



Australian
Pacific Institute of
Technology

RTO ID 45090

Student Handbook

Version 1.0

Date: Friday, June 1st, 2018

Contents

Introduction	4
About Us.....	4
Australian Qualification Framework (AQF)	5
Our Services.....	6
Finding Us	11
Parking	12
Public Transport.....	12
Lunch Options.....	12
Our Trainers.....	12
Our expectation of you	12
Your safety	13
Your equity.....	14
Your privacy.....	15
Fees, cancellation & refunds	16
Our Guarantee to Clients.....	18

Student Notifications.....	18
Access to your records	19
Continuous improvement.....	20
Assessment and RPL.....	12
Re-assessment	22
Issuing Qualifications and Statements of Attainment.....	23
Language, literacy & numeracy skills.....	23
Making complaints & appeals	23
Recognition of your existing skills & knowledge.....	24
Legislative and Regulatory Responsibilities.....	25

Introduction

This information booklet is designed to provide you with information about the services provided by Australian Pacific Institute of Technology ("APIT") Pakistan Offshore Campus and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Australian Pacific Institute of Technology. This information is contained in the Course Brochure which is supplied separately.

About Australian Pacific Institute of Technology

APIT is a Registered Training Organisation providing high-quality training to students in Pakistan with modern, up to date facilities; boasting a team of qualified and dedicated Trainers & Assessors. For more information, please click the link below:

www.apit.edu.au/pakistan/

APIT is responsible (under its registration with the Australian Skills Quality Authority) for the quality of training and assessment being delivered the given course, and is also liable for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Mission Statement

APIT differs from other organisations in its willingness to provide authentic and quality training in a manner that equips students with the skills and confidence to apply the knowledge they have gained in the real world.

Vision Statement

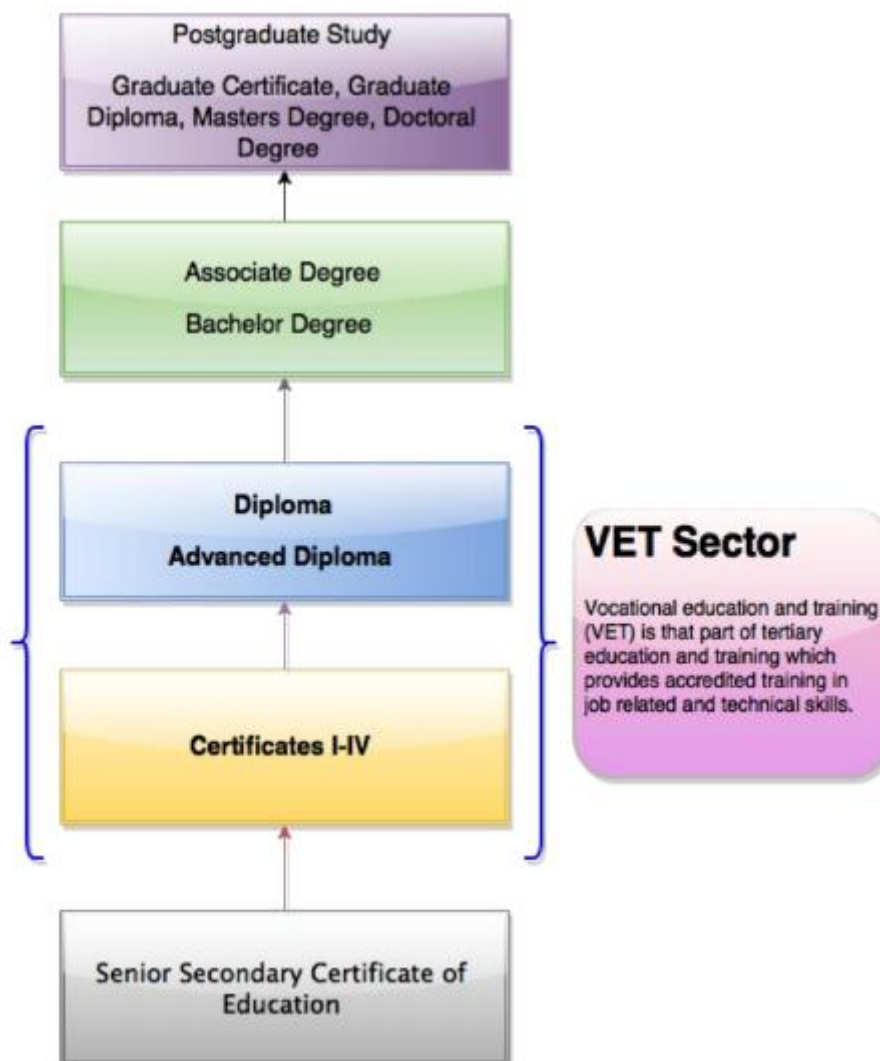
APIT base their vision upon uncompromising commitment to provide students with the most experienced of trainers in an environment that is conducive for learning. At the same time, responding to the diverse needs of students through innovative quality teaching that enables students to enrich their lives intellectually, economically, socially and culturally.

