

STUDENT and TRAINEE HANDBOOK

Including:

Academy Holdings Pty Ltd RTO# 90166 trading as “Academy”
Sustainable Learning Australasia Pty Ltd RTO# 6187 trading as “Academy Green”
Academy Blue Pty Ltd RTO# 91424 Trading as “Academy Blue”

December 2011

Our Mission

To bring knowledge and enlightenment

Our Values

- Commitment
- Innovation
- Quality
- Flair

Nationally Accredited Courses and Career Program Materials

Your Facilitator will provide you with your training materials on your first day. There are no additional costs as all courses are presented as complete packages with all necessary materials included. Accredited Learning Materials will be issued to each student undertaking Certificate and Diploma level training courses. These materials are the responsibility of the student. Accredited courses available through academy include:

From **Academy Holdings**

BSB30207	Certificate III in Customer Contact
BSB30407	Certificate III in Business Administration
BSB40307	Certificate IV in Customer Contact
BSB40507	Certificate IV in Business Administration
BSB40607	Certificate IV in Business Sales
BSB40610	Certificate IV in Business Sales
BSB40807	Certificate IV in Frontline Management
BSB51107	Diploma of Management
FNS30107	Certificate III in Financial Services
FNS30110	Certificate III in Financial Services
FNS30510	Certificate III in General Insurance
FNS30610	Certificate III in Insurance Broking
FNS30710	Certificate III in Life insurance
FNS40107	Certificate IV in Financial Services
FNS40110	Certificate IV in Credit Management
FNS40304	Certificate IV in Financial Services (Credit Management)
FNS41010	Certificate IV in Banking Services
FNS41410	Certificate IV in General Insurance
FNS41510	Certificate IV in Life Insurance
FNS41610	Certificate IV in Loss Adjusting

Unit of competency:

PSPPM402B Manage simple projects

From **Academy Blue**, please note these qualifications are exclusively delivered online.

BSB30207	Certificate III in Customer Contact
BSB40307	Certificate IV in Customer Contact

From **Academy Green**

BSB30407	Certificate III in Business Administration
BSB40507	Certificate IV in Business Administration
BSB40807	Certificate IV in Frontline Management
MSA31108	Certificate III in Competitive Manufacturing
PRM20504	Certificate II in Asset Maintenance (Waste Management)
PRM20509	Certificate II in Asset Maintenance (Waste Management)
PRM30504	Certificate III in Asset Maintenance (Waste Management)
PRM30509	Certificate III in Asset Maintenance (Waste Management)
PRM40504	Certificate IV in Asset Maintenance (Waste Management)
PRM40509	Certificate IV in Asset Maintenance (Waste Management)
TLI10207	Certificate I in Transport and Logistics (Road Transport)
TLI11107	Certificate I in Transport and Logistics (Logistics Operations)
TLI20207	Certificate II in Transport and Logistics (Road Transport)
TLI21107	Certificate II in Transport and Logistics (Logistics Operations)
TLI30107	Certificate III in Transport and Logistics (Warehousing and Storage)
TLI30207	Certificate III in Transport and Logistics (Road Transport)
TLI31107	Certificate III in Transport and Logistics (Logistics Operations)
TLI31610	Certificate III in Warehouse Operations
TLI32410	Certificate III in Logistics
TLI31210	Certificate III in Driving Operations

Scheduling Your Lessons

Your schedule will be arranged with your employer prior to the program commencing. Where possible, the schedule will be arranged to take into consideration peak workload periods, common leave periods and other operational concerns.

If you have any concerns regarding the scheduling of sessions please speak with your Facilitator. As sessions will be scheduled during work hours it is expected that you attend all sessions. If you are taking extended leave or anticipate being unable to attend a number of sessions, you will need to bring this to the attention of your Facilitator.

