



Participant Handbook



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Welcome to AETS

Thank you for choosing Australian Employment and Training Solutions (AETS) as your training provider. We are pleased to welcome you as part of our AETS family and look forward to supporting you in your learning journey. We are committed that you will receive the best possible learning tailored to your needs.

We advise you to take the time to read this handbook to become familiar with the AETS policies and participant rights and responsibilities. You can also access this handbook on the AETS website (aets.edu.au). Please keep this handbook as a reference throughout your enrolment.

For additional information, contact one of our offices below:

Melbourne (Head Office)

Level 6, 22 William St
Melbourne VIC 3000
Phone - 1800 872 297
Enquiries: info@aets.edu.au

Tasmania

31 Gormanston Road
Moonah TAS 7009
Phone - 1800 872 297
Enquiries: info@aets.edu.au

Sydney

Suite 3.05, Level 3 405 Sussex Street
Haymarket NSW 2000

Suite 6, Level 1, 12 Nelson Street
Fairfield NSW 2165

Phone - 1800 872 297
Enquiries: info@aets.edu.au

1 Introduction

Welcome to your training program. You will be undertaking a competency based course that offers a Nationally Recognised Certificate/Statement of Attainment upon completion.

This handbook will provide information about AETS, the program structure and your roles and responsibilities over the duration of the program. This information is important so that participant understands the requirement of the training program; their commitment, our commitment, and support that we will provide to ensure their successful completion of the course.

1.1 Course Information

Participant will receive the following information that will assist in understanding the roles and responsibilities in undertaking a training program with AETS.

- Information on the course
- Pre-requisites for entry into the program
- Assessment methods
- Session dates, times and length of the course
- Language and Literacy Support
- RPL (Recognition of Prior Learning) opportunities
- Complaints and Appeals Policy
- Refund policy
- Access and Equity

1.2 Enrolment

All participants are required to complete an enrolment form prior to commencing training. The information in the enrolment form will be used to assess participant's eligibility, as well as providing key information for our records.

1.3 Language Literacy & Numeracy Support

Prior to the commencement of a course, all participants are assessed on their Language, Literacy and Numeracy needs in order to ensure they are enrolled in an appropriate course and identify any requirements of LLN assistance.

Our experienced staff can discuss different ways of conducting training and assessment to assist participants in achieving competency or recommend and refer to additional courses in ESL (English as a Second Language) and literacy and numeracy if required such as;

- 26 Ten Literacy Program (TAS) 1300002610
- the Reading and Writing Hotline (1300655506)
- the Skills for Education and Employment (SEE Program)
<https://www.education.gov.au/see-providers>
- the Adult Migrant English (AMES) Program
<https://www.education.gov.au/adult-migrant-english-program-service-providers> or
- the Adult Community Education (ACE) Training Providers (All States 03 96898623).

The Reading Writing Hotline - A national telephone literacy referral service for adults **Ph.: 1300655506**

1.4 Training Method

AETS delivers training using a variety of flexible approaches to learning, such as Self-paced learning, On the job learning, and Classroom based learning. Flexible delivery means providing training that best suits employers and participants to enable each participant to fulfil the requirements of the Nationally Recognised competencies.

Classroom Based Training

Classroom based training will be conducted in a classroom environment. AETS trainers will provide you with all of the training materials and information to help you achieve competency. We utilise a variety of delivery methods in the classroom to meet the needs of individual participants. These include the use of role plays, presentations and group activities that will actively engage you in the learning process.

Employment Based Training

AETS offers the flexibility to learn vocational skills on the job through employment based training. The required training and assessment materials will be provided along with an allocated AETS trainer who will visit participant regularly at their workplace and provide them with ongoing support and feedback. The employer will contribute to determining the participant's competence for each unit by completing paperwork to verify their ability to complete tasks on the job. The employer will also be asked to provide the final sign off to complete your qualification.

1.5 Competency Based Assessment

Competency based training is aimed at providing the participant with knowledge, understanding, and skills to demonstrate competence against Nationally Endorsed Industry Standards.

This means the participant will be assessed as either 'Competent' or 'Not yet competent'. If competency is not achieved the first time, the trainer will provide additional information, support and time to practice the skills and then re-assess them.

Please note to be deemed competent in a course which requires a work placement, participants are required to undertake a work placement to meet the practical demonstration requirements for the course. When a participant has been deemed Satisfactory in the theory component of all units, AETS will assist in organising a work placement.