The Australian Qualification Framework (AQF)

The Australian Qualifications Framework (AQF) created a national system of cross-sectoral qualifications capable of supporting the increasingly diverse needs of the workforce and learners in the Vocational Education and Training sector. This diagram shows the interlinking and pathways that relate to the various qualification levels.

Graduating from APIT or another Australian Qualification Framework (AQF) provider can qualify you for entry to University, so many learners who did not successfully complete the year 12 use it as a stepping stone to a University qualification.

Refer to apit.edu.au/pakistan/pathway for APIT current Articulation Arrangement for University Qualifications.



Our Services

APIT has a variety of diplomas catering for the student seeking to enter into the business, accounting or IT profession, as well as for students looking for academic pathways.

APIT ensure that we meet the standards of all students alike. Our diplomas include the following:

- **BSB502015** Diploma of Business
- **FNS50215** Diploma of Accounting
- **ICT50115** Diploma of Information Technology

APIT does not provide any direct or indirect immigration services to its students. Students will be required to perform their own due diligence relating to student immigration and university pathways.

Opening Hours

Our opening hours are:

- Monday to Friday 9.00 am to 9.00 pm
- Saturday – 9.00a.m to 5.00p.m
- Sunday – 9.00a.m to 5.00p.m
- Public Holidays - CLOSED

Student Support Services

At APIT Pakistan, we do all we can to help our students complete their training and assessment program. If you experience difficulties with your studies, you should talk to your trainer/assessor as soon as possible and, if necessary, make an appointment with the Student Support Officer. We will ensure that all possible resources are made available to help you achieve the standard of competency required. If we are not able to help you resolve any problems you have, we will provide you with advice about external agencies that may be able to help you.

Client Counselling Support and services include:

- education and career counselling
- assistance for those applying for recognition of prior learning (RPL)
- assistance for those who require additional language, literacy or numeracy training
- referral to specialist organisations

Personal counselling services include:

- complaint/conflict resolution
- access and equity issues
- welfare and support

Personal counselling services are treated in the strictest confidence and may involve advice about, or referral to, other services.

Access and equity

APIT Pakistan is committed to access & equity principles and processes in the delivery of its services and in the working environment. We aim to ensure we offer training opportunities to all people on an equal and fair basis, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or career's responsibilities. All who meet our entry requirements will be accepted for enrolment if positions are available.

Language, literacy and numeracy support

Language, literacy and numeracy (LLN) support is available to provide students with advice and assistance, including LLN assessment. Our trainer/assessors have a background in the English language and are able to offer students individual assistance.

Students with special needs

APIT's policy on assessment is to give all students an equal opportunity to demonstrate their knowledge and skills. Where necessary and possible, we will make arrangements to take account of a student's special needs by making reasonable adjustments to the training and/or assessment requirements. This does not mean that a student gains any unfair advantage over other students.