Requests for Extension

An important factor of all courses is the ability to manage work loads and priorities. Abundant time frames will be made available for students to complete assignments. As such, extensions will only be granted in extreme circumstances where factors outside of the students control have interfered with their ability to complete their assessment. Students must have also demonstrated a fair attempt to have commenced the assignment in a time frame that would have allowed for timely submission.

Conduct Standards and Disciplinary Procedures

academy reserves the right to withdraw any student whose conduct is deemed to be unsatisfactory. Reasons for withdrawal based on unsatisfactory conduct would include but are not limited to theft, cheating, being under the influence of alcohol or illegal drugs during session time, failure to abide by regulations, assault upon another student or a staff member, destruction of property, insubordination to a staff member, or the disruption of classes

or activities. academy reserves the right to withdraw any student prior to course completion for the following reasons:

- a) Fail to meet minimum grade or attendance standards at a grade review;
- b) Failure to attend scheduled lessons without cancellation;
- c) Violation of conduct standards;

A student who has been withdrawn from the program may be considered for readmittance upon satisfying the General Manager - Organisational Development that the causes for dismissal have been corrected. Readmission is at the discretion of the General Manager - Organisational Development. Tuition charges on termination will be made in accordance with the standard refund policy.

For ATP students the funding agency must be notified and, if requested, documentation provided.

Student Grievances / Complaints / Appeals

If a student has a grievance with a Manager, a staff member, or other students, or would like to appeal the outcome of an assessment, the following course of action should be followed.

1. The student should attempt to resolve the grievance with the person involved. If this person is the Facilitator, and you feel uncertain as to how to approach them, the student should initiate Step 2. In the case of an appeal Step 2 should be initiated.
2. A student can complain about any aspect of our operations and can appeal any decision, including assessment decisions that we make.

As we treat complaints, grievances and appeals as serious issues we request that all communication beyond the initial discussions be in with the General Manager – Organisational Development and should be in writing.

In all cases, the written communication should include all relevant details such as:

- Time and place of the incident
- Witnesses to the incident
- The nature of the incident, ie what happened
- Where possible what would correct the issue and if relevant what may prevent the issue from happening again.
- Signatures of person submitting the written account.

The General Manager - Organisational Development will initiate an investigation into the incident and will at an appropriate time invite the complainant, appellant or aggrieved person to formally explain and discuss the incident. This may involve the General Manager – Organisational Development visiting you at work or at another suitable location to discuss/investigate the incident.

The complainant, appellant or aggrieved person, may bring witnesses, support people as appropriate.

The student should expect that the General Manager – Organisational Development will respond to your written communication within 3 days and if an investigation is to proceed, this shall be initiated within 5 days, and concluded as rapidly as possible.

All communication can be submitted in writing to .

academy
Attn: Mark Raven-Chief Executive
Suite 2, Level 9, 115 Bathurst Street
SYDNEY NSW 2000

Or by email to: info@academyol.com.au

Once the outcome of the incident is determined, this shall be communicated to the complainant, appellant or aggrieved person in writing stating the reasons for the decision. This decision can be appealed by the student if they feel this is warranted.

The option of an independent third party mediator is available to the complainant, appellant or aggrieved person if they feel this is warranted, independent commercial mediators such as Leadr and InterMEDIATE are available and can be contacted via www.leadr.com.au , and www.intermediate.com.au .

Costs for use of an independent mediator would be share equally between academy and the aggrieved party.

3. If you are still unsatisfied, the Academy suggests you contact the Australian Skills Quality Authority (ASQA) on 1300 701 801 or via their website <http://www.asqa.gov.au/complaints/making-a-complaint.html> for further advise on how to make a complaint.

Please note, that the ASQA website advises that it can only respond to complaints about:

- the information provided to you by an RTO about the course/s you are interested in
- the delivery and assessment of the training you have received
- the qualifications you have or have not been issued.

Thus, if your complaint is about fees and refunds, you should direct your enquires to the NSW Office of Fair Trading Ph. 133 220.

