for acceptance into a course, including educational qualifications or work experience required and whether course credit may be applicable;
  b) the course content and duration, qualification offered if applicable, modes of study and assessment methods;
  c) campus locations and a general description of facilities, equipment, and learning and library resources available to students;
  d) details of any arrangements with another registered provider, person or business to provide the course or part of the course;
  e) indicative course-related fees including advice on the potential for fees to change during the student’s course and applicable refund policies;
  f) information about the grounds on which the student’s enrolment may be deferred, suspended or cancelled;

3.1.1 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a compulsory reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students’ VET records are not lost.

The USI is available online and at no cost to the student. ([http://www.usi.gov.au/create-your-USI/Pages/default.aspx](http://www.usi.gov.au/create-your-USI/Pages/default.aspx)). This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

Students need one form of identity (ID) from the list below:
  • Driver's licence;
  • Medicare card;
  • Australian Passport; or
  • Citizenship Certificate.
3.1.2 Formalisation of Enrolment

AAA Swiss Training will enter into a written agreement with each student, signed or otherwise accepted by that student, 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 money payable by the student;

c) For all students an LLN assessment will be included as a component of the enrolment form that is to be completed and assessed by the Training Manager. The Training Manager is to evaluate the Enrolment application and if they consider that the applicant has sufficient skills or with assistance complete the program. And advise the appropriate trainer/assessor;

d) Provide information in relation to refunds of course money; and

e) Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

AAA Swiss Training will include in the written agreement the following information in relation to refunds of course money in the case of student and provider default:

a) amounts that may or may not be repaid to the student;

b) processes for claiming a refund;

c) a plain English explanation of what happens in the event of a course not being delivered; and

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

AAA Swiss Training will provide a copy of the Student Handbook and copies of our course outcome sheets to each student prior to, or at enrolling into a nationally accredited training program.

The Student Handbook will contain clear information on each of the following areas and will be revised annually or as required:

- students rights and responsibilities;
- enrolment;
- induction;
- access and equity;
- course withdrawals;
- change of enrolment details;
- issuing of qualifications;
- recognition of prior learning;
- credit transfer;
- mutual recognition;
- fees and refunds;
- harassment and discrimination;
• work health and safety;
• competency based training and assessment;
• complaints, grievances and appeals;
• discipline;
• language, literacy and numeracy;
• student training records;
• access to student training records;
• student welfare and guidance;
• privacy;
• training staff;
• vocational outcomes;
• code of practice – RTO;
• code of practice – assessor; and
• acknowledgement declaration.

Procedure

1. All applications in all formats are to be received and checked by Administration;
2. Any training issues are to be discussed with the Training Manager prior to progression;
3. Develop student file;
4. Training manager to confirm enrolment;
5. Receive Student agreement and Initial payment;
6. Enter student to class roll for appropriate course;
7. Registration day – Receipt of second payment;
8. Induction/Orientation; and
9. Course commencement.

3.2 Induction

AAA Swiss Training supports students to adjust to study and life and to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

To assist students AAA Swiss Training provides an age and culturally appropriate orientation program that includes information about:
- student support services available to students in the transition to life and study in a new environment;
- legal services;
- emergency and health services;
- facilities and resources; and
- complaints and appeals processes.

3.2.1 Procedure

1. Students attend first day of classes;
2. New students are taken through the AAA Swiss Training and course induction during the first day;
3. Students are provided with a hardcopy Student Handbook;
4. The handbook is discussed;
5. Students are invited to ask questions and clarify all points;
6. Students sign back page of handbook to declare their understanding; and
7. Back page is filed in student file.
8. Students are also requested to sign an Induction attendance roll to validate that presence

### 3.3 Payment Options

Students should familiarise themselves with the fees and charges outlined below. Payment options are to be discussed prior to enrolment. Payment by unit of competence is the lowest periodical payment plan available.

#### 3.3.1 Payment Plans

If a payment plan has been negotiated:
- payments must be in advance of the pending unit of competence or term. Where a student has negotiated to pay by the unit, payment in full must be received before any resources will be provided; once resources have been provided, no refund will be given;
- the total payment charge for a payment plan section is required to be finalised at least fourteen days prior to the end of the designated period of study;
- cancellation of enrolment does not cancel the obligation to make all payments under the payment plan (refer to 3.22 - Refund policy)

**Students may be excluded from further tuition if they fail to maintain payments as agreed.**

<table>
<thead>
<tr>
<th>Other Potential Fees</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEADR External Complaint Resolution Fee</td>
<td>No Charge</td>
</tr>
<tr>
<td>Administration/Enrolment Fee (Non refundable)</td>
<td>$300.00</td>
</tr>
<tr>
<td>Overdue Fees 14 days overdue</td>
<td>$100.00</td>
</tr>
<tr>
<td>Continuing late fee after one (1) month/month</td>
<td>5%</td>
</tr>
<tr>
<td>Reissue of documents</td>
<td>$50.00</td>
</tr>
<tr>
<td>Re-enrolment Fee</td>
<td>$500.00</td>
</tr>
<tr>
<td>1st Reassessment</td>
<td>No Fee</td>
</tr>
<tr>
<td>2nd Reassessment</td>
<td>No Fee</td>
</tr>
<tr>
<td>3rd and subsequent Reassessment</td>
<td>$400.00</td>
</tr>
<tr>
<td>Re sit assessment due to Academic Misconduct</td>
<td>$400.00</td>
</tr>
<tr>
<td>Replacement Certificate</td>
<td>$100.00</td>
</tr>
<tr>
<td>Replacement Student ID Card</td>
<td>$15.00</td>
</tr>
<tr>
<td>RPL Application Fee</td>
<td>$300.00</td>
</tr>
<tr>
<td>RPL Assessment Fee per UOC</td>
<td>$150.00</td>
</tr>
<tr>
<td>Resume assist service</td>
<td>$100.00</td>
</tr>
<tr>
<td>Student ID card</td>
<td>$10.00</td>
</tr>
<tr>
<td>Material Fee - Text Books &amp; Learning Guides</td>
<td>$500.00</td>
</tr>
<tr>
<td>Use of Photocopiex</td>
<td>$0.10</td>
</tr>
<tr>
<td>Variation to Fee Payment Contract</td>
<td>$25.00</td>
</tr>
<tr>
<td>Welfare Service - College Referral Service</td>
<td>No Charge</td>
</tr>
<tr>
<td>Welfare Service - College Representative</td>
<td>No Charge</td>
</tr>
<tr>
<td>Welfare Service - External Professional Fees</td>
<td>$50 +</td>
</tr>
</tbody>
</table>

**Note:** There is a possibility for potential fees to change during a student’s course and applicable refund policies.

### 3.4 Change to Enrolment/Personal Details

It is important that our records are accurate and up to date. Should you change your name, address or other details during your period of study, please notify AAA Swiss Training staff as soon as possible
3.5 Accessing Policies and Procedures

Students can access policies via AAA Intranet, on AAA Swiss Training’s website or by contacting the Training Manager.

3.6 Course Exit Policy

If the student decides to leave the course for any reason, unfinished at any stage during their study, then they will be issued with a Statement of Attainment for the units they have been assessed as being competent in.

3.7 Plagiarism

Plagiarise means

• To steal and pass off (the ideas or words of another) as one's own;
• To use (another's production) without crediting the source;
• To commit literary theft; and
• To present as new and original an idea or product derived from an existing source.

In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterward.

