



Australian  
Pacific Institute of  
Technology

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# Student Handbook

**Version 3.3**

*October 2019*

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## Introduction

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

## About APIT

APIT is a Training Organisation providing high-quality training to students in Australia. APIT has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. Find out more by visiting:

- [www.apit.edu.au/australia](http://www.apit.edu.au/australia)

Our organisation is bound under its registration with the Australian Skills Quality Authority (ASQA) to provide quality training and assessment for the course being delivered by you. APIT is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

## Our Services

APIT have a vast amount of courses for students to select. Whether one is seeking to enter a healthcare profession, or attain a better understanding of courses related to health, APIT ensures to meet the standards of all students alike through the following courses:

- **HLTAID001** Provide Cardiopulmonary Resuscitation
- **HLTAID003** Provide First Aid
- **HLTAID004** Provide an Emergency First Aid Response in an Education and Care Setting
- **HLTAID006** Provide Advanced First Aid

## 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.

## **Opening Hours**

Our opening hours are:

- Monday to Friday 9.00 am to 5.30 pm
- Saturday – 9.00a.m to 5.00 p.m
- Sunday – 9.00a.m to 5.00 p.m
- Public Holidays - CLOSED

## **Student Support Services**

At APIT, 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 one of our many skilled trainers/assessors as soon as possible and, if necessary, make an appointment with the CEO.

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 assist you in your endeavors.

## **Access and equity**

APIT is committed to access and equity principles and processes in the delivery of its services, as well as our working environment. We ensure to provide 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. Making sure 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 all students who are studying at APIT. With advice and assistance in every aspect of our student centric model, including LLN assessments. All of our helpful trainers/assessors have a background in the English language, and are able to offer students individual assistance if required. .

## **Students with special needs**

APIT's policies on assessment is to ensure all students obtain an equal opportunity to demonstrate their knowledge and skills. Where necessary and possible, APIT will make arrangements to take into account student's special needs by making reasonable adjustments to the training and/or assessment requirements.

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

Ahmad Jahfar  
Student Support Officer  
12 Overland Drive, Narre Warren, VIC, 3805  
[ahmad.jahfar@apit.edu.au](mailto:ahmad.jahfar@apit.edu.au) +61 415 259 029

### Appointments and accessing these services

Students may contact the student support services officer by email, or make an appointment with the student support officer via reception.

### External Support Services

1	<p>Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters. Consumer Affairs Helpline: 1300 55 81 81 email: <a href="mailto:rtba@justice.vic.gov.au">rtba@justice.vic.gov.au</a> 2/452 Flinders St Melbourne 3000</p>
2	<p><i>Alcohol and Drugs</i></p> <p>Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region.  Phone: 1300 650 705</p>
3	<p><i>Legal</i></p> <p>Monash Oakleigh Legal Service - a free legal service attached to the Faculty of Law at Monash University. Phone: 9905 4336</p> <p>Dandenong 9-11 Pultney Street Phone: 9767 7111</p> <p>The Law handbook Online - a practical guide to the law and covers over 90 common legal issues. <a href="http://www.lawhandbook.org.au">www.lawhandbook.org.au</a></p>
4	<p><i>Work Rights</i></p>

	<p>Young Worker Toolkit</p> <p>Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand <a href="http://youngworkertoolkit.youth.gov.au">youngworkertoolkit.youth.gov.au</a></p>
5	<p><i>Welfare</i></p> <p>Centrelink offers a range of services to students, including Youth Allowance, ABSTUDY, Austudy, Health Care Cards and more. Even if you are not eligible for an income support payment like youth Allowance, you may be able to get a Health Care Card. For students, phone 13 2490, ABSTUDY phone 13 2317, and TTY 1800 810 586.</p> <p>Welfare Rights Unit (WRU) - Provides specialist information in the area of Social Security law, policy and practice, with advice to individuals and community services. 155 Easy St Collingwood Phone (03) 9416 1111 9.30am-12.30pm Tuesday-Friday</p>
6	<p><i>WHE Health Information Line</i></p> <p>A free service for women offering information, one-to-one from a trained nurse/women's health worker on a broad range of issues relating to women's health - physical, mental, emotional or any other aspect.</p> <p>Phone: 1800 069 967 Monday-Friday, 9.00am-1.00pm Counselling Program Women's Health East has a short to medium term low-cost counselling program, with female counsellors.</p>
7	<p><i>WIRE - Women's Information</i> is a free information, support and referral service available to all Victorian women. It can help you explore a range of issues, including: family life and relationships, domestic violence, sexual assault, health and well-being, women professionals, education and training and legal issues.</p> <p>Phone 1300 134 130 Monday to Friday, 9:30am-5:30pm. Women's Information Centre has resources to help women access broad range of information and assistance.</p> <p>210 Lonsdale Street, Melbourne. Women from culturally and linguistically diverse (CaLD) backgrounds are able to utilise WIRE services using Telephone Interpreter Services.</p> <p>For hearing impaired women, contact the National Relay Service on 13 3677 or email WIRE.</p>
8	<p><i>Forums/Support information:</i></p> <p>ABC Ramp Up - Website about Disability, that generates discussion and debate (Online forum) <a href="http://www.abc.net.au/rampup">www.abc.net.au/rampup</a></p>