Examples of variations to assessment tasks may include allowing additional time to complete an assignment or test, providing special equipment, substituting one form of assessment task for another, and providing support personnel (e.g. a writer).

At all times, APIT strives to fulfil its obligations under Equal Opportunity and Anti-Discrimination legislation, including the Commonwealth Disability Discrimination Act 1992.

Nominated Student Support Officer

Ms. Aasiya Kiran

Student Support Officer

Australian Pacific Institute of Technology

Plot 359, Street 5, I-9/3 Islamabad Capital Territory, 44000 Pakistan

aasiya.kiran@apit.edu.au

+92 51 4859085

Appointments and accessing these services

Student may contact the student support services officer by emailing, or student can make an appointment with the student support officer via reception.

External Support Services

1	<p><i>Consumer Rights</i></p> <p>Consumer Rights Commission of Pakistan (CRCP) is a rights-based civil initiative registered under the Trust Act, 1882. Established in 1998, CRCP is an independent, non-profit, and non-governmental organization. To articulate and promote the interests and rights of citizens and consumers at all socio-economic levels, with a particular emphasis on the inarticulate and disadvantaged groups; and facilitate the emergence of an organized movement in Pakistan, so that the citizens could have legally enforceable rights.</p> <p>Contact Number: +92-51-111-739-739 Email: sg@crpc.org.pk P.O. Box 1379 Islamabad, Pakistan</p>
2	<p><i>Alcohol and Drugs</i></p> <p>PNSC conforms to the directives of the Islamic Republic of Pakistan which prohibits the use, possession, distribution illegal trafficking, sale and/or purchase of alcohol, drugs, narcotics and other uncontrolled substances on board vessels partly or wholly owned by PNSC and flying the flag of Pakistan. PNSC vessels shall have zero tolerance to ensure defined maximum level of BAC (Blood Alcohol Contents) zero.</p> <p>In case of apparent drug and alcohol policy violation, the Corporation thoroughly investigate and consider all relevant data and information.</p> <p>Phone: 92-21-99203980 to 92-21-99203999 (20 Lines) Email: communication@pns.com.pk PNSC Building, M.T. Khan Road, P.O. BOX No.5350, Karachi-74000, PAKISTAN</p>
3	<p><i>Legal</i></p> <p>The Supreme Court was created under the Constitution of 1956. It succeeded the Federal Court, set up in 1948, which was successor to the Federal Court of India, established in 1937. Since its creation in 1956, the Supreme Court has retained its name and jurisdiction through the successive legal instruments including the Constitution of 1973.</p> <p>Phone: +92 5192 20 581-600 Email: mail@supremecourt.gov.pk Constitution Avenue, G-5/2 Islamabad, Pakistan</p>
4	<p><i>Work Rights</i></p>

