



# Affordable Industry Training

Training-Education-Success

*RTO: 31660*

# Student Handbook

INDUSTRY SHORT COURSES | PLANT OPERATOR TICKETS | TRAINEESHIPS &  
APPRENTICESHIPS | HEAVY VEHICLE LICENCES | HIGH RISK LICENCES



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## Meet Our Team

<b><u>DIRECTOR/OWNER:</u></b>	Jason Vinter
<b><u>DIRECTOR:</u></b>	Lee-anne Vinter
<b><u>RTO MANAGER/COMPLIANCE:</u></b>	Natasha
<b><u>Business Coordinator:</u></b>	Lee-Anne
<b><u>Compliance Support Manager:</u></b>	Jayde
<b><u>Compliance Officer:</u></b>	Allie
<b><u>Customer Service Officer:</u></b>	Tyla

## Contact Details

<b><u>Head Office:</u></b>	61 Kirby Rd, Aspley QLD 4034
<b><u>Postal Address:</u></b>	PO BOX 45, Virginia BC QLD 4014
<b><u>Phone:</u></b>	1300 279 808
<b><u>Email:</u></b>	<a href="mailto:admin@affordableindustrytraining.com.au">admin@affordableindustrytraining.com.au</a>
<b><u>Enrolments:</u></b>	<a href="mailto:info@affordableindustrytraining.com.au">info@affordableindustrytraining.com.au</a>
<b><u>ACN:</u></b>	618 781 687
<b><u>ABN:</u></b>	31 618 781 687

## Our Training Facilities

<b><u>Yatala:</u></b>	43 Union Circuit, Yatala, QLD 4207
<b><u>Strathpine:</u></b>	2/116 Gympie Rd, Strathpine, QLD 4500

## Welcome Aboard

Welcome to Affordable Industry Training, we are pleased that you have considered us to further your career and skills in the construction industry.

At Affordable Industry Training, we offer National Recognized training that provide qualifications from National Training Packages, ensuring that the skills and knowledge you develop throughout your learning journey.

We want to utilise our current position as a Registered Training Organisation and provide individuals and businesses with quality training and assessment well into the future.

Our training materials and resources are kept up to date, as well as our Trainers and Assessors, who undertake yearly professional development courses for continuous improvement and to stay current in the industry. Anyone who undertakes a course with Affordable Industry Training will be provided with quality training, supervision, education and the necessary skills to complete their certificate.

On behalf of myself, friendly staff and trainers/assessors, we hope you enjoy the course.

***Kind Regards***

***Jason Vinter***

***Director of Affordable Industry Training Pty Ltd***

## What's It All About?

Affordable Industry Training offers a wide range of training services for all students including:

**CERTIFICATE III IN LANDSCAPE CONSTRUCTION- AHC30916**

**CERTIFICATE III IN CONCRETING-CPC30313**

**CERTIFICATE III IN SURFACE EXTRACTION OPERATIONS-RII30115**

**CERTIFICATE III IN CIVIL CONSTRUCTION PLANT OPERATIONS-RII30815**

**CERTIFICATE II IN RESOURCES AND INFRASTRUCTURE WORK PREPARATION – RII20115**

**PLANT MACHINERY TICKETS- RII**

**INDUSTRY SHORT COURSES**

**MC TRUCK ASSESSMENTS-TLIC4006**

Affordable Industry Training can offer a high standard of training to all students in a classroom based or on the job training. We pride ourselves on having only the best Trainer and Assessors with loads of experience to offer. With over 24 years in the industry, we can offer outstanding training.

Affordable Industry Training currently has funded courses available with Department of Employment, Small Business and Training and CSQ. Please contact us to see if you are eligible for funding for your course.

Nationally recognised training programs such as Certificates are competency based which means that training and assessment activities or recognition of your skills and knowledge focuses on your ability to apply relevant knowledge and skills to demonstrate your performance of workplace tasks to a standard by that industry.

To be deemed competent in any unit of competency you must be able to demonstrate a wide range of tasks, knowledge and practical use. This will include demonstrating your skills in either real life work situations or a simulated work site over a period.

Competency based training and assessment is all about providing you with opportunities to develop skills. If your evidence, assessments does not reflect competent, then your trainer will provide you with feedback on the unit. Your trainer may allow to offer additional support for you to become competent. Through extra practical practice or more research may be needed with your assessments. Your assessments must demonstrate:

- That you understand why the task should be done in a certain way.
- That you can handle unexpected issues or problems.
- That you know the industry legislation and procedures in chosen course.
- That you can do the task to the required standard.