Participants will be given one opportunity to enter the work placement phase, if you decline the offer, you will be required to source your own placement within a 3 month period. This rule does not apply if you are on an approved medical exemption.

If participants do not complete a work placement for a course which requires work placement, you may only be eligible for a Statement of Results or Attainment for the units which you have successfully completed within the theory components, which do not require a work placement.

1.6 Reassessment

The participant will be given two re-attempts for the not satisfactory task/s. Where the assessment task involves observation either in a simulated environment or in the workplace, the participant will be required to demonstrate the same skills as required in the first assessment task. After the second attempt, if performance is still unsatisfactory, the participant will be required to repeat the whole unit to ensure comprehension of the underpinning knowledge.

1.7 Recognition of Prior Learning (RPL)

RPL stands for Recognition of Prior Learning. RPL can be granted to a participant who has demonstrated evidence of prior knowledge and experience in life and work relating to the unit of competency for which recognition is applied RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded).

Participants can apply for RPL for a Unit of Competency at the time of enrolment or up to one month after commencing the unit of competency.

RPL Request

- If a participant wishes to apply for RPL they must complete the 'RPL Application Form' with the required information (such as detailed records of their experience, employment, training, etc., which may be relevant).

- The 'RPL Application form' will specify units to be completed and participants will be required to identify how they address the elements and performance criteria of each unit included in the RPL application.
- Once the RPL application form is completed, they are required to submit this with associated evidence to the trainer. This RPL application and evidence is to be assessed by a trainer and the participant is to be notified of the outcome of whether they can proceed with the RPL or not.

Assessment Process

- The Trainer will assist participants in the process of understanding RPL, gathering evidence and demonstrating competence. Participant will then be asked to attend an interview with an appropriately skilled RPL Assessor who will discuss their current competency.
- On receipt of the self-assessment and relevant documentation from the participant, the evidence will be assessed against the competency standards for the particular units.
- In making an assessment, assessors will consider the following:
 - relevance and nature of evidence provided by the applicant
 - scope of subject matter covered by the evidence
 - whether the evidence is sufficient to enable a judgement of competence to be made in regards to the unit, taking into account the required knowledge and skills and the critical aspects of evidence in the relevant units
- Where evidence and documentation require additional information or clarification, this will be discussed with the applicant via a phone call or scheduled meeting
- All original documents such as certificates, workplace reports, etc., should be copied and signed with a date, signature, and name of the assessor.
- Where RPL is 'Granted', this information will be communicated in writing to the participant within 10 business days of the completion of the assessment, and the qualification/statement of attainment will then be issued.

- Where RPL is 'Not Granted', participants will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the participant is to include a reason for refusal (where applicable).
- In all cases, a copy of the RPL documentation and outcome will be kept in the participant's file.
- There is a cost to the participant to undertake an RPL process.

1.8 Credit Transfer

If you have a Statement of Attainment from a Nationally Recognised RTO, you may bring the original or a certified copy with you to your next class and request Credit Transfer for any identical codes listed on your Statement which are due to be delivered as part of your current AETS training program.

If you do not have a copy of your Statement of Attainment and need to source this from your previous RTO, you **MUST** tell your trainer or indicate on your enrolment form that you are going to be applying for CT and for which units.

Every state in Australia that AETS trains in, has different claiming and reporting systems in place. However, the general procedure is that claims are made based on the ATTENDANCE, and attendance records are scanned DAILY by your trainer.

If you attend training and are listed on the attendance record for the Unit of Competency that you are wishing to apply Credit Transfer for, AETS will claim those State Government Funds for the training delivery. It is, therefore, **ESSENTIAL** that you have advised your trainer or AETS Admin staff of your wish to claim Credit Transfer so that we do not make the claim for the training delivery.

If you do attend the class and a claim is made and you then apply for Credit Transfer, AETS may ask you to **REIMBURSE** the funds we have been paid, dependent on the timeframe between claiming, payment, and Credit Transfer application. For example, if it is within the same month, there may be no charge; however, if the Credit Transfer is processed more than one month after attendance, the payment

will be invoiced to you to reimburse AETS for the amount we need to reimburse the State Government.

AETS is under no obligation to issue an AETS Certification that would be entirely comprised of Units of Competency completed at another RTO.