	<p>As a result of promulgation of Punjab Industrial Relations Act, 2010 (PIRA-2010), Labour Court was established in the Province of Punjab. For this purpose, 11 Labour Courts have been established in the Province keeping in view the number of Industrial Workers. Complaints can be filed online at the mentioned link:</p> <p>Link: http://www.cmpunjab.gov.pk/OCC/UI/OnlineComplaint</p>
5	<p><i>Work Health and Safety</i></p> <p>There is no independent legislation on occupational safety and health issues in Pakistan. The main law, which governs these issues, is the Chapter 3 of Factories Act, 1934. All the provinces, under this act, have devised Factories Rules. Khyber Pakhtunkhwa and Sindh have enacted the Factories legislation in 2013 and 2016 respectively. The Hazardous Occupations Rules, 1963 under the authority of Factories Act is another relevant legislation. Complaints can be filed online at the mentioned link:</p> <p>Link: https://paycheck.pk/contact-info</p>
6	<p><i>Health Services</i></p> <p>Ministry of National Health Services, Regulations and Coordination is committed for helping the people of Pakistan to maintain and improve their health and to make our population among the healthier in the region.</p> <p>Email: contact@nhsrsc.gov.pk</p>
7	<p><i>Rights</i></p> <p>From 2012 to 2017, the Government of Punjab introduced and implemented several significant measures to counter gender-based discrimination, violence against women, and economic and social empowerment of women.</p> <p>Phone: +92 04299268000-4 Punjab Commission on the Status of Women 88 Shadman II, Lahore Pakistan</p>
8	<p><i>Cyber Crime</i></p> <p>National Response Centre for Cyber Crime (NR3C) - FIA is a law enforcement agency dedicated to fight cyber crime. Inception of this Hi-Tech crime fighting unit transpired in 2007 to identify and curb the phenomenon of technological abuse in society</p> <p>Address: 2nd Floor, National Police Foundation Building, Mauve Area, Sector G-10/4, Islamabad, Pakistan. Helpline: +92 336 6006 060 Phone: +92 51 9106 384 Email: helpdesk@nr3c.gov.pk</p>
9	<p><i>Youth Organizations</i></p>

	<p>Pakistani Youth Organization (PYO), registered in Pakistan and Canada, is a dynamic forum of the energetic and passionate youth, who aims to contribute to the welfare of the society in every aspect through every constructive measure. The purpose of the Youth association is to provide a platform for the young generation to groom and polish their talents along with utilizing those skills in achieving objectives that are productive for the betterment of our country and nation as a whole.</p> <p>Pakistan: 02134991093 0322 2396376 Email: info@pyo.org.pk Address : L-113, Madina Colony, Block 13G, Gulshan-e-Iqbal, Karachi, Pakistan-75300</p>
10	<p><i>Privacy Act</i></p> <p>The Constitution of the Islamic Republic of Pakistan accords the right to privacy as a fundamental right. Article 14(1) of the Constitution confirms that “[the dignity of man and, subject to law, the privacy of home, shall be inviolable.”</p>
11	<p><i>Language Programs</i></p> <p>IELTS</p> <p>The British Council is the UK’s international organisation for educational opportunities and cultural relations. In Pakistan, we have been working since 1948 in the areas of arts, education and English in all four provinces as well as in Pakistan Administered Kashmir, Gilgit-Baltistan and FATA through our offices in Karachi, Lahore and Islamabad.</p> <p>Please note that British Council Information Centre (0800-22000) office timings are from 0900-1800, Monday to Saturday. Email: info@britishcouncil.org.pk British Council Islamabad Office, British High Commission, Diplomatic Enclave, PO Box 1135 Islamabad PO Box 1135</p>

Course Information and Entry Requirements:

APIT offer the following courses:

- **BSB502015** Diploma of Business
- **FNS50215** Diploma of Accounting
- **ICT50115** Diploma of Information Technology

For more information on our courses and the entry requirements, please refer to our course guides which you can find at the following links:

- Business: https://apit.edu.au/pakistan/dip_business/
- ICT: https://apit.edu.au/pakistan/dip_ict/
- Accounting: https://apit.edu.au/pakistan/dip_accounting/

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply
- Quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Finding Us

We are located at: Plot 359, street 5, I-9/3, Islamabad Capital Territory (44000), Islamabad Campus



Parking

Whilst you are attending our site by vehicle, you will need to park in the side streets that are adjacent to our premises. You also have an option to park onsite at the rear of the building, subject to availability.

Public Transport

Potohar Metro Bus Station is a short walk from APIT's Islamabad Campus. Services through this bus route run approximately every 10 minutes.

Lunch Options

If you are looking for lunch options outside of the Campus, we are located closeby to the I-9 Markaz, with many restaurants and cafes around the building.

Our Trainers

Our Trainers & Assessors are qualified, dedicated professionals with up to date industry experience, obtaining qualifications through a range of industries. Their industry experience is continually up to date by participating in regular Professional Development activities, thereby giving our students the best practical industry experience available.