Trainees who are not satisfied with the quality of their on-the-job training should contact their State Training Centre on 13 28 11.

Assessment Policy for Reassessment

In the instance that a reassessment is required or requested, the student shall inform in writing to their Facilitator that they wish to be re-assessed.

1. Initial re-assessment shall be undertaken by the Facilitator who undertook the original assessment.
2. The student will again be supplied with information that relates to the assessment, the modus operandi and what the expected outcomes shall be.
3. A result shall be supplied to the student within 48 hours of the re-assessment.

In the instance that the student wishes for a third party Facilitator, academy shall offer the services of an alternative Facilitator and repeat Points 2 and 3 above.

Access and Equity

academy is committed to providing a work environment that is free of discrimination. Equal employment opportunity will be extended to all persons in all aspects of the employment relationship. academy will not discriminate against a student because of race, colour, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, medical condition or citizenship status. If an employee believes they are being discriminated against, they should report the facts of the incident to the General Manager - Organisational Development.

academy believes that:

The training and assessment services that we provide should be of the highest quality with identifiable direction to employment and continuous learning for clients.

The diversity of clients is recognized and valued in the development, conduct and evaluation of services. Demonstrating our commitment to these equity principals and practices is a fundamental responsibility of all staff

involved in training. Affiliation between resources, access, delivery, participation and outcomes assist in achieving equity. Our credence will be applied in two ways:

1. Equity principals will be built into all training services.
2. Available resources will be issued to achieve better and increased equitable participation and outcomes.

Assisting Students with Special Needs

academy staff advise students with disabilities that our facilities can cater for their special needs and advise students on methods which can be used to provide the training where the facilities can not cater for their special needs. Students with special needs may require that training be delivered with the following reasonable adjustments:

Distance Learning

Where the student is unable to attend the training facility due to incapacity or the student requires constant medical or specialist attention or for any other reasons that satisfy the General Manager - Organisational Development.

Audio Recording

Where a student has a visual impairment.

Video Recording

Where a student cannot attend the place of training they may receive a visual recording of the course.

Using a Scribe

For a student who can attend the place of training who has a hearing, speech or visual impairment. This relates to a student who cannot write or read for physical or medical reasons only. This does not include a student who is illiterate or a student who does not meet the requirements of ASL 3+ for English skills or those requirements of the pertinent training package.

Electronic Materials

Where a student has a visual impairment

Course competency standards must not change even when reasonable adjustments have been made to provide training for people with special needs.

When receiving an application from a person who has a disability, the General Manager - Organisational Development must approve the customization of the training prior to the delivery of the services.

Facilitators that has persons with a disability enrolled in their class or assessment should make themselves aware of any special requirements or needs of the person.

Client Selection, Enrolment and Induction

Client selection: For accredited qualifications, enrolment is subject to the Certificate Level of the course and the availability. Admission is through an interview and RPL (Recognition of Prior Learning) with academy General Manager - Organisational Development. Admission pre-requisites will be via a course-by-course assessment relevant to the course being taken.

Training and Development staffs are to use the following assessment guides when assessing the students, whether it be via face-to-face training or assessment based they will need to adhere to the following guidelines. For the following courses that are offered at academy the following items must be utilized.

Business Sales qualifications

All Facilitators will be expected to adhere to the Units of competency as set out in the Competency Record Book for Business Sales and Business Development that academy offers to its trainees or students.

Frontline Management qualifications

All Facilitators will be expected to adhere to the Units of competency as set out in the Competency Record Book for Frontline Management that academy offers to its trainees or students.

Customer Contact qualifications

All Facilitators will be expected to adhere to the Units of competency as set out in the Competency Record Book for Certificate III and Certificate IV in Customer Contact that academy offers to its trainees or students.

Trainee Enrolments

All students or trainees that are being enrolled through academy will be expected to complete the following items.