1.9 Withdrawal

If you wish to terminate your participation in the training program, please inform your trainer immediately and complete a withdrawal form. You can access this form from the AETS website. This will ensure that your Certificate/Statement of Attainment can be awarded to you promptly.

1.10 Issuing of AQF Qualifications and Statement of Attainment Qualifications:

- Qualifications will be issued to participants when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification.
- The Qualification will be accompanied by a Record of Results that will identify the units completed as part of the Qualification.
- The Qualification will be issued within 28 calendar days of a participant being assessed as meeting the requirements of their training program— provided all agreed fees the participant owes to AETS has been paid.

Statement of Attainment:

- A Statement of Attainment will generally be issued when a participant withdraws or cancels their enrolment in a Qualification and have successfully been assessed in one or more units of competency, or if they enrol and undertake in a single Unit of Competency.
- The Statement of Attainment will be issued within 28 calendar days from receiving the completed file from the trainer — provided all agreed fees the participant owes to AETS has been paid. A Statement of Attainment will normally consist of a single page; however, it may run onto a further page (the back of the document) where there is a long list of competencies.

1.11 Attendance

Participants will be advised of their attendance requirements at the enrolment/information session. Individual or group sessions will either be set by the facilitator or negotiated with the participant(s) as appropriate.

Participants are expected to attend ALL training sessions. If you are unable to attend a scheduled training session then you must make every effort to contact your trainer either directly or through AETS before the session to arrange an alternative catch-up time. Excessive absences or tardiness may result in units not being completed and therefore competencies not being achieved.

1.12 Participant Support Services

AETS will ensure the needs of participants are taken into account in the structure of its programs to give appropriate time allocation for practical application of knowledge and skill, maturational factors or personal need factors.

Your trainer/assessor is the first point of contact to discuss any difficulties you are experiencing.

- Difficulty in understanding resources
- Self-motivation
- Time management

AETS provides access to specialist support for participants who identify special needs, including:

- Language, literacy or numeracy
- Persons from non-English speaking backgrounds
- People with disabilities

Participants with special needs should indicate the special needs in their pre-training review. Assistance will be administered to participants identified with special needs in the form of information, advice, counselling (See Section 1.3 for further information).

Participants with disabilities will be fully supported during the training. This support may include note takers, one on one sessions, flexible training schedule and course material provided in alternative formats.

Participants can contact on 1800 872 297 or email conciierge@aets.edu.au for any support they may need.

2 Participant Rights and Responsibilities

As a participant in one of our training programs, you have rights and responsibilities governed by State and Federal legislation.

2.1 Participant Rights

All participants have the right to:

- Be treated fairly and with respect by all participants and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- Access the information AETS holds about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program

- Provide feedback to AETS on the client services, training, assessment and support services they receive

2.2 Participant Responsibilities

All participants, throughout their training and involvement with AETS, are expected to:

- Keep a copy of all work submitted to AETS. AETS will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work
- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by the staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to AETS in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer/Assessor
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify AETS if any difficulties arise as part of their involvement in the program
- Notify AETS if they are unable to attend a visit or training session for any reason at 24 hours prior to the commencement of the activity

- Refrain from smoking at the training venues and on the premises of AETS
- Make payments for their training within agreed timeframes

2.3 Access and Equity

AETS is committed to providing an environment which is free from discrimination and harassment. Participants will be provided with an equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A participant should never feel that they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at AETS however, participants who feel they are in this situation should contact the Chief Operating Officer (Skills) as per the contact list on Page 3 of this Manual.

2.4 Workplace Health and Safety

AETS takes the safety of our participants and staff very seriously. We operate at all times in accordance with the relevant Workplace Health and Safety (WH&S) guidelines. These guidelines are embedded in all of our courses.

We expect staff and participants to comply with WH&S and welfare guidelines, and to conduct themselves in a safe manner, not placing themselves or others at risk. If participants find themselves to be in a situation where they feel either a member of staff, employer or fellow participant is in violation of WH&S policy, they are required to report the situation to the Chief Operating Officer (Skills) through info@aets.edu.au

In the event of a critical incident, AETS has policies, support mechanisms, and procedures in place to manage the critical incident and ensure all necessary support services are provided for.