The expression of original ideas is considered intellectual property, and is protected by copyright laws, just like original inventions. Almost all forms of expression fall under copyright protection as long as they are recorded in some way (such as a book or a computer file).

All of the following are considered plagiarism:

• Turning in someone else's work as your own;
• Copying words or ideas from someone else without giving credit;
• Failing to put a quotation in quotation marks;
• Giving incorrect information about the source of a quotation;
• Changing words but copying the sentence structure of a source without giving credit;
• Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not (see our section on "fair use" rules).

Most cases of plagiarism can be avoided, however, by citing sources. Simply acknowledging that certain material has been borrowed, and providing your audience with the information necessary to find that source, is usually enough to prevent plagiarism.

If a student plagiarises and:

1. It is the first time the student has been reported for plagiarism at AAA they will automatically forfeit any credit that the student might have obtained in the task to which the plagiarism relates or at the discretion of the relevant General Manager or his/her nominee a lesser penalty may be applied;
2. It is the second time the student has been reported for plagiarism at AAA, the Student will automatically forfeit any credit that the student might have obtained in the course to which the plagiarism relates;

3. It is the third or subsequent time the student has been reported for plagiarism at AAA, the student will automatically forfeit any credit that the student might have obtained in the course to which the plagiarism relates and the matter will be referred to the General Manager for further determination with regard to expulsion.

All students have access to the complaints and appeals process.

### 3.8 Complaint, Grievance and Appeals Procedure

Should there be any occasion where there is a grievance, complaint or appeal with any of AAA Swiss Training’s services the following steps should be taken to resolve the issue (please note: the student may nominate a support person to accompany them to meetings or assist them with the complaints or appeals process at any stage of the complaint resolution process).

**Process – Grievance, Complaints and/or Appeals**

Students are encouraged to discuss or resolve the issue with the other student or trainer involved. AAA Swiss Training will attempt to manage internal complaints handling and appeals process that is as the following requirements indicate

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step One</strong></td>
<td>Speak to the person with whom you have the complaint/grievance with and try to resolve the issue or problem yourself</td>
</tr>
<tr>
<td><strong>If this does not solve your problem then go to Step Two</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Step Two</strong></td>
<td>Lodge a written complaint or appeal with your trainer or reception and ensure that it registered</td>
</tr>
<tr>
<td>From this action you will be required to speak with your trainer, the Training Manager or the CEO depending on the cause of your complaint or appeal.</td>
<td></td>
</tr>
<tr>
<td>This must be done within 20 working days of the issue occurring</td>
<td></td>
</tr>
<tr>
<td><strong>Step Three</strong></td>
<td>An investigation will commence within 10 days of the lodgment of the complaint/appeal</td>
</tr>
<tr>
<td><strong>Step Four</strong></td>
<td>The student will be advised in writing of the outcome of the investigation within 10 days of the commencement of the lodgment unless an extension is agreed to in writing by all parties to effect an outcome.</td>
</tr>
<tr>
<td><strong>If this does not solve your problem then go to Step Five</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Step Five</strong></td>
<td>AAA Swiss Training will advise the student of the external appeals process. This process must be advised within seven (7) days of receipt of an outcome.</td>
</tr>
</tbody>
</table>

A student must access the complaint, grievance or appeals process within 20 working days of any issue that becomes the reason for the process. After this period where the issue is concerned with a lack of attendance, poor competence outcomes or failed financial payments AAA Swiss Training
further action. The investigative process will commence within 10 days of the receipt of a complaint, grievance or appeal.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, AAA Swiss Training must advise the student of his or her right to access the external appeals process at minimal or no cost.

AAA Swiss Training has arrangements for LEADR, an external organisation to AAA Swiss Training, to hear complaints or appeals on referral when AAA Swiss Training or the complainant considers it appropriate for the complaint or appeal.

If the student chooses to access the registered provider’s complaints and appeals processes as per this policy, AAA Swiss Training will maintain the student’s enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, AAA Swiss Training must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

If the student is still not satisfied with the resolution of the grievance, they are able to seek advice and further assistance from the authorities listed below.

<table>
<thead>
<tr>
<th>Department of Fair Trading</th>
<th>Ombudsman</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 21, 227 Elizabeth St</td>
<td>Phone: 02 9286 1000</td>
</tr>
<tr>
<td>SYDNEY NSW 2000</td>
<td>Toll free (outside Sydney metro): 1800 451 524</td>
</tr>
<tr>
<td>Ph: 13 32 20</td>
<td>Complaints: <a href="#">ONLINE COMPLAINT FORM</a></td>
</tr>
<tr>
<td></td>
<td>Web: <a href="#">www.ombo.nsw.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:nswombo@ombo.nsw.gov.au">nswombo@ombo.nsw.gov.au</a></td>
</tr>
<tr>
<td></td>
<td>Fax: 02 9283 2911</td>
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</tbody>
</table>

All students have the right of appeal for any decision regarding a complaint, grievance or appeal. If the appeal is regarding an assessment decision then the student must notify their trainer or the Training Manager within seven (7) days of receiving the result.

**Procedure**

1. If a resolution cannot be verbally reached then the student must submit the complaint/grievance or appeal **in writing** to the Training Manager within 20 working days. Once the complaint has been lodged with the Training Manager it will be registered as a complaint and appropriate action will be taken. If the Training Manager is able to resolve the complaint or appeal the student will receive a written response from the Training Manager or their delegate within 10 working days;

2. If the Training Manager is unable to provide a satisfactory outcome and the complaint has not been dismissed then the complaint will be referred to the CEO of AAA Swiss Training. The CEO of AAA Swiss Training may attempt to resolve the problem through further negotiation or mediation. If the CEO is able to resolve the complaint or appeal the student will receive a written response from the Training Manager or their delegate within 10 working days; and

3. If it is not possible to resolve the dispute internally using the above methods, a **written appeal** must be lodged to the Training Manager of AAA Swiss Training within 20 working days of
receiving notice of the outcome of the internal appeal process. AAA Swiss Training has an external appeal process available to students at no cost to themselves, if they have exhausted the above procedures and still feel dissatisfied. Independent mediators are available upon request or this service is offered by LEADR.

4. A post graduate appeal will only be valid if submitted within 90 calendar days of the issue date of the graduation testamur.

AAA Swiss Training is also able to advise the student of other external organisations who may be able to assist such as the police, counselling organisations or consumer affairs.

AAA Swiss Training will maintain a student’s enrolment while a complaint or appeal is ongoing however, this does not exclude AAA Swiss Training from reserving the right to suspend a student from attending class or visiting AAA Swiss Training’s campus if that is considered necessary during this period.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, AAA Swiss Training will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

All records of complaints, grievances and/or appeals are kept on a student’s file.

### 3.9 Appeals Process

Complaints/grievances and the assessment appeal process is an integral part of the National Vocational Regulatory Standards.

A fair and impartial appeals process is available to all students of the RTO. If a student wishes to appeal his/her complaint/grievance/assessment result, he/she must first discuss the issue with the trainer/assessor.

If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

#### 3.9.1 Grounds for Appeal

An application for appeal will be considered where:

- a student claims to be unfairly treated by fellow students or staff;
- a student claims to be unfairly treated by compliance with the AAA Swiss Training Policy and Procedures;
- a student claims a disadvantage because the trainer did not provide a subject outline;
- a student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline;
- a student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her;
- a student is of the view that a clerical error has occurred in the documenting of the assessment outcome; and
a student claims that there is a discrepancy between the practical observation and the formal assessment.