At time of enrolment, your enrolment officer will discuss with you the course in detail. This will include the duration, assessment requirements, your participation in the course, expectations from the course and if the course is right for you.

You are required to attend every training session. If you do miss a day, you will need to speak to the enrolment officer to book you in to return to a new class.

Course delivery will be on a student centred, student paced basis. The specific learning options/Projects will be decided by the trainer to reflect the needs of the student and the nature of the learning outcome as well as to meet the evidence requirement.

If at any time, you feel you are having difficulty with any part of the course please speak to your Trainer and they will be more than happy to assist you in any way they are able, this could include, but is not limited to, an understanding of the log book system, LL&N difficulties or route design.

Competence in this qualification will be through both theory and through practical demonstration of skills and knowledge. Practical components of these courses will include demonstration of communication skills, both through appropriate use of electronic communication as well as verbal communication and will be related to common workplace practices. For our plant and machinery courses you will be required to undertake tasks and topics set out in your training workbooks.

Several times throughout the course your trainer will discuss with you your progress and suggest any areas of improvement required. If you have been found not competent at that stage a written report will be available to you which will detail any area you need to improve to meet competence. Once you have been deemed competent with all the units in the qualification you will have finished your course in which we will issue you with a Qualification certificate and your Record of Results.

Affordable Industry Training is to be complaint with the standards for RTO which is monitored by the national regulator, The Australian Skills Quality Authority. (ASQA)

Please be sure to read and understand this handbook. If you do not understand any part of this handbook, please contact our staff on 1300 279 808 so we can help you. It is important you understand the contents of this handbook because when you sign and submit your enrolment form you are acknowledging that you have read, understand and will comply with this handbook.



# Terminology Definitions

## VET = Vocational Education and Training

VET is an internationally applied system of education that focuses on practical skills training. Australia's VET system is based on nationally endorsed training packages that identify specific skills and knowledge applied in the workplace. Participants must demonstrate the skills and knowledge identified in a training package to be deemed 'competent' in the selected units of competency.

## RTO = Registered Training Organisation

RTO's are government approved providers and assessors of nationally recognised training. This means that RTO's, like Affordable Industry Training, are recognised providers of quality training. They are the only organisations that can issue a qualification or statement of attainment.

## ASQA = Australian Skills Quality Authority

ASQA is the national regulator for Australia's VET sector. It regulates courses and training providers to ensure nationally approved quality standards are met.

## AQF = Australian Qualifications Framework

AQF is a system designed to provide a national framework that regulates the standard of education across the country, across all education levels and allows students to move from one level and from one region. Affordable Industry Training delivers accredited training in the Certificate II and Certificate III levels in the resources, infrastructure and construction industries.

Distinguishing features of the qualification levels:

Certificate II	Certificate III
The competencies enable an individual with this qualification to:	The competencies enable an individual with this qualification to:
<ul style="list-style-type: none"> <li>Demonstrate basic operational knowledge in a moderate range of areas</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate some relevant theoretical knowledge</li> </ul>
<ul style="list-style-type: none"> <li>Apply a defined range of skills</li> </ul>	<ul style="list-style-type: none"> <li>Apply a range of well develop skills</li> </ul>
<ul style="list-style-type: none"> <li>Apply known solutions to limited range of predictable problems</li> </ul>	<ul style="list-style-type: none"> <li>Apply known solutions to a variety of predictable problems</li> </ul>
	<ul style="list-style-type: none"> <li>Perform processes that require a range of well developed skills where some discretion and judgement is required</li> </ul>



Certificate II	Certificate III
<ul style="list-style-type: none"> <li>Perform a range of tasks where choice between a limited range of options is required</li> </ul>	<ul style="list-style-type: none"> <li>Interpret available information, using discretion and judgement</li> </ul>
<ul style="list-style-type: none"> <li>Assess and record information from varied sources</li> </ul>	<ul style="list-style-type: none"> <li>Take responsibility for own outputs in work and learning</li> </ul>
<ul style="list-style-type: none"> <li>Take limited responsibility for own outputs in work and learning</li> </ul>	<ul style="list-style-type: none"> <li>Take limited responsibility for output of others</li> </ul>

## Subsidised Training Available

Affordable Industry Training is authorised to deliver certain qualifications and/or units of competency through the following subsidised programs:

- **Certificate 3 Guarantee**
- **User Choice**
- **CSQ Short courses: civil construction + general construction**

These programs provide subsidised training to eligible Queensland students. Before approval can be granted students must be able to provide evidence of the different eligibility criteria for each program. Affordable Industry Training will not enrol students who cannot demonstrate any or all of the eligibility requirements. Students also need to make a co-contribution fee towards the cost of their training, as required. For further information about these programs please see following information for each specific program.

