AUSTRALIAN EASY TRAIN P/L

Student Information Handbook

Student Information Handbook

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General Information

Introduction

Welcome to Australian Easy Train (AET).

AET is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the Construction, Resources and Infrastructure, and Training and Logistics Industries. AET has many nationally accredited courses on its Scope of Registration. Please see our website for details.

We are also an Authorised RTO with WorkSafe Victoria, to deliver High Risk Work Licencing Assessments.

All of our training and licensing occurs in our training facility in Dandenong and can also be conducted at an organisation's training facility, if suitable equipment and facilities are available.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at AET.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

Training Guarantee

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant Unit of Competency they are undertaking.

Location and Public Transport

AET is located at 35 Kimberley Road, Dandenong South. There is street car parking for students to park their cars while attending the course.
Below is a link to a map showing where AET is located: AET Address & Location

Student Attendance

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer (or the Student Administration Department) if they are unable to attend a training session for whatever reason.

Student Behaviour

Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff, and visitors. This includes behaving in a respectful, inclusive, and professional way, free from harassment, bullying, racism, or any form of racial discrimination (including antisemitism) or religious vilification. Students must follow all reasonable directions from staff, comply with workplace health and safety requirements, and contribute to a safe and supportive learning environment at all times.

If a student is found to have acted in a way that AET deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Please note where the student breaches the RTO Policies and Procedures, requirements listed in this Student information Handbook, and it results from being cancelled from the course, no refund for course fees is payable.

Complaints and Appeals

Students have access to AET's complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against AET.

The definition for a complaint and an appeal are as follows:

- Complaint
  Initial notification of your dissatisfaction or an issue that has occurred

- Appeal
  Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students are able to submit a formal complaint to AET relating to any concern they may have (should they feel a person has acted inappropriately or treated someone unfairly, etc). This can be submitted to Student Administration or directly to the RTO Manager. All complaints are handled with confidence and are reviewed by the RTO Manager.

A student may also appeal a decision made by AET in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

Please note: Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless otherwise authorised.

AET is unable to deal with any workplace relations issues that are not related to the provision of your training. These should be taken up with relevant workplace personnel or external agencies.

All students have access to the Complaints and Appeals Policy and Procedure and the Complaints and Appeals Form via the AET website, and copies can also be produced by the Student Administration Department at any time upon request.

Equity Commitment

All AET staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. AET has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

AET acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Equal Opportunity Act 2010 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)

- The Racial Discrimination Act 1975 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Disability Discrimination Act 1992 (Cth)

The above legislation can be found at either:

- http://www.comlaw.gov.au
- http://www.legislation.vic.gov.au

AET fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All AET staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by an AET Representative, please contact the RTO Manager, on (03) 9706 4881.

RTO First Nations Student Pledge

As a Registered Training Organisation, we respectfully acknowledge the unique and continuing connection that First Nations peoples have with Country, culture, and community.

We make the following commitments to support our First Nations students:

- We acknowledge the diverse histories, experiences, and contributions of Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation.

- We will speak with respect about First Nations culture, knowledge, systems, and people, and we are committed to upholding the dignity of all First Nations communities.

- We recognise that First Nations peoples may face barriers to accessing vocational education and training (VET) and may not always have the same experience as non-Indigenous Australians. We are committed to removing those barriers where possible and improving outcomes.

- We champion cultural safety by fostering an inclusive learning environment where First Nations students and staff feel safe, valued, and supported at all times.

We strive to create a culturally respectful and equitable RTO where every student can thrive.
By embedding these values into our everyday practice, we aim to contribute to a fairer, stronger, and more inclusive future for all Australians.

Workplace Health and Safety

AET complies with all relevant Workplace Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Standards for RTO's, WorkSafe Victoria, your employer's request or by law, information about a student will not be disclosed to a third party without the consent of the student.

Access to Student Records

Access by students to their personal records is available upon request to the Student Administration Department. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification.
Student Access to the file will be granted only once written notification is received and the student administration manager has validated the student's identification.
Access shall be provided within 2 days of confirming the student's identification.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic, personal or wellbeing (emotional , psychological or financial) issues. Staff at AET will offer professional and confidential advice in areas where they can offer training or wellbeing support and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by the RTO has the responsibility to provide support to all students, the RTO shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the student support officer directly or via student administration and an appointment will be organised as soon as practical.