All appeals are recorded and reviewed at Management Review Meetings. Results of all appeals are communicated in writing to the student, within 20 working days of the result being finalised, and a copy of any communication is also kept on file, both on the complaints register and in the student's individual file.

3.10 Access and Equity

AAA Swiss Training will provide people with the opportunity to access, participate and successfully achieve outcomes in vocational education and training. We also recognise the many diverse factors which influence the ability of people to participate and succeed, including – prior educational experiences; cultural identity; language; learning styles; goals and expectations; motivation; work and social commitments; gender; values and beliefs; religion; income; family; geographic location and age. Our access and equity policy represents commitment to maximise access, participation and outcomes for all people involved in our education and training programs.

AAA Swiss Training is able to provide support and counselling services when necessary. Where a need for extra support is identified, the student will be contacted on a regular basis by AAA Training Manager. Support will vary between individuals but may include simplifying the language used, offering alternative methods of assessment, referral to appropriate books and websites for information to assist with learning or other external agencies as identified.

Where a student is identified as having special needs they will receive regular contact from the Training Manager. This does not prevent the student from contacting the Training Manager at any time that they feel extra assistance would be helpful.

_The Training Manager is available during office hours on 02-1300 225 5433._ All enquiries and requests for extra support or assistance will be followed up.

AAA Swiss Training students enrolled into qualifications from endorsed training packages and units of competency are required to demonstrate competence in the specified elements and performance criteria, as well as the required skills and knowledge.

3.11 Assessments

Competency assessment will be undertaken within a reasonable time frame and as negotiated between trainer / assessor and student.

Upon enrolment the student will receive a course overview with details of delivery, assessment and other information with assessment due dates. Assessment for enrolment into individual units must be completed within three (3) months. Requests for extension beyond final completion date must be made to, and approved by, the Training Manager.
Assessments for full qualifications must be completed by due dates on the training plan and training record or re-negotiated between trainer and student. Requests for extension beyond final completion date must be made to, and approved by, the Training Manager.

Written assessment tasks will be marked and feedback returned to the student within 21 days of receipt. Workplace assessments can be undertaken at a time negotiated between student and assessor. Students receive two attempts at achieving competence. Reassessment must be undertaken within four weeks of feedback.

**Assessment Results**

Students must have a result of “satisfactory” for each assessment task in order to be awarded an overall mark of competence for the whole unit of competency.

**Marking Code**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>NS</td>
<td>Not Satisfactory</td>
</tr>
<tr>
<td>NYC</td>
<td>Not Yet Competent</td>
</tr>
<tr>
<td>C</td>
<td>Competent</td>
</tr>
</tbody>
</table>

Once the student has received a mark of “S” for each assessment, an overall mark of “C” will be recorded for the whole unit of competency. Should the student receive a mark of “NS” for an assessment and overall mark of “NYC” will be recorded.

**Return of Assessment Items**

All original copies of completed assessment items are to be returned to AAA Swiss Training by the student and remain the property of AAA. Prior to returning these items students must ensure they have clearly entered their details and signed the declaration form on the first page of the assessment package. Students must keep a copy of assessment they have submitted for their own records.

It is the responsibility of the student to ensure assessment items are received by AAA before or on the due date. Facsimile of assessment items will not be accepted.

**Late assessment items**

Any assessment items received with a postmark after the due date, and without an extension, will be considered as a late return. These assessment items will not be marked until all other assessment items have been completed.

**Re-sit/Re-submit**

Re-sits and re-submits are provided only once to students found not yet competent after their first attempt of an assessment task. A re-sit must be undertaken at the earliest possible assigned week following the declaration of results in class for assessment. Re-sits for practical assessments will take place when advised.
Re-submits must be submitted within two weeks to the trainer following the declaration of results from the trainer; otherwise the first result will apply. For resits or resubmits due to academic misconduct a fee will be applied. Please refer to the other fees and charges schedule.

For re-sits/re-submits students must meet the Attendance Policy requirement.

Assignments

Late submission of assignments or projects will result in a not yet competent unless an extension has been granted prior to the due date. Students must keep a copy of their assignments or projects.

Assessment Extensions

An official Request for Extension is to be received by the supervising trainer a minimum of five (5) working days prior to the due date. Extensions of up to two weeks may be granted depending upon circumstances.

For an extension to be granted, one or more of the following criteria needs to be established:

- existence of extenuating circumstances
- medical condition (a copy of a medical certificate may be required)

Attendance during a Practical Assessment or Exam

Students who arrive late by 30 minutes or more for assessments will not be permitted to enter the assessment room. Students will also not be allowed to leave the room within the first 30 minutes.

No breaks are allowed during an assessment, except in the case of pre-existing medical conditions, which should be notified to the Training Manager in advance.

Feedback to Students

Trainer / Assessors will provide feedback to the students on their performance. The feedback will include:

- A mark on their assignment/ project report/ exam paper
- Comments on their assignment/project report/ exam paper

And may also include:

- A written evaluation sheet
- Oral feedback on their overall performance

If the students are not satisfied with the feedback given on their work, they can discuss their work with the Trainer / Assessor individually.

Appealing against Assessment Results

Any student who believes that the mark awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the Complaints and Appeals policy.

Reasonable Adjustment
From time to time, AAA Swiss Training will encounter students with particular needs and will make all reasonable adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training. To this end AAA Swiss Training may customise certain aspects of training and assessment to permit equity. Examples of how this may be done include:

- A person with diminished eyesight may be provided with handouts and learning materials printed in a larger font.
- A person having only a fundamental grasp of the English language may be provided with learning material which has been converted to read in their native language.
- A person attending class with an identified hearing impairment may be taught in a one on one environment in a quieter environment than a normal classroom setting.
- A person with learning difficulties such as below average reading ability, comprehension problems or dyslexia, may be individually tutored using more of an oral form of presentation rather than text based notes. Their assessment can be administered orally rather than in the written form.
- People, who cannot attend classes due to injury, geographic dispersion or other valid reason, may be provided with class notes and instruction on audiotape to enable them an opportunity to complete the course at a distance from the training venue. This could also be supplemented by telephone tutorials and by use of email, fax etc.

It is not possible to document accurately all contingencies without first knowing all variables. This of course cannot be done. AAA Swiss Training has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective trainer.

### Assessment validation

Assessment validation will occur when assessments are initially developed and then annually. Feedback from assessors and/or students may also result in a validation process.

The Training Manager will test new assessment tasks and tools for validity through a trial process. Each year, the Training Manager will co-ordinate the validation of assessment tasks and tools and retains evidence of the validation for NVRS purposes.

### 3.12 AAA Swiss Training’s Referencing Guide

The following referencing guide, based on the Harvard system is to be used by students in both paper based and electronic assignments. Regardless of where information is sourced, e.g. books, magazines, websites, it must be referenced.

Both in-text referencing and a reference list are to be used in any given assignment.

**In-text referencing** is used throughout the body (text) of the assignment and includes in parentheses (brackets), the Author and Date of publication cited (referred to). Page numbers, whilst not always necessary are preferred in all circumstances for the sake of simplification of this referencing method. In-text referencing is required for direct quotes (using the author’s words exactly) and for paraphrasing
(stating the author's words ideas in your own words, without altering the meaning, or giving your interpretation).
Examples:

Students should **punctuate** in-text referencing, and reference lists as shown in the examples below.