At APIT, we deliver Australian nationally recognised qualifications via face-to-face training while simulating a workplace environment (when required). When studying with APIT, your Trainer & Assessor will be always there to assist you throughout your course.

Our Trainers are always at hand to support your needs. Stay in touch by either attending a classroom training environment, mingling at the APIT chill-out area, or phone / email trainers for advice. This give students the support they need when they need it.

APIT trainers are all Australian Accredited Trainers & Assessors, being TAE40116 qualified along with an abundance of industrial and practical experience. Our trainers prefer to deliver their training in a way that engages students in a joyful way.

Our expectation of you

APIT expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of APIT.

- To be honest and respectful, which includes not falsifying any work or information, and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and APIT publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and APIT staff members and their right to privacy and confidentiality.

Your safety

APIT is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Chapter 3 of Factories Act, 1934 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training facilities or during training and Assessment Activities
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to APIT staff.

- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- APIT will undertake the communication procedures involved in evacuation process in the event of a fire.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand the fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

APIT is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All APIT staff members (including contractors) are aware that

discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member who has breached this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from APIT staff members as we adhere to complaint handling procedures advocated by the Punjab Commission on the Status of Women.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of APIT that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to APIT, they are advised to contact the Complaints Info-line on +92 04299268000-4.

Your privacy

APIT takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act Article 14(1) and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- APIT will retain personal information about students relating to their enrolment with us. This includes ones personal details, ethnicity and individual needs and education background. We will also retain records of you training activity, and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing and online systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- APIT is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian

Skills Quality Authority. In all other cases, APIT will seek the written permission of the student for such disclosure. APIT will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- o You have the right to access information that APIT is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- o If you have concerns about how APIT is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act Article 14(1) of the Constitution confirms that "[the dignity of man and, subject to law, the privacy of home, shall be inviolable."

Fees payable

Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from APIT. APIT may discontinue training if fees are not paid as required. For a full list of current fees, please refer to apit.edu.au/pakistan website under each Qualification.

Student cancellation

Students who cancel their enrolment part way through a training program must notify APIT in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Refunds

Students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid less any non-refundable fees, refer to apit.edu.au/pakistan for fees payable for each qualification. The non-refundable fee amount retained by APIT is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the

jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to 50% refund of fees paid less any non-refundable fees, refer to apit.edu.au/pakistan for fees payable for each qualification. The fee amount retained by APIT is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a student has purchased a text or training workbooks and subsequently cancels, APIT will not refund monies for the text.

Payment method

APIT accepts payment for fees using:

- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Australian Pacific Institute of Technology)
- Cash Payment

Transfers

Requests for transfers to alternate programs can be arranged if APIT is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where APIT has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of Rs5,500 (incl. GST)

Statutory cooling off period

The Standards for Registered Training Organisations require APIT to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that APIT do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a

program. For refund option in other circumstances, students must refer to the above refund policy.

Our Guarantee to Clients

If APIT cancels or ceases to provide training, APIT must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A student enrolled in a course of 10 units of competency and paid Rs150,000 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 4 of the 10 units. The student's enrolment would be finalised and the student would receive a Statement of Attainment for the 4 completed units. The student would also receive a refund of Rs90,000 which represents that value of the training not delivered.

Student Notifications

APIT will inform the student regarding any significant changes that may impact their studies. This is not limited to but includes the following

- Change of Ownership of RTO (Registered Training Organisation)
- Change in engagement terms and conditions
- Change of delivery, Training, work placement or assessment location
- Information on regulated outcomes

Change of Ownership of RTO (Registered Training Organisation)

APIT will notify all learners, students and clients about the change of ownership taking place within 28 days of the change of ownership. Student support services manager will also brief the students, learners and clients about the impact of the changes.