## Certificate 3 Guarantee

(source – Student fact sheet: <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf> )

### What Is The Certificate 3 Guarantee?

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

The program also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

### What Qualifications Are Subsidised?

Under the Certificate 3 Guarantee, the Queensland Government provides a subsidy for a range of certificate III level vocational qualifications. Foundation skills training and lower-level vocational qualifications may also be subsidised in certain circumstances.

## Are You Eligible to Participate?

The program is open to any Queensland resident aged 15 years or over who is no longer at school (with the exception of VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.

## How Can You Participate in The Program?

It is important that you choose the right course for you to take full advantage of the program.

The Queensland Skills Gateway displays the courses available under the Certificate 3 Guarantee and provides information about what they cover, the careers they can lead to, and the training providers approved to deliver them — visit

[www.training.qld.gov.au/skillsgateway](http://www.training.qld.gov.au/skillsgateway).

For information on choosing a training provider, read the [training consumer tips](#) on the department's Training's website. As a condition of your enrolment, you will be required to complete a student training and employment survey within three months of finishing or discontinuing your training.

## What Level of Subsidy Is Available?

The subsidy represents the level of government contribution for a qualification and varies between qualifications based on a number of factors. The investment priority or importance of the training influences the size of the government subsidy. Training in vocational areas that align with important economic and industry skills needs will receive a higher government subsidy. A higher subsidy will also be paid to support participation by disadvantaged learners (concessional students). More information on concessional student status is detailed in the Certificate 3 Guarantee Program Policy at:

[www.training.qld.gov.au/certificate3guarantee](http://www.training.qld.gov.au/certificate3guarantee).

## Do I Need to Contribute to the Cost of Training?

Given the benefits that training provides to individuals, students undertaking certificate III level training and non-concessional students undertaking lower-level vocational training are required to contribute to the costs of their training through a co-contribution fee.

The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose.

The fee may be paid on your behalf by an employer or another third party but cannot be paid or waived by the training provider or any organisation related to the training provider unless approved by the Department of Employment Small Business and Training.

## More Information

For more information on the Certificate 3 Guarantee, including eligibility requirements, subsidy information, concessional student status and program related documents, visit [www.training.qld.gov.au/certificate3guarantee](http://www.training.qld.gov.au/certificate3guarantee).

## User Choice Funded Courses

The User Choice program provides public funding paid directly to pre-qualified suppliers (PQS) for the delivery of accredited entry-level training to apprentices and trainees.

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as 'Australian apprentices') enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

The User Choice 2017–20 program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

The program will provide greater flexibility for apprentices, trainees and their employers to select a training supplier of their choice and to negotiate the type of training they require.

Based on the outcomes of an independent review and ongoing feedback from stakeholders, the User Choice 2017–20 framework and model has been developed to address the most significant challenges of the government's funding priorities, the contribution towards qualifications and the funding strategy for training and assessment services.

The Queensland User Choice 2017–20 program will provide funding aligned to the skill needs of industry and respond to changing government priorities in a timely manner.

A number of key principles underpin the program, including the need to ensure that the program is transparent, flexible, responsive, consistently applied and easily understood.

User Choice related policies and documents are available on the Department of Employment, Small Business and Training's website.

Information and requirements for supervising registered training organisations (SRTOs) can also be found on the department's website at [www.training.qld.gov.au/apprentices/srto](http://www.training.qld.gov.au/apprentices/srto).

## CSQ Funded Courses

We are happy to announce that Affordable Industry Training has CSQ funding available from 01/10/18 to 30/09/2019.

Construction Skills Queensland (CSQ) is an independent industry funded body supporting employers, workers, apprentices and career seekers in the building and construction industry. We have been granted funds to help fund casual, part-time and full time employees in the construction industry to help fund plant machinery short courses. We would like to also add that Unemployed Eligible Workers can now apply.

This can mean eligible employees can gain up to 3 recognised RII plant ticket at half the cost. Eligibility Criteria include (Refer to [www.csq.org.au](http://www.csq.org.au) for further details):

### **EXISTING WORKER:**

An existing worker is a current employee in the building and construction industry who has a one month or more employment relationship with their employer, either full time, part time or casual.

### **Unemployed Eligible Worker:**

An unemployed eligible worker is a person who has been unemployed for a period of not greater than 6 months that would otherwise meet the requirements of an eligible worker.

### **Eligible Participant:**

- An Australian or NZ citizen
- A permanent resident of Australia or
- A refugee and humanitarian visa holder
- Either reside in Queensland or be permanently employed in Queensland

**Eligible Worker:** an eligible worker has the same meaning as the *Building and Construction Industry (Portable Long Services Leave) Act 1991 (Qld)* as amended from time to time.