2.5 Participant Welfare

In order to protect the welfare of participants and to ensure participants have a positive living, studying and working experiences, AETS:

- a) Does not permit or require participants to attend classes (including time allocated for self-paced or online studies) for more than 8 hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Participants will be notified where exemptions have been provided
- b) Does not permit or require full-time participants to attend scheduled classes prior to 8.00am and/or after 10.00pm unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Participants will be notified and asked to sign an agreement to this arrangement in writing.

2.6 Respect for others

Participants will be expected to treat AETS team members and fellow participants with respect and observe any particular conditions which may appear in this information booklet or be raised during the course by an AETS team member. Inappropriate language and actions will not be tolerated.

2.7 Misconduct and Disciplinary Policy

If a participant fails to follow the guidelines set out in the 'participant rights and responsibilities' section of this handbook, or otherwise behave in an unacceptable manner, the participant may be subject to disciplinary action.

AETS is committed to providing a fair, equitable and confidential framework and procedure for investigation and resolving alleged cases of participant discipline and misconduct.

This policy applies to all educational circumstances that relate to your enrolment, including classroom, on training premises, and also applies to related excursions and activities.

The following steps are used in the process of disciplinary action of participants who have displayed unacceptable behaviour.

Step 1: Informal Counselling - Trainers are encouraged to deal with behavioural problems informally by reminding participant of their responsibilities and offering advice and assistance.

Step 2: Referral to Chief Operating Officer (Skills) – Any incidences of inappropriate behaviour considered dangerous, disruptive, offensive, malicious or serious, or likely to be repeated if no action is taken, will be referred to the COO (Skills) via phone or email at feedback@aets.edu.au. The referral will be recorded in writing in the participant file.

Step 3: Action – The Chief Operating Officer shall take action to include one or more of the following as appropriate to the behaviour:

- Note the referral for future reference
- Interview and/or counsel the participant
- Obtain a second opinion from another trainer and/or participant (where possible)
- Suspend the participant from the course
- Remove the participant from the course (a participant removed from a course for disciplinary reasons is not eligible for a refund)
- If the participant has attended the course through their employer or organisation, notify the employer or organisation

- Summarise the event and outcomes in the incident register

Step 4: Further Action - Where possible, steps should be taken to eliminate or reduce the likelihood of the behaviour occurring again. The participant is required to sign the 'Participant's Behaviour Contract' to outline the expected behaviours required for continuing participation in training with AETS. Serious misconduct should be reported by the Chief Operating Officer (Skills) to the General Manager and it must also be notified to the police if there are suspected criminal actions.

Any participant who is the subject of an allegation of an act of misconduct is entitled to be regarded as not having committed the act until they admit to the misconduct, or a fair and proper investigation leads to a reasonable determination that they committed an act of misconduct.

Examples of Academic Misconduct include but are not limited to:

- Any attempt by a participant to submit assessable work that is not their own
- Plagiarism not attributed to the original source or process
- Any form of collusion between participants to submit assessable work that is not their own
- Failure to have compulsory workbooks in all classes as required.

Examples of Non-Academic misconduct

- Non-academic misconduct is any action or conduct by a participant relating to people or property which is contrary to Participant Handbook, AETS policies and standards.

Serious misconduct may result in suspension or expulsion. Continuous misconduct and or property damage or offences involving the police are regarded as Serious Misconduct.

The following steps are used for the processing of alleged cases of misconduct:

Step 1: Acts of alleged misconduct are recorded by the trainer on a report of Alleged Misconduct Form and signed by the participant at initial counselling within two days of the incident and lodged with the Chief Operating Officer (Skills).

Step 2: The Chief Operating Officer (Skills) will undertake an initial investigation with all parties and record the findings. Should at any point during the process the participant admit to the misconduct and accept the penalty imposed, or conduct an informal resolution process or determined that there is no substance or insufficient evidence the Chief Operating Officer (Skills) can dismiss the matter and notify the participant in writing of the investigation outcome.

Step 3: The Chief Operating Officer (Skills) will send the participant a notification letter advising them of the outcome providing the reason for the decision and penalty as well as advising the participant of the appeals procedure.

Step 4: Should the participant's behaviour not improve, the participant is required to sign the Participant Behaviour Contract which outlines the expected behaviours required for continuing participation in training with AETS.

If a participant wishes to appeal against the Chief Operating Officer's (Skills) determination they must lodge a written Appeal form to the Skills General Manager within **20 working days**. (Commencing three days after the date of the Notification Letter).