Change in engagement terms and conditions

APIT reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed 7 days prior to changes taking effect.

Change of delivery, Training, work placement or assessment location

APIT reserves the right to change the location of delivery, training, work placement or assessment. If any such changes are made that effect the student's training or assessment, the student will be informed 7 days prior to changes taking effect.

Information on Regulated outcome

APIT is nationally recognized and accredited training organisation and is regulated by government statutory body i.e. ASQA (Australia Skills and Qualification Authority). APIT goes through periodic quality Audits by the regulators and outcome of such Audit is publically available from the reception. Such information will be made available after 5 working days from receiving the report from ASQA. Student who may wish to obtain a copy of the report contact student support services at reception.

Access to your records

You are entitled to have access to your records. These records include your:

- o student file,
- o learning and assessment record,
- o administrative records,
- o AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor you progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by APIT, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a work day can be arranged within a 24 hour timeframe. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, APIT reserves the right to charge a one-off photocopy fee of Rs1000. There is no cost to simply view records at our office.

If you have lost or misplaced your AQF certificate you may obtain a reissued certificate from APIT. To obtain this you must complete the Student Records Request Form and return this to the Office Manager. The cost of Rs2000 will apply for each issued AQF certificate. This fee must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may

also nominate another person to collect the certificate, however, these persons must be notified to APIT beforehand and the person must provide photo ID to validate their identity.

Continuous improvement

APIT is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to APIT so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to APIT for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At APIT assessment is conducted by using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment** - The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.

- **Research Tasks** - The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case Study Response** - The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Log book** - The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback** - The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation** - The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

Recognition of Prior Learning (RPL)

If a student has previously completed training or has course related skills and experience, he or she may be eligible for RPL. APIT will provide RPL guides and documentation to students that explain the entire process.

RPL is the acknowledgement of skills and knowledge obtained through:

- Formal Training: previous courses run by training providers or in-house training Work
- Experience: on the job experience, including informal training.

- o Life experience: community group involvement, family activities, sports, hobbies, leisure activities, unpaid work, organising events, and/or travel.

Applications for RPL will be assessed on an individual basis. Each applicant will need to provide the necessary evidence documentation to demonstrate their competency in accordance with the competency requirement of the relevant qualification for which they are applying for RPL. Documentation of prior learning is the most common form of evidence however there are also other forms of evidence including: third party observations, self-assessment reviews, verbal questioning, phone interviews and real work samples such as log books, lesson plans, meeting minutes etc.

It is up to the student to compile the evidence, in consultation with a trainer once they have enrolled.

[RPL guides and documentation can be found at the following location](#)

More information about APIT's RPL assessment tools, policy and procedure is available from APIT office or by phoning APIT on +92 51 4859085. Student may also obtain the relevant documentation by emailing info-pakistan@apit.edu.au

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them in identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills, and prepare them for additional assessment.

It is the policy of APIT to provide three opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Student's requiring additional learning support are to be brought to the attention of APIT management so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

Issuing Qualifications and Statements of Attainment

APIT will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to APIT have been paid.

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach APIT will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within APIT and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making complaints & appeals

APIT is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms will be available from student administration office or you can request by emailing info-pakistan@apit.edu.au

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

- Plot 359, street 5, I-9/3, Islamabad Capital Territory (44000), Islamabad Campus
- info-pakistan@apit.edu.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: +92 51 4859085

Payment Instructions – How to Pay

Payments can be made

1. Make cheques payable to Australian Pacific Institute of Technology
2. Cash at the office reception
3. EFT Banking Details

Account Name: AUSTRALIAN PACI INST OF TECH SMC PVT LTD
Account Number: PK29 BAHL 5524 0081 0004 0301
Bank Name: BANK AL HABIB LIMITED

What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to APIT. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.