1. A National Training Contract (NTC) which must have the minimum following information completed upon it. These are provided by the AAC.
 - Apprenticeship/Traineeship Qualification Details
 - Apprentice/Trainee Details
 - Parent or Guardian Details (If applicable)
 - Employer Details
 - Employment and Training Details
 - Training Contract Declaration which needs to be signed by both Employer and Apprentice/Trainee

2. An Enrolment Form which must have the following information completed upon it.
 - Student/Trainee/Apprentice Details
 - Apprenticeship/Traineeship Qualification Details
 - Ethnicity and Citizenship
 - Employment whether full or part time
 - Education Level
 - Optional information
 - Students/Trainee/Apprentice signature.

3. A Training Plan which will have the following information (see sample attached)
 - RTO Details including RTO contact details and Trainer or Facilitators name
 - Employers details including business contact, address and telephone number
 - Trainee/Apprentice details including name, address and contact numbers
 - Duration of Traineeship/Apprenticeship
 - Whether Traineeship/Apprenticeship is employed Full or Part time
 - The competencies, which the Trainee/Apprentice will be completing over the course of the Traineeship/Apprenticeship.
 - Signature of Employer, Trainee/Apprentice and RTO Representative completed at the end of the Training Plan.

Freedom of Information – Access to Records

All students have the right to view material that relates to their personal training and assessment record, as undertaken by academy accredited Facilitators.

In the instance that the student wishes to view supporting documentation relevant to the awarding (or non-awarding) of their qualification, they will apply to the General Manager - Organisational Development and allow one week from date of application for relevant copies of said documentation to be mailed to them.

The application should clearly outline the nature of the material requested for review. academy reserves the right to exclude such items as may impact on the Privacy of others when assessing information to be forwarded. The application is to be made to:

Request for Information

**Academy
General Manager - Organisational Development
Suite 2, Level 9, 115 Bathurst Street
SYDNEY NSW 2000**

Where a student seeks a replacement for a lost or missing certificate, this application should be made in writing to the General Manager – Organisational Development, quoting the students, name, date of birth and contact details, the application should be signed by the student.

Students should also include payment made out to Academy Holdings Pty Ltd of \$55.00 (including GST) to meet the administration cost for the replacement certificates.

This information will not be made available to a third party under any circumstances, unless we are required by law eg, where directed by search warrant, as required for lodgement of results as required by ASQA or where we are directed by the student in writing.

Should an employer wish to view such information, the student must provide written and signed permission for the disclosing of this personal information.

Language, Literacy and Numeracy

academy provides that following allowances for assessing in the areas of language, literacy and numeracy (LL&N), being a vital component of any training academy delivers.

<i>Method or Tool</i>	<i>LL&N demands</i>	<i>Reason for Method</i>
Multiple Choice Assessments	Comprehension assessment of both written and language level to ensure that students are given equal opportunity.	This allows Facilitators the knowledge of students learning, also to establish where students weakness may lie for further competency based training.
Written Responses	Looks for comprehension and students ability to answer short or specific areas only.	Allows trainers to assess through own knowledge whether or not a student is retaining knowledge.
Reports or Projects	For students who have a high comprehension level, allows them to research deeper into demands of competencies.	Allows trainer to focus on other areas of learners’ skills that may need to be improved so as to meet competencies.
Direct Observation (Workplace)	Places little demand on learners’ literacy, language and numeracy, as assessment is job based.	Allows Trainer to observe learner in non-threatening and familiar environment.
Oral Assessment	Offers learners the ability to answer questions that may be specific to job while also allowing for workplace clues to be provided, prompting learner.	Allows Trainer or Facilitator the opportunity to see where learners’ weaknesses may lie.
Third Party Report	Places very little demand on the learners as all observation is done by workplace college.	Allows trainer to see in knowledge is being applied in the work place.