**Direct quote:**

“The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes.” (Crisp & Taylor, 2009, p. 230)

Or

Crisp & Taylor (2009, p. 230) states, “The number of neurons in the nervous system begins to decrease in the middle of the second decade, which can lead to functional changes.”

**Paraphrase:**

Crisp & Taylor (2009, p. 230) argue that functional changes can occur from the middle of the second decade as a result of a decrease in neuron numbers in the nervous system.

**Magazine articles** require information about the author, title and page numbers of the article as well as the name and edition of the magazine itself. Note in the example references list below the entry for Dixon, T. The name of the article ‘Contemporary connectivity’ appears within single inverted commas.

**Web based articles** also require referencing with similar information to paper-based articles. A web link or website address should be included. Note the entry for Gallagher, H given as an example in the References list below.

**Reference list**

The reference list entitled “References” occurs at the end of your assignment. It lists all sources cited throughout the text of the assignment. References are listed alphabetically. (Single author sources are listed prior to a source authored by one or more e.g. Crisp would come before Crisp & Taylor.)

**Example Reference List:**

**References**


Crisp, J 1932, *Fictional nursing title*, Publisher, Fortitude Valley, Qld, Australia


3.13 Certification and Issuing of Qualifications

AAA Swiss Training issues only Australian Qualification Framework (AQF) qualifications, and Statements of Attainments that are within the Organisation’s scope of registration as a Registered Training Organisation (RTO).

AAA Swiss Training issues, and verifies awards in compliance with the Vocational Education, Training and Employment Act 2000, the Australian Qualifications Framework and the Australian Quality Training Framework.

Results of Assessments and Awards

Result of assessment and qualifications will be issued within 21 days of students achieving competence and meeting all other course requirements.

3.14 Information Technology

It is a requirement that prior to using the IT equipment at AAA; students are to review the IT Acceptable Use Policy (this policy will be available in areas where IT is available for use). The IT policy has been developed to minimise the risk of computer viruses and to ensure that AAA Swiss Training resources are utilised for their intended purpose. Failure to comply with this policy will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.

Information is provided to students regarding assistance and support for language, literacy and numeracy prior to enrolment. The language, literacy and numeracy level required for successful completion of courses and qualifications is also included in the course information.

Assessment of language, literacy and numeracy skills must be undertaken prior to enrolment occurring in any course or program.

Where a student has been identified as requiring assistance with LL&N, the Training Manager resulting in an individual plan of assistance will review their individual situation.

3.15 Privacy

AAA Swiss Training Pty Ltd will comply with the National Privacy Principles extracted from the Privacy Act 1988.

AAA Swiss Training will assist individuals with access to their own personal information in the form they request. If we wish to deny an individual access to personal information, we will provide reasons, consistent with the Privacy Act as soon as we can. Consideration will also be given to our obligations under the Freedom of Information Act 1988 (Cth) which also provides some grounds for denying access.
3.16 Accessing Student Information

AAA uses a student management system (Training Management Data Base) that is capable of storing all student details in a secure database that is stored off site and is capable of meeting the Australian Vocational Education Training Management Information System Standard (AVETMISS) information requirements. In addition the SMS has the provision of a student accessible portal. The student portal will be accessible via internet and an individual login and password. This portal will provide student information, assessment results, academic progress and individual and broadcast information.

Privacy Policy

AAA Swiss Training will follow the ten national privacy principles in the handling of personal information of students / employees.

- collection - AAA Swiss Training will collect only the information necessary for one or more of its functions. the individual will be told the purposes for which the information is collected;
- use and disclosure - personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies;
- data quality – AAA Swiss Training will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date;
- data security – AAA Swiss Training will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure;
- openness – AAA Swiss Training will document how they manage personal information and when asked by an individual, will explain the information it holds, for what purpose and how it collects, holds, uses and discloses the information;
- access and correction - the individual will be given access to the information held except to the extent that prescribed exceptions apply. AAA Swiss Training will correct and up date information errors described by the individual;
- unique identifiers - commonwealth government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. AAA Swiss Training will not assign unique identifiers except where it is necessary to carry out its functions efficiently;
- anonymity - wherever possible, AAA Swiss Training will provide the opportunity for the individual to interact with us identifying themselves;
- transborder data flows - the individual's privacy protections apply to the transfer of personal information out of Australia; and
- sensitive information – AAA Swiss Training will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

3.17 Recognition of Prior Learning and Credit Transfer (RPL)

Course Credit is defined as; ‘exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning’.

Students will be required to sign (or otherwise accept) the record of course credit. Students will be given a copy of the course credit for their records and a copy will be kept in the student’s file.
Definition

Recognition of Prior Learning (RPL) - is the formal recognition of the skills and knowledge a person has regardless of how or where these skills may have been attained, that is, through formal or informal training work experience, (paid and unpaid) voluntary work and life experience. The evidence provided for RPL must address the currency of competencies being assessed.

Recognition of Current Competency (RCC) - This term is sometimes used. For general purposes the term is synonymous with RPL.

Credit Transfer (CT) - is an arrangement to give a standard level of credit or formal recognition to a learner who has previously achieved competence in a training or educational environment. Some Credit Transfer arrangements are also called Advanced Standing or Exemptions.

RPL for Entry - is an arrangement where learners are provided access to assessment tools and processes to assist them to meet minimum entry requirements for access to a course or qualification.

Note: In RPL for Entry no qualification is issued. Recognition is given to the person’s prior learning to permit entry through equivalence into a qualification that requires some specified entry standard.

Overseas Equivalence - is an arrangement to give formal recognition to an individual who has completed a course or qualification overseas. The Overseas Qualifications Unit can assist this process – see contact details later.

AAA Swiss Training acknowledges the key principles governing the recognition of prior learning (RPL). These principles underpin the objectives of our RPL policy and our action plan is to see that:

- access is available to AAA Swiss Training courses by way of RPL (particularly relevant to domestic courses);
- RPL is recognised as an integral component of the assessment process in determining an individual’s eligibility for an award;
- the implementation of our RPL policy is consistent with the NVRS;
- all procedures for RPL incorporate a range of valid and reliable assessment techniques designed to accurately assess competencies held;
- non-traditional learning processes are considered as valid pathways to competency achievement and recognised training outcome; and
- the following stages: information; initial support and counselling; application; assessment; post-assessment guidance; and certification are included in the process

In recognising prior learning the mechanisms used will be valid, reliable, flexible and fair. The following principles of assessment will be observed. Assessments will:

- cover the range of skills and knowledge needed to demonstrate competency;
- be a process that integrates knowledge and skills with their practical application;
- be judged on evidence gathered on a number of occasions and in a variety of contexts or situations - the evidence will be collected from activities and tasks that can be clearly related to the unit of competency or learning outcomes specified and demonstrate that the performance criteria have been met;
be monitored and reviewed to ensure that there is consistency in the interpretation of evidence;
provide for the recognition of competencies no matter how, where or when they have been
acquired subject to any legislation, regulations or licensing arrangements;
be made accessible to learners so that they can proceed readily from one competency
standard to another;
where possible, be equitable to all groups of learners;
be participatory - the process of assessment will be jointly developed/agreed upon between the
assessor and the candidate - opportunities will be provided to allow learners to challenge
assessments and provision will be made for assessment.

Our assessors will:
be competent in terms of the national competency standards for assessors.
have adequate knowledge of the area of competence they are assessing.