Common Eligible Worker jobs include:

- |                 |                             |
|-----------------|-----------------------------|
| • Carpenter     | • Electrician               |
| • Builder       | • Plumber                   |
| • Brick Layer   | • Tree Lopper               |
| • Cabinet maker | • Road/Railway Construction |
| • Labourer      | • Landscape Construction    |

### **Who is not eligible:**

- |                             |                                    |
|-----------------------------|------------------------------------|
| • Mining industry employees | • Employees of a government entity |
| • Farm Industry employees   |                                    |
| • Employees of an RTO       |                                    |

For further definition of eligible worker please refer to  
<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-1991-090>



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## AIT CSQ CURRENT PRICE LIST FOR 2018-2019 SHORT COURSE CIVIL CONTRACT

# CSQ

**STRONGER FUTURES  
IN CONSTRUCTION**

Affordable Industry Training Pty Ltd  
Now Offers CSQ Funded Short Courses

CSQ is a Construction Skills Queensland Initiative

**Terms & Conditions – Must Meet Eligibility Criteria**

**PH: 1300 279 808**



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Short Course Code and Title	Full Cost	Funded Amount	Experienced Out of Pocket Price	Non Experienced Out of Pocket Price
RIIHAN309E – Conduct telescopic materials handler operations	\$700	\$540	N/A	\$160
RIIMPO317E – Conduct Roller Operations	\$900	\$500	\$200	\$400
RIIMPO318E – Conduct Civil Construction Skid Steer Loader Operations	\$1200	\$500	\$500	\$700
RIIMPO320E – Conduct Civil Construction Excavator Operations	\$1200	\$500	\$500	\$700
RIIMPO321E – Conduct Civil Construction Wheeled Front End Loader Operations	\$1200	\$500	\$500	\$700
RIIMPO337D – Conduct articulated haul truck operations	\$1900	\$300	\$1200	\$1600
RIICOM301D – Communicate information	\$320	\$150	N/A	\$170
RIIRIS301D – Apply risk management processes	\$320	\$240	N/A	\$80
RIIWS202D – Enter and Work in Confined Spaces	\$350	\$300	N/A	\$50
RIIWS204D – Work Safely at Heights	\$350	\$225	N/A	\$125
RIIWS205D – Control traffic with stop-slow bat	\$320	\$150	N/A	\$170
TULIC2001 – Licence to operate a forklift truck	\$499	\$225	N/A	\$274





## Fee for Service Courses

Not eligible for any funded courses? Or maybe your course is not currently being funded. Then please ring 1300 279 808 to get a price on the course of your choice. We also offer a wide range of single plant machinery RII tickets, truck and industry short courses. Courses include:

### Qualifications (Certificate II and III level)

- **RII30115** - Certificate III in Surface Extraction Operations
- **AHC30916** - Certificate III in Landscape Construction
- **CPC30313** - Certificate III in Concreting
- **RII30815** – Certificate III in Civil Construction Plant Operations
- **RII20115** – Certificate II in Resources and Infrastructure Work Preparation

### Plant Machinery Tickets

- EXCAVATOR-  
**RIIMPO320E/RIIMPO301D**
- FRONT END LOADER-  
**RIIMPO321E/RIIMPO304D**
- ROLLER – **RIIMPO317E**
- HAUL TRUCK- **RIIMPO337D**
- TELEHANDLER- **RIIHAN309E**
- IT CARRIER- **RIIHAN311E**
- SKID STEER- **RIIMPO318E**



### Industry Short Courses

- WORK SAFELY AT HEIGHTS-  
**RIIWH204D**
- ENTER AND WORK IN CONFINED SPACES- **RIIWH202D**
- CONSTRUCTION WHITE CARD - **CPCCWHS1001**
- CONTROL TRAFFIC WITH STOP-SLOW BAT – **RIIWH205D**

### Truck Courses

- MC – MULTI-COMBINATION VEHICLE **TLIC4006**

*COST: Please phone for a cost on each ticket.*



## Fees/Charges

The total amount off all fees including course fees, administration fees and other charges will be provided to the student prior to enrolment.

### Student Contribution Fees – FFS (Fee for Service) and CSQ Funded Courses

FFS and CSQ courses that attract a tuition fee of less than \$1,500: Full amount must be paid prior to the commencement of the course (at least 10 days prior or at time of enrolment if less than 10 days before course starting).