2.8 Plagiarism

Plagiarism is a form of cheating. Plagiarism and cheating are serious offences and may result in failure to achieve competency and further disciplinary actions.

Plagiarism is not permitted in any AETS course. Plagiarism includes but is not limited to:

- Directly copying someone else’s work and presenting it as your own without acknowledging its source
- Presenting an assessment as being your own work when it was produced in whole or part of group work
- Submitting another participant’s work as your own
- Copying work from computer programs or from the internet

2.9 Complaints/Appeals Policy

Despite all efforts of AETS to provide satisfactory services to its participants, complaints may occasionally arise that require formal resolution. The purpose of this policy is to ensure that participants have a “complaints and appeals” process that includes access to an independent external body if necessary.

Please email any feedback/complaints to feedback@aets.edu.au

See the detailed policy on AETS website (www.aets.edu.au).

2.10 Fees

Please speak to one of the AETS team members for Fee details and Government subsidised training places.

2.11 Refund Policy

The participant must complete an ‘*Application for Refund / Stop Payment Plans*’ form for a refund. This form can be accessed on our website at www.aets.edu.au (under Refund Policy) or by asking a staff member to download from our intranet system- Cruse and submit to feedback@aets.edu.au, or by post to our Head office, or hand in person to reception at any of our branches listed in the participant handbook.

All refunds applications shall be accompanied by:

- Completed AETS Withdrawal form (access it from the AETS website)
- Proof of extenuating circumstances, if applicable

The request will be processed within fourteen (14) working days of the application being received by AETS and are to be signed off by the General Manager.

Details of refunds will be maintained in the participant's file.

The refund will be paid in Australian dollars to the participant.

Fees paid by 3rd parties are not refundable to the participant but will be paid to the 3rd party.

Note: Once materials (textbooks or resources) are handed to a participant, they are the property of the participant and considered second-hand, and therefore no refund will be given.

Please see the detailed policy on AETS website under Refund Policy

2.12 Privacy

At all times AETS complies with the Commonwealth Privacy Act (1988). The Commonwealth Privacy Act (1988) prevents AETS from providing any participant details to any person other than the participant.

- Upon enrolment, your personal details shall be filed in the designated participant file or filing cabinet (lockable) or retained on a password protected space
- Your personal details and records shall be maintained in a current up to date condition. The National Privacy Principles require AETS not to store personal information longer than necessary.
- Updating of records will be actioned upon receipt of advice of changes

- Only staff directly involved with your welfare and/or participant results, including internal and external auditing staff will have access to your personal details. AETS has in place steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.
- Upon reasonable request and notice, AETS administrative staff will provide you with access to your personal records and reissue statements of attainment or qualifications achieved. The Commonwealth Privacy Act (1988) does limit access to your personal information should you be under 18 years of age, in which case you will generally have access to your personal information through your parents.
- Only upon receipt of your written consent will AETS staff provide a third party with your personal details.
- Access to your records may be provided where the Standards for Registered Training Organisations, Commonwealth or State authorities require AETS to do so.

Participants should be familiar with the Privacy Act Legislation, which is relevant in all dealings with customers, participants and internal suppliers and peers. This legislation is detailed on the website www.oaic.gov.au

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Australian Skills Quality Authority (ASQA) who is the registering authority. The requirements of the registering authority may require the release of your personal information for the purpose of the audit. Under the National Privacy Principles, you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

2.13 Relevant Legislation

A range of legislation is applicable to AETS staff and participants. Information on relevant legislation can be found as follows:

OH&S	www.worksafe.vic.gov.au
Equal Opportunity	www.hreoc.com.au
VET Training Regulator Act 2011	www.asqa.gov.au
Privacy	www.privacy.vic.gov.au
ASQA	www.asqa.gov.au
Other legislation	www.liv.asn.au www.austlii.edu.au

It is the responsibility of all staff to ensure the requirements of the relevant legislation are met by AETS at all times. Please use the websites indicated or contact the General Manager if you require further information.

2.14 Evaluations

AETS surveys all participants and employers to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA. Participants will be asked to complete a “Learner Engagement” survey towards the end of the training program. Feedback received forms part of the continuous improvement process to ensure AETS provides quality training and assessment.

Participants can provide feedback at any time during their studies to the Compliance and Quality Department via email to feedback@aets.edu.au