AAA Swiss Training is committed to the applicable and appropriate recognition of the Australian
Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other
Registered Training Organisations (RTOs).

RPL Procedure

1. An application for RPL and Credit Transfer must be completed by the student and the evidence
   assessed by a Trainer and authorised by the Training Manager before RPL can be granted.
2. If RPL is granted before a student is enrolled then AAA Swiss Training will indicate the actual
   net course duration (as reduced by the RPL).
3. A record of the student’s RPL is signed by the student and a copy placed on their file.

AAA Swiss Training is aware that when up to 100% recognition is claimed or may be claimed, that
there is a higher risk associated with recognition.

Credit Transfer Procedure

Under national recognition AAA Swiss Training recognises the qualifications issued by other
Australian Registered Training Organisations and will confer an exemption for all previous training
resulting in a competent result for the nationally recognised unit of competency as listed on AAA Swiss
Training course profiles. Only the Training Manager and the CEO may grant exemption status.
Students are required to indicate their intention to apply for exemption at the time of registration and
complete the Recognition of Prior Learning (RPL) & Exemption Information Kit. Students will be
informed in writing as to the results of their application and any further evidence is required.

The granting of RPL will reduce course length. Applicants will be notified as to the new course length
and any adjustments to course price due to RPL or exemptions will be managed by the organisation’s
Administration section.
How to apply?

Internal Credit Transfer

For those students who have previously studied with a Registered Training Organisation and wish to request credit for their current program they must complete and submit the RPL Application Kit. No supporting documentation is required for internal credit transfers.

Credit from other Institutions

If you have studied at another Institution, please see below.

Other Australian RTO’s/Institutions

If you have studied at another Australian RTO or Institution, you need to provide the following:

- RPL Application Kit; and
- Certified graded transcript; and
- Qualification and/or unit of competency outlines for credit for which you are requesting.

Please note that your application can not be assessed until all the required supporting documentation has been received. Please note that it is the student’s responsibility to provide this documentation

RTO/VET

If you have studied an RTO you need to provide the following:

- RPL Application Kit; and
- Statement of Attainment; and
- Course outlines for each course for which you are requesting credit; and
- Transcript showing modules completed.

Application Timelines

Students will be advised to make an application for credit well in advance of term commencement. This is to allow time for assessment and considered decisions in relation to course enrolment. Applications received after the commencement date will not be considered.

Once the application has been received and assessed, the College will notify the student of the outcome and the amended program and associated fees.

3.18 Refund Policy

General

If AAA Swiss Training receives fees paid in arrears then the refund policy is not applicable. For those students who pay their fees in advance the following applies:
If an applicant accepts a place offered by AAA Swiss Training and pays the fees, it means a binding contract is created between the student and AAA Swiss Training.

Under current legislation, there are a number of circumstances where a student may be in default.

Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to AAA Swiss Training.

In the case of cancellation/withdrawal, the cancellation fee will be calculated as shown at Table 1.

AAA Swiss Training offers the following information in relation to refunds of course money in the case of student and provider default:

- a) amounts that may or may not be repaid to the student;
- b) processes for claiming a refund;
- c) a plain English explanation of what happens in the event of a course not being delivered; and
- d) a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

A total or partial refund is applicable when:

**Student Default**

There are a number of circumstances where a student may be in default. In the situation where a student has breached their enrolment conditions or does not pay fees or in cases of student misbehaviour, a student default situation is triggered when AAA refuses to provide or continue providing the course to the student. However, in terms of the student default notification and reporting obligations, the student default is not confirmed until any internal or external complaints and appeals process is completed. Additionally, AAA will not cancel a student’s enrolment without giving the student access to complaints and appeals processes.

<table>
<thead>
<tr>
<th>Withdrawal Reason</th>
<th>Amount Refunded</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal at least four (4) weeks prior to the agreed start date</td>
<td>Full refund</td>
</tr>
<tr>
<td>Withdrawal at least two (2) weeks prior to agreed start date</td>
<td>refund equal to 80% of the tuition fees less enrolment fee of $300</td>
</tr>
<tr>
<td>Withdrawal less than one (1) week prior to agreed start date</td>
<td>refund equal to 50% of the tuition fees less enrolment fee of $300</td>
</tr>
<tr>
<td>Withdrawal after the agreed start date</td>
<td>No refund</td>
</tr>
<tr>
<td>Course withdrawn by AAA Swiss Training</td>
<td>Full refund</td>
</tr>
<tr>
<td>AAA Swiss Training is unable to provide the course for which the original offer was made</td>
<td>Full refund</td>
</tr>
</tbody>
</table>
AAA Swiss Training Default

This policy applies to a student or an intending student in relation to a course if:
   a) The course does not start on the agreed starting day; or
   b) The course ceases to be provided at any time after it starts but before it is completed; or
   c) The course is not provided in full to the student because a sanction has been imposed on AAA Swiss Training; and
   d) The student has not withdrawn before the default day.

AAA Swiss Training will make a refund within four (4) weeks of Provider default or receiving a written claim by the student in accordance with the Terms and Conditions as outlined on the Enrolment/Application Form – this forming the written agreement with the registering student.

All refund considerations will be strictly limited to the total of monies which AAA Swiss Training has actually received. The refund calculation will not include:
   1. Application/enrolment fees are non-refundable;
   2. If a student notifies AAA Swiss Training of their intention to withdraw from individual units or a program before their original start date then they will be eligible to receive a refund minus a $300 administration charge/application fee;
   3. No refunds will be given for notification of withdrawal which occurs after the start of the program. The exception to this is noted in paragraph four (4).
   4. Once training has commenced in the course e.g. Diploma of Business (Pre-enrolment), no refund is available to participants who leave before finalising the course unless the student can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis, minus the administrative fee/deposit. However, should participants wish to resume their studies at a later date, the original fee payment can be used as credit towards that course within twelve months of initial payment. Refund requests should be made in writing.
   5. proportion of course money received for the proportion of the course provided to the student before the default date;
   6. If a student notifies AAA Swiss Training of their intention to withdraw before the original start date and are eligible for a refund as per paragraph three (3) above, then the refund will be paid within four (4) weeks of AAA Swiss Training receiving your request for refund.
   7. No academic penalty will be incurred if a student notifies AAA Swiss Training of their intention to withdraw from individual units or a program before the end of week four (4) of the semester.
   8. All fees and charges are payable upon invoice and will cover a period of the impending study period. Students may be precluded from sitting exams, receiving results or attending classes if tuition fees are not paid by the date specified on the invoice.
   9. Any refund will be paid to the person or entity that originally paid the course fees and, where possible, in the same currency in which the fees were paid.
   10. Fees may be subject to change without notice.

In all circumstances AAA Swiss Training will provide a statement and an explanation of how the refund was calculated and make fully available access to AAA Swiss Training Grievance Policy. This agreement and the availability of AAA Swiss Training complaints and appeals process, does not remove the right of the student to take action under Australia’s consumer protection laws.
Refund Circumstances

- AAA Swiss Training reserves the right to exclude students from class when fees are not paid;
- This agreement and the availability of the complaints and appeals procedure does not remove the students’ rights to take action under Australia’s consumer protection laws;
- The AAA Swiss Training dispute resolution process does not circumscribe the student’s right to pursue other legal remedies; and
- Refer to AAA Swiss Training’s complaints and appeals procedure if you wish to appeal the refund policy.