- Students may not apply for national recognition for units of competence or qualification which are not included in APIT scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and APIT does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

APIT is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that APIT has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with APIT.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act, 1934

There is no independent legislation on occupational safety and health issues in Pakistan. The main law, which governs these issues, is the Chapter 3 of Factories Act, 1934. All the provinces, under this act, have devised Factories Rules. Khyber Pakhtunkhwa and Sindh have enacted the Factories legislation in 2013 and 2016 respectively. The Hazardous Occupations Rules, 1963 under the authority of Factories Act is another relevant legislation. These rules not only specify some hazardous occupations (working with Lead; Aerated Waters; Rubber; Chromium; Cellulose Solution Spraying; Sand Blasting; Sodium and Potassium-Bichromates; Petrol Gas Generating Plant) but also authorize the Chief Inspector of Factories to declare any other process as hazardous.

1. Dock Laborers Act, 1934
2. Mines Act, 1923
3. Workmen Compensation Act, 1923
 1. Khyber Pakhtunkhwa Workers' Compensation Act, 2013
 2. Sindh Workers Compensation Act, 2016
4. Provincial Employees Social Security Ordinance, 1965
 1. The Sindh Employees Social Security Act, 2016
5. West Pakistan Shops and Establishments Ordinance, 1969
 1. The Khyber Pakhtunkhwa Shops and Establishments Act 2015
 2. The Sindh Shops and Commercial Establishment Act 2015
6. Boilers and Pressure Vessels Ordinance, 2002
7. Pakistan Environmental Protection Act, 1997 (Hazardous Substance Rules, 2003)
8. The Agricultural Pesticides Ordinance, 1971 (The Agricultural Pesticide Rules, 1973)
9. West Pakistan Labor Camps Rules, 1960

Privacy Act

The Constitution of the Islamic Republic of Pakistan accords the right to privacy as a fundamental right. Article 14(1) of the Constitution confirms that “[the dignity of man and, subject to law, the privacy of home, shall be inviolable.”

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about APIT of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act

Government of Pakistan has enacted a law in order to provide for employment, rehabilitation and welfare of disabled persons in the country. The "Disabled Persons (Employment and Rehabilitation) Ordinance" was enacted in 1981 as a presidential ordinance. This law was promulgated during the "International Year for Disabled Persons" in 1981 to provide support to the disabled persons in finding employment in government as well as commercial and industrial establishments. After devolution of the subject of labor in 2011, the provinces of Punjab and Khyber Pakhtunkhwa have adopted the 1981 Ordinance. Sindh has enacted its own law, i.e., The Sindh Differently Able Persons (employment, rehabilitation and welfare) Act, 2014.

Government of Pakistan has also ratified 'ILO Convention on Vocational Rehabilitation and Employment of Disabled Persons'. Similarly, in the last year, it has also ratified the UN Convention on the Rights of Persons with Disabilities.

According to World Bank and WHO estimates, at least 10% of country's total population is disabled/persons with disabilities (PWDs). Of these 18 million PWDs, over 5 million live in the Urban areas while the other 13 million reside in rural areas. It is however interesting to note that only 136,928 PWDs have been registered with National Database & Registration Authority (NADRA) and issued national identity cards.

Sex Discrimination Act

In accordance with the article 27 of the Constitution, "No citizen otherwise qualified for appointment in the service of Pakistan shall be discriminated against in respect of any such appointment on the ground only of race, religion, caste, sex, residence or place of birth". This article is only about the public sector jobs. We can't locate similar provision for non-discrimination in private sector employment. Since there is no specific law in the country to deal with the equal remuneration and nondiscrimination in all employment related matters, the Federal Government is working on a draft of a model Provincial law on anti-discrimination which can be adopted by the Provincial Legislative assemblies.

Age Discrimination Act

Article 11.3 of the Constitution of Pakistan says " No child below the age of fourteen years shall be engaged in any factory or mine or any other hazardous employment." Similar safeguards have been provided in Article 37 of Constitution. Section 50 of Factories Act 1934 reads as under: "Prohibition of employment of young children. - No child who has not completed his fourteenth year shall be allowed to work in any factory."