Client Support

All students/learners/trainees that are enrolled through academy will be allocated to a training Facilitator who will either support or explain all the necessary support that will be provided. Trainers are contactable by phone and email, aside from nominated training and assessment schedules. Students requiring further pastoral care or counselling will be referred onto suitable entities.

academy offers all student/learner(s) the ability to participate in a number of different forms of learning and assessment. This type of training and assessment is known as *flexible learning*. academy will collect the three main types of evidence those being direct, indirect and supplementary. The following are the methods provided by academy in which assessment procedures will be applied.

Assessment Method	Description	Examples
Observation	Observes the candidate performing work requirements of specific tasks.	Observing a product being made Observing a workplace procedure
Written Test	Uses a range of different question types. Candidate may be required to attend specific training session or take questions with them.	Short answer Essays Multiple choice Sentence completion
Oral Tests/Questioning	Assesses the candidates ability to listen, interpret and communicate ideas about knowledge	Series of open or closed questions
Simulation/Role-play/Case study	A situation is created which imitates workplace arrangements	Role play interaction Case study with class discussion Computer simulation
Portfolio	The candidate presents a variety of evidence which address performance criteria	Providing qualifications, job descriptions, third arty reports and job samples.

Where assessment or training is conducted in the workplace, academy will negotiate the delivery and assessment strategy with the employer and learners; work with the employer to integrate any on-the-job training and assessment; and schedule workplace visits to monitor/review the training and assessment.

academy maintains links with relevant welfare agencies and support structures for the benefit of trainees and students in:

- Income Support
- Emergency Accommodation
- Legal Assistance
- Migrant and NESB Services
- ATSI services
- Youth Services
- Disability Services
- Mature Workers
- Government bodies

Harassment

As part of its commitment to equal opportunity, academy strictly prohibits harassment of employees in the work place based on race, colour, national origin, ancestry, religion, sex, sexual orientation, marital status, age, physical or mental disability, medical condition or citizenship status. Harassment includes all forms of offensive or unwelcomed physical or verbal conduct that interferes with an employee's work or learning or creates an offensive or hostile working environment.

What is Harassment?

In general, harassment is any form of behaviour that you:

- do not want
- offends, humiliates or intimidates you

- targets you because of your sex, pregnancy, race, marital status, disability, homosexuality, transgender, age or carers' responsibilities.

Sexual Harassment

Sexual harassment of all types is specifically prohibited. Sexual harassment of employees in the work place is illegal, unacceptable, and **WILL NOT BE TOLERATED**.

Under New South Wales State Law, sexual harassment is defined as any form of sexually related behaviour that:

- you do not want
- offends, humiliates or intimidates you
- in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate you.

What types of behaviour could be either harassment or sexual harassment?

Depending on the circumstances, each of the following kinds of behaviour may be harassment:

- material that is racist, sexist, sexually explicit, homophobic (anti-gay) and so on and is displayed in the workplace, circulated, or put in someone's workspace or belongings, or on a computer or fax machine or on the internet
- verbal abuse or comments that put down or stereotype people because of their sex, age, pregnancy, race, homosexuality, disability, marital status, transgender (transsexuality) or age.
- jokes based on gender, pregnancy, race, marital status, homosexuality, disability, transgender (transsexuality) or age. There is a difference between harmless humour which may refer to gender, race and so on and using a racist, sexist or other types of stereotyping jokes to have a "dig" at someone (and therefore to harass them). If this difference is not clear or if someone is offended, the behaviour should stop immediately.
- sexually, racially offensive gestures based on race, sex and so on.
- ignoring, isolating or segregating a person or group because of their sex, homosexuality, race, transgender (transsexuality) and so on.
- staring or leering in a sexual manner.
- sexual or physical contact, such as slapping, kissing or touching.
- intrusive questions about sexual activity.
- sexual assault (a crime as well, of course, under the Crimes Act).
- unwelcome wolf whistling.
- repeated sexual invitations when the person invited has refused similar invitations before.
- initiation ceremonies that involve unwelcome sexual, sexist, racist and so on behaviour such as "greasing" or "grazing".