Tuition fees are not transferable to another person or institution.

AAA Swiss Training reserves the right to change, alter or amend curricula, syllabi, course structure, fees and/or any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.

If AAA Swiss Training has to change any of the above conditions for any reason, all students will be notified of the change in writing.

Refunds will be paid to the party who originally paid the fees. Fees will not be refunded directly to a student if it was not them who originally paid the fees.

Refunds will be paid no later than four (4) weeks after the application for refund is made.

Refunds will only be paid to the person who enters into the contract with AAA Swiss Training unless AAA Swiss Training receives written direction to pay the refund to somebody else.

3.19 Student Rights and Responsibilities

This policy is defined as a Code of Conduct for Students and sets out what they can reasonably expect while undertaking their studies at AAA and also documents what AAA expects of students so that they can gain full benefit from their experience with AAA.

This Code of Conduct has also been developed to reflect the requirements and obligations of AAA towards staff and students under State and Federal legislation such as:

- Anti-Discrimination Act (NSW) 1977
- Ombudsman Act (NSW) 1974
- Privacy and Personal Information Protection Act (NSW) 1998
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Work Health and Safety Act (NSW) 2011
The principles of conduct have been derived from and are consistent with AAA values which are:

- High academic standards, intellectual rigour and high quality education;
- Intellectual freedom and social responsibility;
- Recognition of the importance of ideas and the pursuit of critical and open inquiry;
- Tolerance, honesty and respect as the hallmarks of relationships throughout the AAA community; and
- High standards of ethical behaviour.

Meeting Student Expectations

With regard to policies and procedures, students can expect that AAA will:

- Ensure that all admission, selection, enrolment, assessment and academic progress policies and procedures are valid, explicit, fair and reliable.
- Guarantee that changes to courses, administrative procedures and regulations will not be made without appropriate notice and will not disadvantage currently enrolled students provided that satisfactory academic progress is made.
- Provide protection for students to their legitimate share of intellectual property rights.
- Ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with procedures.
- Provide a healthy and safe environment in accordance with AAA WHS policies and procedures.
- Comply with the privacy act and the freedom of information act and ensure that students have access to information held about them in accordance with these acts.

AAA will provide students with timely and accurate information as follows:

- Clear statements of the objectives, goals and assessment details of all subjects offered at the commencement of study in those subjects.
- Access to accurate and clear information about financial costs and available support services to enable students to make an informed choice about their applications for study.
- Access to accurate and timely information about subjects and courses including subject objectives, course content, assessment, workloads and attendance requirements.
- Dissemination of results within a reasonable time of completion of subjects or units of study and feedback on those results by teaching staff.

AAA will assure the quality of its programs of study through:

- Up-to-date course and subject content that is informed by current scholarship.
- A teaching and learning environment that meets quality standards for its courses, its teaching and its physical and academic infrastructure.
- A study environment in which students can engage in rational debate and freely express alternative points of view in that debate.
- Reasonable access for students to academic staff for individual consultation, support and guidance.

AAA will enable student participation and feedback through:

- Allowing for, and encouraging considered feedback on students’ teaching and learning experience in subjects and courses.
- Incorporating student feedback into AAA continuous improvement cycle.
• Providing for the representation of students on relevant decision-making committees.

AAA will ensure students’ human rights by:
• Providing a study environment that is free from harassment, discrimination and abuse of power, and one which respects the privacy of individuals.
• Treating students with courtesy and respect.
• Providing equitable treatment irrespective of gender, sexual orientation, race, ethnic or cultural background, disability, marital status, age or political conviction.
• Allowing students to express dissent or political and religious views and to engage in peaceful protest, subject to complying with the laws of Australia and not endangering the safety of other students, staff or members of the community.

Student Responsibilities

During their time engaged in AAA activities, AAA expects students to assume the following responsibilities:

With regard to policies and procedures, students must:
• Ensure that they are aware of, and understand the policies and procedures concerning their enrolment and use of AAA facilities and any property or facilities used by AAA to deliver activities, and to obey AAA rules and policies and procedures as contained in the AAA Student Handbook and on the AAA web site.
• Respect all AAA property and facilities, including the library and computing resources and to respect the rights of others to use these facilities.
• Maintain academic integrity and to respect and comply with the conventions of academic scholarship.
• Not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

With regard to timely and accurate information, students must:
• Attend classes and submit work in a timely manner.
• Supply accurate and timely personal and other information to AAA, recognising that AAA is required to comply with the privacy act and the freedom of information act.

With regard to their educational experience, students must:
• Be well informed about course requirements and to plan appropriately.
• Take joint responsibility for their learning and to accept responsibility for moving towards intellectual independence.
• Monitor their own progress in the teaching and learning environment and academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services
• Prepare for and actively participate in learning experiences such as discussion and debate.
• Incorporate feedback into their learning experience, and be aware of the specific rules and course requirements applying in the school of their course of study.
• Conduct themselves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of client or commercial information made available to them as part of their placement.
With respect to participation and feedback, students must:

- Provide considered and honest feedback to AAA and its staff on the quality of teaching and services.
- Participate actively in and contribute to the committees on which they are representatives or members.

With respect to human rights, students must:

- Treat staff and other students with respect and courtesy.
- Treat other members of AAA equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political conviction.
- Respect the rights of other members of the AAA community to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia and not endangering the safety of other members of the community.
- Show awareness of and sensitivity towards other cultures.
- Respect the opinions of others and to engage in rational debate in areas of disagreement.

**Standards of Behaviour**

This Code of Conduct establishes the following standards of behaviour for students while they are studying at AAA. At all times students must:

- Follow all AAA regulations and requirements and respond to all lawful and reasonable directions from staff.
- Be aware that all forms of academic dishonesty or misconduct are unacceptable and that AAA may take measures to test compliance;
- Use all equipment and resources appropriately, legitimately and safely following all work health and safety requirements;
- Follow the recognised policy and procedures for grievances complaints and resolutions.

These Standards also establish any of the following behaviour as unacceptable:

- Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities.
- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill mannered behaviour towards others.
- Interfering with, or causing willful or negligent damage or defacing to any AAA property.
- Theft of AAA or any personal property.
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance.
- Attending with weapons or items likely to cause harm or intimidation to others at any time.
- Smoking within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony.
- Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis or STI status, or engagement in sex work or illicit drug use.
Breaches of the Code of Conduct

Students who breach the standards of this Policy may be subject to disciplinary action through the AAA Academic and Non-Academic Misconduct Policy and Procedures.

Serious breaches may involve permanent expulsion from AAA and, in cases of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authorities.

Consumption of Alcohol and Drugs

Alcohol consumption is illegal under the age of 18 and consumption of alcohol at AAA Swiss Training is not permitted by anyone, except where special permissions are granted by AAA Swiss Training management for designated functions to be held by and at AAA Swiss Training, and only for those of 18 years of age and above. Attending AAA Swiss Training under the influence of alcohol is also considered a breach of the Workplace Health and Safety Act, in that you place yourself and others at risk. Illegal use of alcohol or the use of illegal drugs on the premises of AAA Swiss Training will be reported to the police. AAA Swiss Training does not take responsibility for students whose function is impaired by the use of prescription drugs. It is the students’ responsibility to inform AAA Swiss Training staff if they consider themselves in any way compromised by alcohol or drugs so appropriate measures can be taken.