The children under the age of 14 years cannot be employed in any public or private industrial undertaking containing process dangerous to life, health or moral of children under the provisions of the said laws. The Employment of Children Act, 1991 has provided a schedule of hazardous occupation and processes where the employment of children under the age of 14 years is totally prohibited. The child worker is, however, permitted to work as a member of the family engaged in any process not declared hazardous under Section 3 of the said Act.

Sexual Harrassment Act

In accordance with the Protection Against Harassment of Women at Workplace Act, 2010, sexual harassment of workers is prohibited by law and is a punishable offence. A person convicted of sexually harassment convict can be imprisoned for a maximum term of 3 years, or fined with a maximum sum of PKR 5 Lakh (0.5 million) or with both. (Section 509 of Code of Criminal Procedure, 1898).

Copyright Act 1962

In Pakistan, copyright protection is governed by the provisions of the Copyright Ordinance, 1962 ("the Ordinance") which is modelled on the English Act of 1914. Pakistan is a member of Berne Copyright Union and the Universal Copyright Convention.

One of the most significant developments in relation to the protection of copyright in Pakistan is the recent promulgation of the Copyright (Amendment) Act, 1992 ("the Amendment Act"). Copyright protection originally available to literary, dramatic, musical, artistic, cinematographic and architectural works, books, photographs, newspapers, engravings, lectures, records (defined as "any disc, tape, wire, perforated roll or other device in which sounds are embodied so as to be capable of being reproduced therefrom, other than a sound track associated with a cinematographic work") and sculptures is now extended to computer software, periodicals, video films and all kind of audio-visual works.

Fair Work Act

Minimum Wage is the wage level (set by Government, either after consultation with the social partners i.e. worker organizations and employer associations or unilaterally) below which it is illegal for the employer to pay his/her employees.

Minimum Wage in Pakistan is set by the following two acts:

1. The Minimum Wages Ordinance, 1961 (applicable in ICT and Baluchistan)
2. Pakistan Minimum Wages for Unskilled Workers Ordinance, 1969 (no longer in use after the 18th Amendment)
3. The Minimum Wages Ordinance, 1961 (adapted in Punjab by 2012 Amendment Act)
4. The Khyber Pakhtunkhwa Minimum Wages Act, 2013
5. Sindh Minimum Wages Act, 2015

Wages, as defined under the Minimum Wages Ordinance 1961, mean all remuneration, expressible in monetary terms, and payable to a person on fulfillment of the express or implied terms of employment contract but does not include contributions paid by the employer on behalf of the worker under any scheme of social insurance, pension fund or provident fund; travelling allowance or value of any travelling concession; amount paid to defray special expenses incurred by the worker in respect of his employment; any sum paid as annual bonus; or any gratuity paid

on contract termination. Minimum Wages Ordinance, 1961 applies to all industrial establishments' employees (whether skilled, unskilled or apprentices and even domestic workers) but it excludes the employees of Federal or Provincial governments, coalmine employees or persons employed in agriculture.

Minimum wages for semi-skilled, skilled and highly skilled workers are determined by the Minimum Wage Boards constituted under the Minimum Wages Ordinance, 1961. The detailed Minimum Wage notifications for different industries based in the provinces are issued later by the provincial labor departments. One such detailed notification has been issued by the Punjab Labor & Human Resource Department. The said notification provides minimum wage rates for ministerial, highly skilled, semi-skilled and skilled workers in the 102 industries based in the province. Similar detailed notifications have yet to be issued by the other Provincial governments.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- o compliance with the VET Quality Framework
- o satisfying Fit and Proper Person Requirements
- o satisfying the Financial Viability Risk Assessment Requirements
- o notifying National VET Regulator of important changes
- o cooperating with National VET Regulator
- o compliance with directions given by the National VET Regulator