In some cases, a single act may be enough to amount to harassment. Anyone can be harassed. For example, people of any age or race, women or men. Harassment is often about one person (or a group of people) using power inappropriately over another person/group of people. But harassment can also happen between people when there is no power relationship. It may simply create a hostile environment.

Is harassment and sexual harassment against the law?

Yes. In New South Wales, it is against the law for you to be harassed because of your:

- sex
- pregnancy
- race, (including colour, nationality, descent, ethnic or ethno-religious background)
- marital status
- disability (actual or perceived, past, present or future)
- homosexuality (actual or perceived)
- transgender (transsexuality) (actual or perceived)
- age.

It is also against the law for a person to be harassed because of their relationship to or association with a person of a particular sex, race, marital status etc.

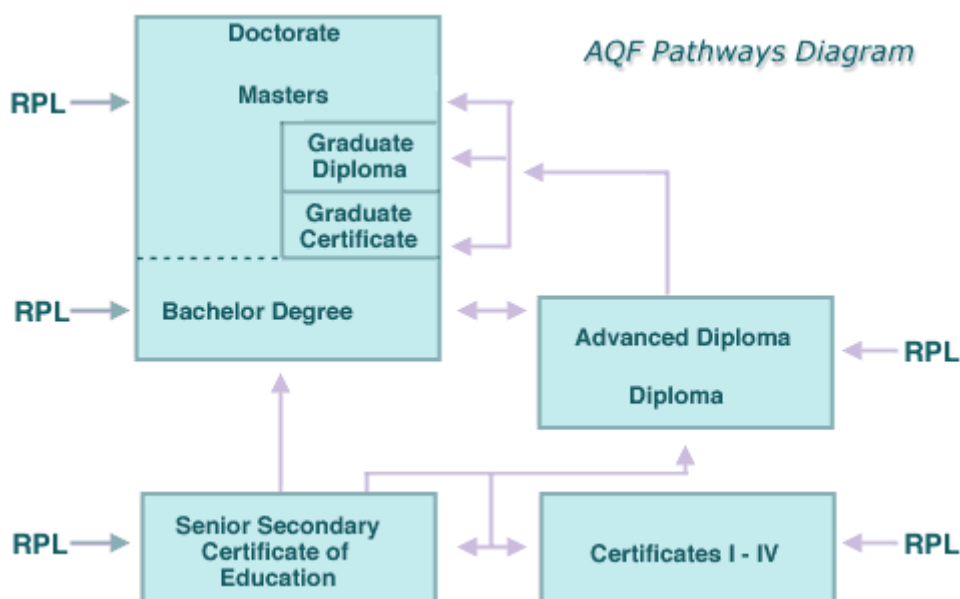
Staff Responsibilities For Access And Equity

All staff employed or contracted to academy must be familiar with all of the access and equity policies and guidelines set out in this document.

Credit Transfer Arrangements

academy offers all trainees the opportunity to apply for credit transfer on enrolment or any time throughout the Traineeship. Each applicant will be required to discuss the requirements of the specific qualification that they are seeking credit transfer for.

Credit transfer is the process that credits are granted towards qualifications through assessment of an individual's knowledge and skills gained through education, training, work and life experience.



The Pathway from university to vocational education and training qualifications is becoming increasingly popular as a way to gaining industry experience needed to increase employment opportunities.

Credit transfer and recognition of prior learning allows a person to receive recognition and credit for the knowledge and skills they have, no matter how and where they were attained, including overseas. This can include skills from:

- previous study (including courses at school or college, through adult education classes or training programs at work);
- work experience (including both work that is paid and unpaid); and
- life experience (for example leisure pursuits or voluntary work).