9	Reach Out - Website designed for young people. Information and resources to assist with self help or help for others. <a href="http://au.reachout.com">http://au.reachout.com</a>
10	<i>Headspace Australia</i> - Australia's National Youth Mental Health Foundation.  <a href="http://www.headspace.org.au">www.headspace.org.au</a>
11	<p><i>Language, Literacy and Numeracy Programs</i></p> <p>What is the LLNP?</p> <p>The Language, Literacy and Numeracy Program (LLNP) is funded by the Department of Education, Science and Training (DEST) and is offered to job seekers registered with Centrelink offices. The aim of the program is to assist job seekers to improve their language, literacy and communication skills which will then assist them to obtain employment.</p> <p><i>What will I learn?</i></p> <p>Participants in the program learn language, literacy, communication and basic computer skills. They will be taught to speak with confidence, make basic mathematical calculations, use the computer, write job applications and present themselves for interviews.</p> <p><i>How can I apply?</i></p> <p>Interested job seekers will need to contact the nearest Centrelink office to be registered</p>

### Course Information and Entry Requirements

APIT offer the following courses and more information on our courses and the entry requirements; can be found on the website links below:

- **HLTAID001**      Provide Cardiopulmonary Resuscitation  
  
<http://apit.edu.au/hltaid001/>
- **HLTAID003**      Provide First Aid  
  
<http://apit.edu.au/hltaid003/>
- **HLTAID004**      Provide an Emergency First Aid Response in an Education and Care Setting  
  
<http://apit.edu.au/hltaid004/>
- **HLTAID006**      Provide Advanced First Aid  
  
<http://apit.edu.au/hltaid006/>



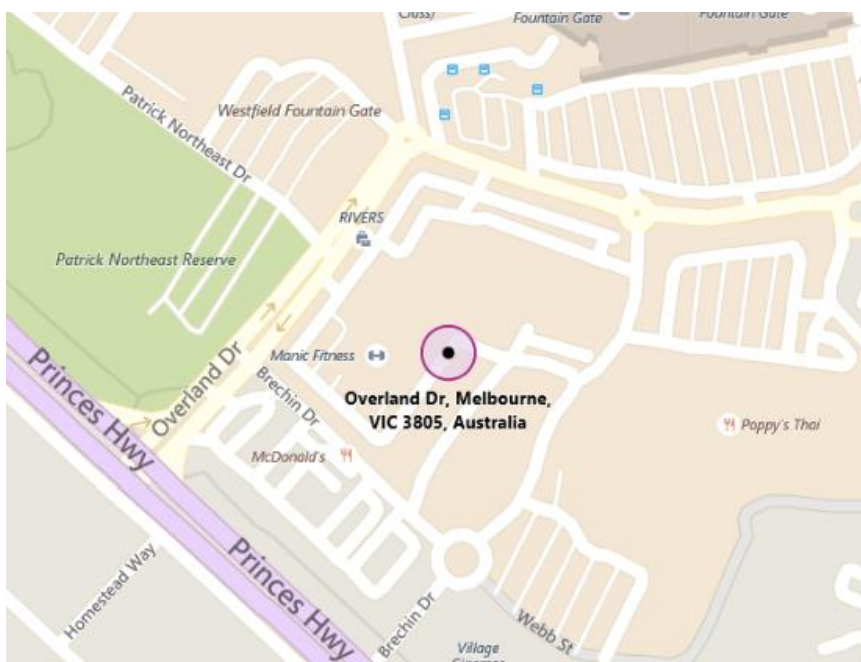
## Our objectives

In recognition of this mission, our objectives are:

- **People.** APIT 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 app 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: 12 Overland Drive, Narre Warren, VIC 3805



## **Parking**

APIT have an ample amount of parking within the Westfield business precinct, with parking available in front of - and adjacent to - our building for student who decide to come with their vehicle.