Use of Communication and Information Devices

Use of mobile phones, IPods, MP3 players or cameras in classrooms is not permitted. Electronic learning resources such as computers and associated software, internet, intranet, online learning and e-library are available to students for educational purposes related to their studies at AAA Swiss Training only, and should not be used for unlawful or irresponsible reasons.

3.20 Student Welfare, Support Services and Guidance

AAA Swiss Training Welfare Services are administered by the Training Manager who has a capacity to assist students in all matters of personal and professional nature and will refer students to suitable subject matter agencies for issues that are beyond their individual skills.

Students are able to present and discuss any issue with the Staff and they will decide whether to handle the issue personally, dependant on the issue, or refer the student to the Training Manager. A referral appointment will always be arranged by the AAA Swiss Training unless specifically requested not to assist by the student requiring the assistance.

There are no charges for internal welfare and support service referrals. Some external agencies may charge for external services and the student will be advised of this prior to confirmation of any appointment.
Multicultural Referral Agencies

Contact Details

73 Garden St, Alexandria NSW 2015
Multicultural Neighbourhood Centre
Tel: (02) 93 19 40 73
Fax: (02) 93 19 47 41
E-mail: mnc@ssca.org.au

Sydney Multicultural Community Services
3 General Bridges Crescent, Daceyville, NSW 2032 Australia - http://www.sydneymcs.org.au/
Tel: (02) 9663 3922
Fax: (02) 9662 7627
Email: info@sydneymcs.org.au

First Point of Contact – Any staff member can act as a first point of contact although it is preferred that students approach the Training Manager. Other staff members will provide comfort support only until the Training Manager can take control of the situation.

Emergency Contact – Telephone – This number will be advised at your AAA Induction.

External Support Agencies (local Sydney area)

The following list is not exhaustive but is considered appropriate for current issues.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Website</th>
<th>Phone no</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcoholism</td>
<td><a href="http://www.aa.org.au">www.aa.org.au</a></td>
<td>938 777 88</td>
</tr>
<tr>
<td>Consumer credit and debt</td>
<td><a href="http://financialrights.org.au/">http://financialrights.org.au/</a></td>
<td>1800 007 007</td>
</tr>
<tr>
<td>Crime stoppers (report crime anonymously)</td>
<td></td>
<td>1800 333 000</td>
</tr>
<tr>
<td>Crisis counselling (Wesley Mission)</td>
<td><a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a></td>
<td>9623 5577</td>
</tr>
<tr>
<td>Disabilities</td>
<td><a href="http://www.ideas.org.au/">www.ideas.org.au/</a></td>
<td>1800 029 904</td>
</tr>
<tr>
<td>Drug addiction (Wesley Mission)</td>
<td><a href="http://www.wesleymission.org.au/">http://www.wesleymission.org.au/</a></td>
<td>1300 924 522</td>
</tr>
<tr>
<td>Drugs and mental health</td>
<td><a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a></td>
<td>9581 9100</td>
</tr>
<tr>
<td>Families &amp; friends with mental illness</td>
<td><a href="http://www.arafmi.org/">www.arafmi.org/</a></td>
<td>1800 655 198</td>
</tr>
<tr>
<td>Eating disorders (Wesley Mission)</td>
<td><a href="http://www.wesleymission.org.au/">http://www.wesleymission.org.au/</a></td>
<td>1300 924 522</td>
</tr>
<tr>
<td>Eczema</td>
<td><a href="http://eczema.org.au/">http://eczema.org.au/</a></td>
<td>1300 300 182</td>
</tr>
<tr>
<td>Emergency services (police, fire, ambulance)</td>
<td></td>
<td>000</td>
</tr>
<tr>
<td>Epilepsy</td>
<td><a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a></td>
<td>1300 374 537</td>
</tr>
<tr>
<td>Gambling Counselling (Wesley Mission)</td>
<td><a href="http://www.wesleymission.org.au/">http://www.wesleymission.org.au/</a></td>
<td>1300 924 522</td>
</tr>
<tr>
<td>Service</td>
<td>Website</td>
<td>Contact Number</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>Gay &amp; lesbian counselling line</td>
<td><a href="http://www.glccs.org.au/">www.glccs.org.au/</a></td>
<td></td>
</tr>
<tr>
<td>Grief support</td>
<td><a href="http://www.solace.org.au/">www.solace.org.au/</a></td>
<td>9519 2820</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td><a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a></td>
<td></td>
</tr>
<tr>
<td>Telephone Interpreter Service</td>
<td></td>
<td>131 450</td>
</tr>
<tr>
<td>Legal information and advice</td>
<td><a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a></td>
<td>1300 888 529</td>
</tr>
<tr>
<td>Mental health advice</td>
<td><a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a></td>
<td>9339 6000</td>
</tr>
<tr>
<td>Police Assistance Line (non-emergency)</td>
<td></td>
<td>131 444</td>
</tr>
<tr>
<td>Pregnancy counselling</td>
<td><a href="http://www.pregnancycom.au/">www.pregnancycom.au/</a></td>
<td>1300 792 798</td>
</tr>
<tr>
<td>Rape Crisis Centre</td>
<td><a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a></td>
<td>1800 424 017</td>
</tr>
<tr>
<td>Relationship counselling</td>
<td><a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a></td>
<td>1300 736 966</td>
</tr>
<tr>
<td>Suicide Prevention</td>
<td><a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a></td>
<td>1300 22 4636</td>
</tr>
<tr>
<td>Women’s refuge referral service</td>
<td><a href="https://www.vinnies.org.au">https://www.vinnies.org.au</a></td>
<td>9568 0262</td>
</tr>
</tbody>
</table>

### 3.21 Legislative Requirements

Vocational Education and Training (VET) legislative requirements of the state and federal government, including but not limited to the following Acts, as well as AAA Swiss Training rules and regulations, must be met by AAA Swiss Training staff and students. AAA Swiss Training’s staff is conversant with these Acts, a full text of which can be accessed at AAA or online at AAA website.

#### Duty of Care

A duty of care has always existed under Common Law and forms the basis for Common Law claims of negligence. Students have a responsibility as reasonable adults of a duty of care towards others in the workplace and towards their clients in particular.

Once students obtain their qualification, the level of responsibility attached to this duty of care is higher in response to the level of knowledge and expertise they should have in their field of work. In the light of this it is advisable for students to develop and maintain a good standard of practice.

Pursuant to the above, students are to familiarise themselves with the information on, and/or ramifications of, the different Acts/Codes which relate to their workplace, duties and conduct while they are on Industry Placement.

This is also a preparation for the responsibility attached to being an autonomous worker. Students should take this opportunity to put into practice a system/standard of personal accountability.

#### Vocational Education Training Act 2010

**Vocational Education and Training (Commonwealth Powers) Act 2010**

AAA Swiss Training is bound by this act to provide and support the continued development of high quality, relevant, vocational education and training to meet the immediate and future needs of industry.
and community, and which encourages the generation of employment opportunities. All courses offered by AAA will endeavour to meet these legislative requirements.

**Workplace Health & Safety**

**Work Health and Safety Act 2011**  
[Work Health and Safety Act 2011](#)

and

**Work Health and Safety Regulation 2011**  
[Work Health and Safety Regulation 2011](#)

The Act and Regulations sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in New South Wales. It seeks to protect your health and safety and the health and safety of everyone at workplace, while undertaking work activities or using specified high risk plant.