Recognition of prior learning is to obtain credit for the knowledge and skills the trainee has gained through previous study, work and life experience to meet the learning outcomes and assessment criteria of the qualification. In the VET sector, RPL assessment can result in a full qualification or a *Statement of Attainment* for partial completion. academy offers all applicants the opportunity to apply for RPL.

Students undertaking accredited training will be given the opportunity to receive recognition of prior education or employment experience. An academy Facilitator will administer the RPL assessment. This will give the student/learner/trainee advanced credit against a number of modules that are included in the accredited course. If you are unhappy with the results with of your RPL assessment, you may request that an independent Facilitator conducts a second assessment. RPL assessments under accredited training course are free.

Course Evaluation

It is important for us to know if we're meeting your academic and service needs. At the end of each session you will be provided with a confidential course evaluation form to complete, which is submitted to the Head Office of academy. *All of your comments and suggestions are welcomed and will be used to improve our services and standards. The course evaluation sheets may also be used by ASQA to assess the quality of delivery of our training programmes.*

National Recognition

academy will recognise qualifications issued by other RTO's where:

1. The original certificate is tendered as proof or evidence that the qualification was awarded.
2. That the original competencies awarded under the certificate tendered as proof are available and clearly relate to the certificate in question.
3. A record of the certificate is able to be taken (either via scan or photocopying) for academy records.
4. The student is able to articulate what was covered in the course.

The reviewing trainer is to check through the National Training database at www.training.gov.au that the following is able to be verified:

1. The Registered Training Organisation is listed on www.training.gov.au.
2. That the nominated RTO carries/carried the qualification nominated on the applicants certificate as listed with www.training.gov.au.

Note: that www.training.gov.au is able to list deregistered RTO's and past courses offered by RTO's.

A copy of the relevant web page is to be printed, signed and dated by the trainer and attached to the student record as evidence that the checks have been made.

Examinations, Assessments and Testing

Testing at academy is a formal means of certifying you in a particular course or series of courses. academy wishes to ensure a high level of skill from our graduates consistent across all delivery modes. All examinations are delivered to and marked at academy Head Office to ensure consistency and accuracy and will undergo validation and moderation.

academy programs are designed to ensure that all students benefit from their training and are able to apply their skills in the workforce. Courses are competency based with evaluations built-in to measure the student's progress. Students are unable to progress to the next level of their program until they have satisfied the requirements for a passing mark in their current course. Students who are committed to the learning process, maintain regular, consistent attendance, and progress at a reasonable pace will in all likelihood be successful.

Each student should book extra review time if necessary to ensure that they have completed all the material and are fully prepared for the examination. Extra review time may only be scheduled during non-prime hours.

Every examination has a time limit. If you have not completed the exam within the specified time limit you will have to submit the exam incomplete for marking. You cannot ask your Facilitator for assistance with the examination.

Should the student not agree with their final examination mark, an assessment appeal may be completed by the student and submitted to the Facilitator or the General Manager – Organisational Development as per the appeals process.

Competency assessments will be undertaken by a Facilitator from academy. If you are unhappy or dissatisfied with the outcome of your assessment, please refer to the dispute resolution policy in this handbook.

Examination Procedures for academy Courses

The following procedures must be adhered to:

- Your workbook including the Control Sheet will be handed in to a Facilitator prior to starting an exam, and will not be returned until the entire exam is completed and handed in.
- The exam will be started only if there is sufficient time to complete it in one session.
- Place a “Do Not Disturb” sign on your desk for the duration of the exam.
- Once the exam is started, the student may not leave the room unless cleared by a Facilitator; (coffee and smoke breaks should be taken before starting the exam).
- There will be no talking to other students during the exam.
- If there are any questions concerning the exam they will be directed only to a Facilitator.
- Assistance provided to the student during an exam will be limited to help in interpreting a question.
- At the completion of the exam a Facilitator will check only to make sure all the questions have been answered and all the printouts are enclosed.
- *If you have any special needs (ie: interpreter services, special learning resources, etc), see your Facilitator prior to the examination day.*

Fees

All courses are presented as complete packages with all of the necessary materials included. All fees must be made payable to academy. Payments may be made in the form of cheque, money order, bank draft, credit card, EFTPOS and cash. *Do not send cash by mail.* Fees are charged on a per course basis in accordance with established prices. Fees are payable upon registration; however, provisions may be made for progress payments in certain circumstances.