FFS and CSQ courses that attract a tuition fee greater than \$1500: The amount to be paid prior to the commencement of the course will be no more than \$1500 (at least 10 days prior or at time of enrolment if less than 10 days before course starting). The outstanding balance of the course is to be paid on the day the training commences.

**\*Note for TLIC4006 Drive multi-combination vehicle courses:** \$1500 minimum must be paid at least 10 days prior to course commencing. The remaining balance will be paid on day 1 of the course. If \$1500 is not received 10 days out from course commencement date, then the course will be cancelled. A \$200 admin fee will apply.

### Student Contribution Fees – Certificate 3 Guarantee

Fees are worked out as \$1.00 per unit for concessional holders and \$2.00 per unit for non-concessional.

Credit transfer will not be charged per unit.

Student co-contribution fees will be collected on day of enrolment either by cash or credit/debit card. A receipt will be issued to the student at time of paying.

Course Code/Name	Non-concessional Fees	Concessional Fees
AHC30916 – Certificate III in Landscape Construction	\$30	\$15
CPC30313 – Certificate III in Concreting	\$40	\$20

### Student Contribution Fees – User Choice

Student Contribution Fees are charged at the rate of \$1.60 per nominal hour based on the funded hours as supplied by DESBT. Payment of the compulsory student contribution fees are payable by the student, but payment can be paid by their employer if both parties agree upon this.

Regardless if the student or their employer are paying the fees, 50% of fees are to be paid prior to first unit being delivered and the remaining 50% is to be paid on completion. There

are some categories for exemption of these fees. If you fall into any of the exemption categories listed below, please advise. You will be invoiced with a breakdown of the fees once a training plan has been negotiated.

### ***Partial Exemption***

RTO must charge 40% of the student contribution fee where the student falls into one or more of the following exemption categories:

- The student was or will be under 17 at the end of February in the year in which the RTO provides training, and the student is not at school and has not completed year 12
- The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or dependant of a person who holds a health care card or pensioner concession card and is named on the card
- The student issued the RTO with an official form under Commonwealth law confirming that the student, his or her partner or the person whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The student is an Aboriginal or Torres Strait Islander person

### ***Full Exemption***

RTO may apply full exemption from the Student Contribution Fee where:

- The payment of the student contribution fee would cause the student extreme financial hardship. The exemption process would need to be in place at the time of enrolment.
- Where credit transfer/ national recognition has been applied to a Unit of Competency/Module.

### **Additional extras (INCLUDES GST):**

If student has lost/misplaced their original learner guide (all courses/programs)	<b>\$44</b>
Training Record Book reissue (User Choice program)	<b>\$40</b>
Additional personal tutorial assistance (applicable to some courses/programs)	<b>\$44 per hour</b>
Process Credit Transfer unit (FFS courses only)	<b>\$100 per unit</b>
Replacement of Certificate	<b>\$55</b>
Optional extra - photo card (Certificate 3 Guarantee and User Choice program) (applicable to some qualifications)	<b>\$100</b>
Replacement of photo card	<b>\$55</b>
Replacement of certificate or photo card due to change of name	<b>\$55 each</b>
Copies of student's assessments onto USB	<b>\$55</b>

\*Please note that one certificate is posted or emailed out to the details provided on enrolment form. If Student does not update Affordable Industry Training on change of address or email or wrong address was given, a replacement fee will occur.

## Refund Policy

A refund form must be filled out and submitted for a refund to be processed. Find refund form at <http://affordableindustrytraining.com.au/links/>. Please refer to the individual refund policy for each program below. We understand sometimes that certain situations can arise beyond your control. If this does occur outside the refund policy guidelines, then the student may ask for the RTO Manager to consider holding monies paid and to transfer into another course at a later date. The RTO Manager will consider this on a case by case situation. The RTO Manager decision is final.

All refunds if approved will be refunded within 14 days of receiving refund request. They will be refunded via cc/debit card.

### FFS (Fee for Service) and CSQ Funded Courses (excluding MC course)

24 hours' notice must be given to cancel a course. If 24 hours is not given, the total amount paid is non-refundable. If 24-hour notice is given, a refund may be given, or monies used to rebook the course or a different course in.

### FFS (Fee for Service) Multi-Combination TLIC4006 Course

If you need to cancel a MC course, then at least 10 days' notice must be given in writing to [admin@affordableindustrytraining.com.au](mailto:admin@affordableindustrytraining.com.au). If 10 days or more notice has been given, then a refund will be granted, less \$100 for admin fees. If 10 days' notice has not been given, then the student will receive 75% of what they have paid back. 25% of what they have paid will be kept by Affordable Industry Training for admin fees and enrolment fees.

If you have commenced your course, then no refund will apply.