## **Public Transport**

Bus Stations are a short walk from APIT. Services through to the Westfield Fountain Gate bus route occur approximately every 15 minutes.

## **Lunch Options**

Westfield have an array of food destinations within their Shopping Centre, which can be easy accessible to students by taking a two-minute walk from our premise. Students are welcome to leave APIT and have refreshments during their mandatory breaks. Alternatively, APIT have an eating area for students who decide to bring their own lunch.

## **Our Trainers**

Our Trainer and Assessors are qualified, dedicated professionals who have up to date industry experience and qualifications. Their expertise within the healthcare industry is continually up to date by working in their respective trades, as well as participating in frequent professional development workshops, which provides students the best possible outcome for learning.

At APIT, we deliver nationally accredited qualifications, training face-to-face so that students may have the best possible environment for learning. When a student studies with APIT, their Trainer Assessor will be always there to assist them throughout the term of the course. One can either attend a classroom training environment, or receive job visits and even phone or email your Trainer Assessor for advice, which means students get the support they need when they need it most.

APIT trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that students will enjoy.

## **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 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 honor our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and staff members at APIT, as well as their right to privacy and confidentiality.

### **Unique Student Identifier**

If you're studying a nationally recognised training course in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, one will often need to provide their training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. A student can access their USI account online from a computer, tablet or smart phone anytime.

Fact sheets are available to download at: [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number.

This procedure applies to all student enrolments in nationally recognised training, except those students who are deemed to be exempt. Exemption categories are:

1. International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
2. An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1st January 2015.
3. Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

Students who express a genuine personal objection to being assigned a USI must be advised to apply to the Student Identifiers Registrar for an exemption

Ensuring that where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar

### **Your safety**

APIT is committed to providing students a safe environment within our premise. We are aware under the Occupational Health and Safety Act 2004 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 to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.

- 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 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.

### **Lifting**

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by APIT unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **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 part of APIT. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from APIT staff members, as we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

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 HREOC Complaints Info-line on 1300 656 419.

### **Your privacy**

APIT takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here's what you need to know:

- APIT will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your 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 system and our computer 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.

- 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”.
- 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 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at:

<http://www.oaic.gov.au/privacy/privacy-complaints>

### **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 and charges please request a copy of APIT’s schedule of fees and charges.

### **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. 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 a 75% refund of fees paid. The amount retained (25%) 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:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to APIT)
- Payment in cash is discouraged.

### **Substitutions**

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

### **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 \$55.00 (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 \$1,500.00 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 \$900.00 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 effect 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 a nationally recognised 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:

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

You may require these records to monitor your 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 will be arranged as soon as possible and definitely within 24 hours. 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 \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, 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 \$25.00 will apply for each issued AQF certificate. These monies 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.. 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 that we may 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 the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.*

*At this time you will:*

- *Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.*
- *Be informed of relevant due dates or timing of assessments to be conducted*

*Your assessor will go through all of the arrangements with you and you can ask them any questions you have.*

## **Reasonable adjustment in assessment**

*Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.*

*Reasonable adjustment can involve:*

- *Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.*
- *Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.*
- *Making changes to the assessment arrangements e.g. more time allowed for assessments.*
- *Making changes to the way evidence for assessment is gathered e.g. written questions asked orally*

*Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.*

## **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.
- 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 Administration office at 12 Overland Drive, Narre Warren, 3805 or by phoning APIT on 1300 WEUPSKILL.

### **Prior learning or experiences (RPL) or recognition of current Competencies**

You may apply for RPL at APIT but ARC recommends complete assessments including the practical components to be completed every time. Further information regarding Australian Resuscitation guidelines can be obtained from <http://resus.org.au/guidelines/>

### **Re-assessment**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit.

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to 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.

If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of Not Yet Competent (NYC). The student can have a total of a further 2 attempts to complete each task and achieve a 'Satisfactory' outcome. The student will be advised of the timeframe for resubmission and advised what they must include in their re-submission.