If the student is being sponsored by a government agency or other association, a letter of authorisation is required by academy. Certificates will not be issued until all outstanding fees are paid. If the course is a accredited government funded course, fees will be charged in line with those allowable under the funding regime. Unemployed and disadvantaged people may undertake government subsidised training “free-of-charge”, with employed people to pay a fee of no less than \$120.00 upon enrolment. This relates to CTP and other State Govt. funded courses.

The refund policy with regard to other courses is covered elsewhere in this document.

Mitigating Circumstances

academy reserves the right to make exceptions on a discretionary basis to any of its stated administrative policy actions based on specific mitigating circumstances which may exist with regard to students. If the academy determines that mitigating circumstances prevent students from meeting any of the administrative standards or criteria, alternative arrangements for meeting these standards or criteria can be made on an individual basis by the Director.

Refund or Withdrawal

No deduction or refund of money or lessons will be made if the student withdraws, or is absent during the period of training after completing 30% of the total program hours. Upon withdrawing before completing 30% of the program hours the refund will be calculated on a pro rata basis plus a \$424.00 administration fee.

If the course is a government funded course, a small fee may be charged. Unemployed and disadvantaged people may undertake government subsidised training “free-of-charge”. Fees will be re-fundable up to and including 30% of the course being completed. After this point, fees will be returned on a pro-rata basis, with a 20% administration surcharge being applied.

Legislation

academy adheres to the Legislative requirements under:

- The Privacy Act – regarding students records and data
 - Equal Employment Opportunity – regarding staffing and student rights
 - Freedom of Information Act – regarding students records and data
 - The Anti-Discrimination Act – in all relevant areas
 - ESOS Act (1991 and 1997) – for regulations, charges and finances
 - VET Act 2005 – for the delivery of Vocational Education in NSW
- NSW Anti-discrimination Act (1977)
 - Workers Compensation Regulation 2010
 - Workplace Injury Management and Workers Compensation Regulation 1998

- WorkCover Legislation Amendment Act (1997 No. 134)
- Occupational Health and Safety Act 2000
- Occupational Health and Safety Regulation 2001
- Copyright Act, 1879. No 20
- NSW Commission for Children and Young People Act 1998 No 146

SA

- Occupational Health, Safety and Welfare (SA Safework) Act 2005
- Fair Work Act 2005
- Children's Protection Act 1993
- Equal Opportunities Act 1984

QLD

- Disability Services Act 2006
- Fair Trading Act 1989
- Workplace Health and Safety Act 1995
- Workplace Health and Safety and Other Legislation Amendment Act 2008
- Child Protection Act 1999
- Commission for Children and Young People and Child Guardian Act 2000

VIC

- Education and Training Reform Amendment (Skills) Act 2010
- Victorian Qualifications Authority (Amendment) Bill 2003
- Victorian Qualifications Authority Act 2000
- Education and Training Reform Act 2006
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2007
- Working With Children Act 2005
- Working with Children Amendment Act 2010

WA

- Vocational Education and Training Act 1996
- Vocational Education and Training (Colleges) Regulations 1996
- Vocational Education and Training (General) Regulations 2009
- Occupational Safety & Health Act 1984
- Occupational Safety & Health Regulations 1996
- Equal Opportunity Act 1984
- Workers Compensation and Injury Management Act 1981
- Working with Children (Criminal Record Checking) Act 2004

Tas

- Anti-Discrimination Act 1998
- Occupational Health and Safety Act 1995

academy is affiliated with ACPET.

Occupational Health and Safety is a priority for academy.