### Refunds for User Choice

50% off course is payable prior to commencement of any User Choice Funded course. If a unit has commenced training, then that unit is non-refundable, regardless if completed the unit or not. Any units not commenced, a refund for those units may be refunded, minus a \$135 admin fee. Once a unit has commenced, then no refund can be granted. If cancellation of course is necessary, then 2 weeks' notice is to be given in writing and associated forms need to be completed by all parties.

### Refund Policy Certificate 3 Guarantee

Once you have enrolled and paid student contribution fees and was given the learner guide then no refund can be issued. This is because your course has commenced. If you have not been given the learner guide and you wish to cancel enrolment, and 7 days' notice has been given to cancel, then please go to [www.affordableindustrytraining.com.au](http://www.affordableindustrytraining.com.au) and click on refund forms. Please fill out refund form and email. Refund will then be looked upon and decided and if granted, a refund will appear exactly how it was paid.

There is no refund to be granted if you do not show up for training, miss any units or fail to submit course work in. If you do not show up, two attempts to contact you via phone, text or email will be made. If unsuccessful, then your enrolment will be withdrawn, and no refund will be issued.

## RPL- Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment pathway you can utilise to recognise the skills, knowledge and experience gained through work experience, life experience, training courses and work-based training. The RPL process will vary depending on individual's specific circumstances.

You will need to supply evidence if you wish to RPL any units. This can include but not limited to:

- Certificates. Accredited, non-accredited, higher degrees, or training programs you have completed.
- Trade papers
- Statement of attendance.
- Photographic evidence of task
- References or letters from previous employers
- Licences or tickets
- Resumes

You will be asked at enrolment if you have prior learning. If you believe you do have prior learning, the RTO Manager will then be in contact via email or phone to discuss. You will need to fill out an RPL application kit and pay an initial assessment fee. Once the RTO has received all your information back, a decision on trained out units or to RPL will be made. You will be advised of this via email.

## Credit Transfer

We understand that student may have undertaken training with another provider prior to commencing with Affordable Industry Training. Credit Transfer is granted when a student can demonstrate that a previous course of study is equivalent to the current course of study they are wishing to enrol in.

Credit transfer is defined in the AQF as follows: Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. This is underpinned by the AQF definition of credit as follows: Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

Please inform your enrolment officer at time of enrolment if you wish to credit transfer units. You will need to fill out an initial assessment application and pay the initial assessment fee

and provide original statement of attainment or qualification or certified copies for examination by enrolment officer or trainer. We will verify these documents and may contact previous training provider to authenticate the documents before determining if you are eligible for credit transfer. If you have prior qualifications in another name, you will need to provide evidence of a name change please. Credit transfer will only be granted for whole units of competence. If a partial unit is completed, then RPL may be the better option.

All credit transfers will be recorded on your training plan.

If a student cannot provide enough evidence to substantiate a credit transfer, then the student will need to pay additional Fee For Service rate to be retrained and assessed and reissued that unit of competency. This is regardless if they are funded or not.

## FEES RELATED TO RPL AND CT

For RPL and CT applications to be reviewed by Affordable Industry Training the following fees and conditions apply:

- \$100 initial assessment fee is payable for either RPL or CT applications (This is non-refundable)
- This fee is to be paid before the application can be assessed
- Once application is assessed the following option will apply:
  1. Once reviewed if a full CT is granted there will be no additional fees to issue the Qualification or Statement of Attainment
  2. Once reviewed and applicant required RPL assessment further charges will apply depending on qualification/unit type)
  3. Once reviewed and the applicant cannot be granted either RPL or CT then they have the option to enrol into a full course and the \$100 initial assessment fee can go towards the full course fee.

## Getting Started

### Expected Student/Client Profile

The expectation for our course is to train existing construction and other relevant industry workers and potential new students to enter the profession. We expect every student to be punctual and respectful to all other students and trainers.

### Pre-enrolment

Students are encouraged to look at our website and contact staff before enrolling into a course. This is to make sure you can discuss your learning needs and be sure this is the right course for you. This also helps determine eligibility to access any of the funding programs for the course you decide. Affordable industry training will provide you with full details about the chosen course (including delivery mode, approximate duration) and a quote of the full course cost or the student co-contribution fees if it is a subsidised course.

You will need to provide the following information:

1. Identification documentation and concession documentation if applicable (see Identification Documentation section for further details)

2. Any certificates, qualifications, or statement of attainments from previously completed training
3. USI – Unique Student Identifier (see Unique Student Identifier section of this handbook if you are unsure)
4. Contact phone number
5. Current email address

Affordable Industry Training will conduct a student search on the DETConnect portal to confirm potential student's prior education and ensure they meet the eligibility requirements of funded programs if applicable.