Currently the role and responsibility this 'Student Support Officer' is maintained by the person detailed below:

Name: Wayne Henderson Ph: (03) 9706 4881 Email :wayne@auseasytrain.com.au

The RTO Manager is able to provide links/ referrals to external sources of support where the staff at AET are not qualified or it is in the student's best interests to seek professional advice.
All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.
Any referrals conducted by the RTO at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the RTO.

Examples of training support services that may be applicable for a student:

- Additional training time
- one on one time with trainers and assessors
- Providing materials in alternative formats

Examples of wellbeing support services that may be applicable for a student:

- Referrals to general wellbeing services
- Referrals to counselling services that provide vocational, emotional, and psychological support
- Referrals to financial support services to assist students at risk of discontinuing their training due to financial hardship

A copy of the Student Support Policy and Procedure is available via request from Student Administration.

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

Academic Misconduct

Students at AET are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct.

Definitions:

Plagiarism:
It is the act of presenting another person's work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Cheating:
To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own

Trainers and Assessors will check students work for any plagiarised content or cheating that has occurred. Please uphold the integrity of the RTO and avoid cheating or plagiarising.

Drug and Alcohol Policy

This policy applies to all RTO staff, subcontractors, personnel employed by a contractor, enrolled students and any visitors to site.

All AET personnel are expected to:

- Participate in the implementation of this policy; and
- Comply with the requirements of this policy
- Visitors who are affected by drugs or alcohol must be prohibited from entering the RTO

AET's Manager is responsible for ensuring this policy is adhered to.

AET recognises that alcohol and drug abuse can affect one's ability to safely perform training/ assessment and is deemed to be a work health and safety risk.

AET has a zero-tolerance policy in regard to the use of drugs and consumption of alcohol whilst on the RTO site and there is no tolerance for any personnel under the influence of drugs or alcohol while undertaking training or assessment.

Any persons on site, may take prescription drugs for legitimate medical reasons as required. It is the person's responsibility to ensure that the prescription drugs do not interfere with their ability to perform their role or partake in training or assessment activities, including ensuring that it is safe to drive, operate, or direct machinery (if they are required to do so). If any prescription medication are likely to affect performance or behaviour, the RTO Manager must be notified. This is especially important when workplace safety is at risk, such as when driving, working at heights, or operating heavy machinery.

If anyone is affected by prescription medications, they must cease any activities immediately and report this to the RTO Manager.

Drug Testing

- Random drug and alcohol testing of students may be undertaken during a course and that any student suspected of being under the influence of illicit drugs or alcohol may be tested prior to any dangerous practical activities being undertaken.
- Anyone requested to submit to a drug and alcohol test has the right of refusal however they need to be advised of the outcome if they chose to decline the test (immediate cancellation of their course enrolment).
- In the event an individual fails a drug/ and alcohol test (returns a positive result):
    - the student will be temporarily suspended from the course. The outcome of the matter will be documented on the student file.
    - the individual is required to leave the AET premises. They should leave their car at AET and alternative transport will be arranged for their home journey.
    - The student may be requested to submit to an appropriate testing or screening program (drug test) before being allowed to return to the course.
    - If there is a repeat offence, the student will be permanently removed from the course.
    - Where a student is undertaking the training or assessment activities as part of their employment, the employer shall be notified as to the reasons the student is unable to complete the training or assessment activities.

The full Drug and Alcohol Policy and Procedure can be gained from Student Administration.

Phones and Electronic Devices

Students must adhere to the following:

- No phone or electronic device use during class time.
  Students are not permitted to use mobile phones or other electronic devices during class, training or assessment sessions.

- Device placement.
  All phones and electronic devices must be stored in the students car or in their bag.

- Calculators provided.
  Where a course requires the use of a calculator, the RTO will supply an approved calculator for student use during training or assessment.

Please note:
AET reserves the right to retain students' phone until the end of class if they are seen to be using the phone and electronic devices during class time.

AET has the right to remove any student from the class, who is found to be using a phone or electronic device, as per our policy requirements.

Unique Student Identifier

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Stays with you for life

It is a requirement that all learners must provide a Unique Student Identifier (USI) to AET before a Statement of Attainment can be issued (unless a USI Exemption has been granted by the Department of Education and Training).