If, after the third attempt, the student is still assessed as Not Satisfactory for a task, they will need to re-enrol in the unit.

It is the policy of APIT to provide two additional opportunities for additional training and re-assessment, an additional cost of \$10 per re-assessment to the student or employer applies. If, after the third attempt, the student is still assessed as Not Satisfactory for a task, they will need to re-enrol in the unit.

Students requiring additional learning support are to be brought to the attention of APIT's 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. 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. APIT generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the student's development.
- 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, students are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision
- <http://apit.edu.au/wp-content/uploads/2017/11/Complaints-and-Appeals-Form.pdf>

These forms will be available from student administration office or one can request it by emailing [info@apit.edu.au](mailto:info@apit.edu.au)

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

- 12 Overland Drive, Narre Warren, VIC, 3805
- [info@apit.edu.au](mailto:info@apit.edu.au)

If students are having any difficulty accessing the required form or submitting to us, they are welcome to contact us at the following number: 1300 WEUPSKILL

### **What is a complaint?**

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by APIT in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

This includes any allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- a learner of the RTO

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavorable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to APIT within **28 days** of the student being informed of the assessment decision or finding.

### **Early resolution of complaints & appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it

will not be possible and in these cases students are encouraged to come forward and inform us of their concerns with the confidence that they will be treated fairly.

### **Complaint and appeals handling**

APIT applies the following principles to its complaints and appeals handling:

- Written records of all complaints / appeals are to be kept by APIT including all details of lodgement, response and resolution. APIT will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint / appeal is to commence within seven (7) working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome within sixty (60) days of the complaint / appeal being initially received. Where APIT Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, APIT will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of APIT and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of four (4) weekly intervals.
- APIT shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints / appeals are to be handled in the strictest of confidence. No APIT representative will disclose information to any person without the permission of APIT Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

### **Review by an independent person**

APIT provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances, the APIT Chief Executive Officer will advise of an appropriate party independent of APIT to review the complaint (and its subsequent handling) and provide advice to APIT in regards to the recommended outcomes.

Where the APIT appoints or engages an appropriate independent person to review a complaint / appeal, the APIT will meet the full cost to facilitate the independent review. Where the person making a complaint, or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the APIT may seek the person making a complaint or seeking an appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by APIT as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

### **Unresolved Complaints and Appeals**

Where the person making a complaint, or seeking an appeal is not satisfied with the handling of the matter by APIT, they have the opportunity for a body that is external to APIT to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by APIT may refer their grievance to the following external agencies:



- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

### **Recognition of your existing skills & knowledge**

In accordance with the requirements of the Standards for NVR Registered Training Organisations, APIT provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### **What is recognition of prior learning?**

Recognition of prior learning involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition of prior learning assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### **Recognition of prior learning guidelines**

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

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in APIT scope of registration.
- Whilst students may apply for 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.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.

- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for Recognition of prior learning**

Recognition of prior learning acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward Recognition of prior learning may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. APIT reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

### **Payment Instructions – How to Pay**

Payments can be made

1. Make cheques payable to APIT
2. Cash at the office reception
3. EFT Banking Details  
Account Name: APIT  
BSB – 063-626 A/C No. 10657446  
CommBank

### **What is credit transfer?**

Credit transfer 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. Credit transfer 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 students are seeking credit transfer they are required to present a statement of attainment or qualification for examination to APIT. These documents will provide the detail of what units of competence one has been previously issued. Students must provide satisfactory evidence that the statement of attainment or qualification is authentic, is theirs, and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. Students are required to submit copies only which are certified as a true copy of the original.

### **Credit transfer guidelines**

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

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in APIT scope of registration.
- Whilst students may apply for national credit transfer 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 credit transfer and APIT does not receive any funding when national recognition is granted.
- Credit transfer may only be awarded for whole units of competence.

### **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](http://www.australia.gov.au/state-legislation) (State) and [www.comlaw.gov.au](http://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.

**Occupational Health and Safety Act 2004**The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The OH&S Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The OH&S Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The OH&S Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the OH&S Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the OH&S Act and OH&S Regulation.

### **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides one 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 1992**

#### Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different due to the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Age Discrimination Act 2004**

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and

- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - Changing negative stereotypes about older people.

### **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people based on their race, colour, descent or national or ethnic origin unlawful.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **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:

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