Students are required to observe any lawful directions given by AAA Swiss Training staff members in order to ensure the safety of individuals and the orderly conduct of learning programs in line with the Workplace Health and Safety Act.

- The wearing of appropriate personal protective clothing or equipment in relation to practical or field work, as well as when necessary, the wearing of vocationally appropriate clothing is required. The wearing of clothing designed to place yourself or others at risk in any way is unacceptable. The wearing of motorcycle helmets is not permitted inside AAA Swiss Training.

- Evacuation Procedures - During an emergency evacuation, authority rests with the evacuation personnel whose directions must be followed. They are identifiable as wearing coloured safety helmets and/or reflection vests.

**Tobacco and Other Smoking Products NSW**  

In accordance with New South Wales’s Tobacco and Other Smoking Products, smoking is prohibited inside an enclosed place and within 5m of any part of an entrance to an enclosed place.

- AAA Swiss Training smoking area is located across the road in the Park students wishing to smoke must use this area

**Weapons, Firearm License**  

Under the act a person must not unlawfully possess a weapon nor be in possession of a weapon in a public place or educational facility except where the weapon is used for legitimate educational purposes such as a knife in a cooking class. Unlawful possession or use of a weapon by students or staff will be reported to police.
New South Wales Anti-Discrimination Act 1977

AAA Swiss Training takes very seriously the right of all people to be treated fairly which is enshrined in this Act. It is illegal to treat people unfairly because of their sex, relationship or parental status, race, age, impairment, religious or political beliefs, union activities, gender identity, sexuality, lawful sex work, pregnancy, and breastfeeding or family responsibilities. It is also illegal to sexually harass another person or to publicly show hatred for another person because of their race, religion, sexuality or gender identity and a person who perceives they have been treated unfairly because they have been treated illegally. A person who perceives they have been treated unfairly because they were involved in a complaint has been treated illegally. AAA Swiss Training will support any students through its Complaints and Appeals process who believes themselves victim to any discriminatory behavior.

The Anti-Discrimination Commission administers the Anti-Discrimination Act and can be accessed via its website:

Disability Council of NSW

All students and staff, in particular those working with people with a disability, should have an understanding of the Disability Services Act which protects the rights of people with a disability. In brief this act states, people with a disability should have the same human rights as other members of society and should be empowered to exercise those rights.

Commonwealth Privacy Act 1988

The privacy act regulates the use of confidential material and as such AAA Swiss Training has developed a privacy policy based on the New South Wales Government’s Information Privacy Principles. These principles allow for the collection of personal information by fair means only, directly related to the activities of an agency, as well as storage and security and use and disclosure of this information. Full details of the policy can be accessed at AAA Swiss Training or online at AAA Swiss Training’s website.

Child Protection (Department of Community Services)
www.community.nsw.gov.au

The purpose of this act is to provide for the protection of children. In the event that some work placements may involve dealing with children under the age of 18 it is necessary to be aware of the Child Protection Act and students should be aware they may also require a Clearance Check. An application for this card can be made online from the Commission for Children and Young People at the following website address:

Copyright Act 1968
Students should be aware of their responsibilities in relation to copyright and should note in particular that the Copyright Act applies to all published materials including those obtained electronically, on the internet for example. It is permissible to make limited copies of materials for educational purposes, for example to make one copy for personal use of 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. Check with AAA Swiss Training staff for a more detailed guide to what is allowable and certainly the full details of the Copyright Act are published at the above web address.

Workplace Injury Management and Worker’s Compensation Act 1998

Students participating in work placement as part of their studies will be covered by this act which assists in securing the health, safety and welfare of workers, and in particular preventing work-related injury, providing prompt treatment and assisting workers who become incapacitated through injury. Provision has been made for worker’s compensation cover to be provided for students participating in unpaid vocational placements. The cover provided under this arrangement is limited to lump sum disability and death benefits and does not cover medical costs. If at any time throughout the placement you are working as an employee (for example you are required for staffing purposes to fill an absence), the relationship may change to employer/employee and may make your employer responsible for worker’s compensation payments.

3.22 Work Health and Safety

AAA Swiss Training is committed to achieving and maintaining the highest practicable standards of Work Health and Safety for its staff, students, contractors and visitors. AAA Swiss Training has Policy and Procedures and such local rules and work procedures as may be formulated within their areas of responsibility.

AAA Swiss Training has the responsibility under its “Duty of Care” to provide as far as is practicable:

- A safe place of work
- Safe systems of work
- Safe tools and equipment
- Ongoing training in safe methods of work
- Safe, positive supervision at all levels
- Periodic inspection of all AAA Swiss Training physical assets and activities
- The investigation of all accidents, the reporting of all hazards and the implementation of all practicable control measures to protect people and property
- To encourage staff and students to implement sound health and safety principles in all their activities

Students have the following obligations at AAA Swiss Training:

- to comply with instructions given by AAA Swiss Training for workplace health and safety at AAA Swiss Training;
- to use any personal protective equipment provided by AAA Swiss Training;
- not to interfere with or misuse any health and safety equipment wilfully or recklessly;
not to place at risk the health and safety of anyone at AAA Swiss Training wilfully; and
not to injure themselves wilfully.

If you see any item of plant, any procedure or any incident which has caused or has the potential to cause injury to people or damage to property, and it cannot be immediately rectified, you must inform a AAA staff member as soon as possible.

If you are injured or involved in an incident contact a member of staff immediately.
Student Induction Declaration

Understanding of AAA Swiss Training Rules

I,………………………………………………………………………………………… Student ID No:………………………………
acknowledge that all of AAA and Course Information, Enrolment Terms and Conditions, Registration and Course fees and Refund Policy have been provided and fully explained to me during my College Orientation and that I understand and agree to abide by all of these terms and conditions.

I understand:

- That if I am in jeopardy of breaching any of these terms and conditions AAA will initiate a Warning Procedure;
- That if I am in breach of any of these terms and conditions, my enrolment from AAA will be cancelled;
- That while I am on a Student I am obligated to attend AAA for all supervised tuition on-site;
- That I am required to maintain, as AAA defines, a satisfactory rate of academic progress, doing all the required assignments, appearing in all the required tests/examinations (written/oral), attending all the required seminars and being on time on all occasions;
- That I will notify AAA of any change of contact details;
- That I must remain ‘financial’ at all times and will pay all my Fees including Tuition Fees on time;
- That I have read and understood all AAA rules, policies and procedures as detailed in the student handbook, Legislative Requirements Student Information Folder, all course and marketing information and Student Orientation; and

…………………………………………………
Student Name

…………………………………………………
Student Signature  Date
## Appendix A

### Student – Change of Details Form

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID Number</td>
<td></td>
</tr>
<tr>
<td>New Street Address</td>
<td></td>
</tr>
<tr>
<td>New Postal Address</td>
<td></td>
</tr>
<tr>
<td>New Telephone number</td>
<td></td>
</tr>
<tr>
<td>Home:</td>
<td></td>
</tr>
<tr>
<td>Work:</td>
<td></td>
</tr>
<tr>
<td>Mobile:</td>
<td></td>
</tr>
<tr>
<td>New Email Address</td>
<td></td>
</tr>
<tr>
<td>Date of Change</td>
<td></td>
</tr>
<tr>
<td>Date Submitted</td>
<td></td>
</tr>
<tr>
<td>Student Signature</td>
<td></td>
</tr>
<tr>
<td>College Representative Signature</td>
<td></td>
</tr>
</tbody>
</table>