AET will include provision for the USI on the Enrolment Form and encourage all students to generate their own USI at *www.usi.gov.au/students/create-your-usi*

USI Exemption

A person with a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar.
To apply for an exemption, the student must complete the online 'Exemption from a Unique Student Identifier form' found at: https://www.usi.gov.au/exemptions

If an exemption is granted, the Student Identifiers Registrar will issue a letter confirming the student does not need a USI to receive their Statement of Attainment. The student must supply a copy of their letter to the RTO to demonstrate they are exempt from having a USI.

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, and practical demonstrations.

Where a student has undertaken an assessment in a Unit and the Unit has been marked as 'Not yet Competent' (NYC), they will be allowed to undertake a reassessment in the assessment task that was

marked unsatisfactory/NYC (E.g. Written, Calculation, Practical Demonstration) - this must occur within 60 days of the original assessment date.
The student is allowed a maximum of 2 reassessment attempts in the allocated 60 days. A fee for reassessment attempts will be charged to the student (dependant on individual circumstances).
If the student is deemed 'NYC' for a third time (after 2 reassessment attempts) they are required to re-enrol into that Unit. This will include re-training and therefore a re-enrolment fee for the unit will apply.

Recognition of Prior Learning (RPL)
Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Students applying for RPL must provide evidence to the satisfaction of AET. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL will be made available to all students upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the RTO Manager by following the 'Complaints and Appeals Policy and Procedure.'

Note:

- Due to the nature of the courses offered by the RTO there are licensing / regulatory requirements in place (linked with Worksafe Certification) that may prevent the RTO from recognising prior learning.
- There is no official expiry date on a Unit of Competency that is undertaken with AET, however there may be licensing / legislative recommendations that students complete refresher courses to ensure that students maintain currency in meeting licensing/ legislative requirements and industry standards.

Where a student wishes to apply RPL, the RTO will inform the student of the reasons and licensing / regulatory issues associated with their request.

Language Literacy and Numeracy & Digital Capacity

AET recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

Students will be required to undertake a Pre- Enrolment Review. This includes reviewing the students:

- Language, literacy and numeracy proficiency
- Digital Capacity

Students will need to complete a language, literacy and numeracy (LLN) Activity, which will be used to assess the LLN ability of the student. Some students may be referred on for LLN support as required.

We encourage students with Language, Literacy, Numeracy or Digital Capacity concerns to undertake training. A range of support services can be provided for the student upon request.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Student Feedback

AET fully appreciates and acts accordingly to any feedback that you give us. Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for the RTO to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout the program at an informal level, however if you have immediate feedback to provide to the RTO, we encourage you to contact the RTO directly on: *(*03) 9706 4881

Students are asked to complete a 'Learner Questionnaire' upon completion of their course of study. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Training Staff
- Facilities
- Resources

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Statements of Attainment

Students will be issued with a Statement of Attainment where students have successfully completed the Unit of Competency (when they have enrolled into single Unit). The Statement of Attainment will be issued within 30 days of completion of the course (providing all course fees associated with the student have been paid).

Please note: A Statement of Attainment may not be issued without a valid USI unless an exemption has been granted.

Course information

Prior to enrolment, we will provide all students with course information, including content and vocational outcomes.

Please refer to individual Course Brochures/ website for course details, entry requirements, tuition fees, the enrolment process and related information.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in the Student Information Handbook
2. Complete the Pre- Enrolment Review (includes a Language, Literacy, Numeracy, Digital Literacy Activity)
3. Complete the Enrolment Form
4. Complete and sign an Enrolment Form to declare that you understand all of the information provided
5. Return the Enrolment Form and Pre- Training Review to the RTO

Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to individual course info on the website.

Please note that AET may update fees and charges from time to time and it is recommended potential students contact AET to ensure the most up to date information is obtained.

Course Fee Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to the Student Administration Manager. Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course
Withdrawal more than 10 working days prior to agreed start date	Full refund or transfer to another course
Withdrawal less than 10 working days prior to the agreed start date	Full refund minus a $100 Administration Fee, or transfer to another course
Withdrawal after course commencement	No refund

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the RTO Manager and shall be assessed on a case by case situation.

Please note: where the student breaches the conditions of enrolment no refund is payable.

All clients have the right to appeal a refund decision made by AET by accessing the Complaints and Appeals Policy and Procedure.

These refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

Further Information

Australian Easy Train
RTO Number: 4575
35 Kimberly Rd, Dandenong South VIC 3175
Phone: 03 9706 4881
Website: auseasytrain.com.au

AET is registered under the National VET Regulator:

Australian Skills Quality Authority
Ph: 1300 701 801
Website: www.asqa.gov.au