## Identification Documentation

Students wanting to enrol into a course with Affordable Industry Training need to provide identification documents. This is especially a requirement for those seeking to get subsidised funding. The documents you provide need to be valid, current, clear and colour photographic documents. The subsidised programs generally need to capture evidence of:

1. Date of birth
2. Queensland residency
3. Australian or New Zealand citizenship or Australian residency status
4. Concession status (if applicable)

At least 2 forms of identification evidence must be collected, and we may need further identification documentation to establish eligibility. Identification documents include:

1. Queensland Driver's Licence, Marine Licence or Heavy Vehicle Licence
2. Adult Proof of Age (18+ Card)
3. Medicare Card
4. Passport
5. Birth Certificate or Extract (Australian or New Zealand only)
6. Health Care Card/ Seniors Health Card
7. Department of Veterans Affairs/Pensioner Concession Card

If you do not have at least two from the list, please contact Affordable Industry Training for further information on what you may be able to supply.

## USI- Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

In time your USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016 and so on.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life. Students can



access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI? Students who need a USI include: students who are enrolling in nationally recognised training for the first time; school students completing nationally recognised training; and students continuing with nationally recognised training. A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to: give their USI to each training organisation they study with; view and update their details in their USI account; give their training organisation permission to view and/or update their USI account, give their training organisation view access to their transcript; control access to their transcript; and view online and download their training records and results in the form of a transcript. For international, overseas or offshore students. please visit [usi.gov.au](http://usi.gov.au) for more information.

From 1 January 2015, we Affordable Industry Training can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER.

### **Application for Unique Student Identifier (USI)**

If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/> on computer or mobile device. You will need to have at least one but preferably two forms of ID ready. The personal details entered when a student creates a USI must match exactly with those on their form of ID. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

### **USI application through your RTO (if you do not already have one)**

If you would like us, Affordable Industry Training, to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <<https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>>. You must also provide some additional information so that we can apply for a USI on your behalf. Please see your enrolment form for this information.

For more information please visit: [www.usi.gov.au](http://www.usi.gov.au) Or contact via email: [usi@education.gov.au](mailto:usi@education.gov.au) or phone: 1300 857 536

## **Enrolment**

The next step to booking you into a course is to complete and enrolment form. This can be done either electronically via email if you have access to a printer and scanner or in person at our facilities.

It is a requirement that all students complete the enrolment form accurately and legible to provide all required information to Affordable Industry Training. If student is under the age of 18 they will require signed consent on the enrolment form from a parent or guardian.

# Student Information

## Support Services

With awareness that people have different ways of learning and assimilating information, it is a policy of Affordable Industry Training to be flexible in our approach to training and assessment. Before enrolment takes place, you will have the opportunity to chat with the enrolment officer about your needs. After gathering all your information, the enrolment officer can determine how we can support you through your course and what actions may be taken.

Any lack of understanding on the part of the student should be corrected using differing approaches to the same subject.

The content of any assessment is to be related to the relevant criteria and if it complies it is to be accepted and the student/client marked as competent. Any queries as to the content or validity of student/clients' assessment material is to be directed to a director of Affordable Industry Training for verification prior to final assessment.

Support can be made up of the following:

- extra after-hours training. (a fee may occur)
- switching trainers/assessors
- information given to students on external support
- reasonable adjustment

## Provision for Language, Literacy and Numeracy

All assistance will be given to people with language, literacy and numeracy difficulties. This could include directing students/clients to the relevant government agencies for assistance.

People with language, hearing or speech difficulties are permitted to have the assistance of an interpreter with them in the course to assist with understanding of the content.

People with literacy or numeracy difficulties will be allowed extra time (where available within the timeframe allowed for the course, including extra time after hours) with the trainer on an individual basis, to aid with understanding of the content.

If you feel you would have any difficulty meeting these levels please contact the trainer or the office to arrange a confidential interview with the trainer. It is the policy of Affordable Industry Training to give assistance and guidance to all our clients and courses can be adapted to meet the needs of those with Language, Literacy & numeracy needs.

Some helpful LLN services are listed below:

Tafe Queensland English Language and Literacy Services	Ph: (07) 3244 5488
Queensland Government	Ph: 13 QGOV (13 74 68)
The Reading Writing Hotline	Ph: 1300 655 506
(Queensland Council for Adult Literacy The council may be able to connect you with literacy providers in you area)	Ph: 07 3878 9944 E: <a href="mailto:info@qcal.org.au">info@qcal.org.au</a>

## Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide a learner the same education and training opportunity as anyone else. Affordable Industry Training is committed to providing training and assessment to its students that reflect fair, flexible and reasonable opportunity. Any adjustments made will be based on the students' ability to participate and achieve outcomes. Reasonable adjustment activities could include:

8. modifying or providing equipment
9. changing assessment procedures (e.g. Oral Testing)
10. including other training delivery modes
11. Extra support for LLN where identified
12. Additional time to complete learning activities and assessment

## Inclusive Learning

Affordable Industry Training ensures that those who do participate are learning to their potential by making the learning experience a productive one for each and every individual. Importantly inclusive learning does not just benefit the individual learner. By drawing out and valuing different ideas, approaches and experiences, inclusive learning allows individual differences to enrich the lives and learning of others and ultimately to positively influence community values.

## Holistic Assessment

During the course a holistic approach will be taken on all assessments.

## Welfare and Guidance

Affordable Industry Training will make all reasonable attempts to assist students/clients with any welfare requirements they may require, including directing students to the relevant agencies.

All attempts will be made to give all reasonable guidance to students/clients where needed to assist in completion of the enrolled course/competency. No available information or assistance is to be withheld from any student and access to all available materials is to be given.

## At Home/Self Learning

You may be asked to commence some self-study at home in some courses.

## Course Cancellations/Delays:

Whilst everything is ensured that each course is ran to the time and date given to students. There can sometimes be reasons beyond our control that a course is cancelled/postponed or delayed (including weather and course numbers). Student will be notified ASAP. Affordable Industry Training does not take any responsibility for any travel costs incurred. This includes flights and/or accommodation.

## Materials/ Resources Required

During the course, all resources and materials are supplied including notepads, pens, stationary etc. All materials required to complete projects or learning options away from the course will be the responsibility of the client/student.

All marking guides/Resources are the property of Affordable Industry Training and are **NOT TO LEAVE** the classroom without permission from the trainer.

## Legislation That Can Impact on Training

Following is a list of legislation which can have an impact on training and assessing. It is advisable to make some effort to familiarise yourself with this legislation. Copies of legislation are available on the internet at <http://www.legislation.qld.gov.au> This list below is by no means a full list of all legislation that you may be required to follow dependant on the industry requirements:

- Occupational health and Safety (Occupational Health and Safety (Commonwealth Employment) Act 1991)
- Workplace harassment, victimization and Bullying. (ANTI-DISCRIMINATION ACT 1991, Workplace relations act 96)
- Anti-Discrimination, Including equal opportunity, racial vilification and disability. (ANTI-DISCRIMINATION ACT 1991)
- National Vocational Education and Training Regulator Act 2011
- Further Education and Training Act 2014
- Work place Health and Safety Act 2011
- Copyright Act 1968
- Disability Services Act 2006

## Academic Records

As an RTO, we are obliged to provide you with access to your academic records. Following submission and marking of your assessments your student records will be updated within a 30-day period.

Progress Reports – students may request a progress report throughout their program. The students' progress is also monitored from their training record log.

## ASQA Results

Affordable industry training will publish all results and outcomes on website:

[www.affordableindustrytraining.com.au](http://www.affordableindustrytraining.com.au)

# Training & Assessment

Affordable Industry Training provides a valuable learning experience to all students. We provide flexible learning and delivery of courses are predominantly through face-to-face training and assessment. We can arrange, where suitable, to deliver the courses through work-place training.

We comply with all training and assessment guidelines as outlined by Australian Quality Framework (AQF) and in the relevant training packages, units of competency and assessment requirements.

Information about assessment requirements for each unit of competency will be advised to students. Students will need to provide evidence that they have the essential skills and knowledge to complete each unit of competency to the required standard.

## Competency Based Assessment

Competency based assessment consists of the gathering and judging of evidence through a series of assessment tasks to recognise the student as competent or not yet competent in each unit of competency.

The student must demonstrate 'Satisfactory' in each assessment task and once all tasks have been completed satisfactorily then the student will be awarded with an overall result of Competent. If the student has not completed all tasks to a satisfactory level they will be marked as Not Yet Competent (NYC) and will need to provide further evidence or reassessment may occur to be deemed competent.

Assessment methods used by Affordable Industry Training include:

- Written or Verbal Questioning
- Practical Assessment/Observation/Demonstration
- Third Party Reports

All assessments through Affordable Industry Training will follow the Principles of Assessment. Affordable Industry Training will ensure all assessments are:

- Valid – the assessments confirm the students required skills and knowledge
- Flexible – individuals needs are recognised so to not disadvantage the student
- Reliable – will make sure all assessments are consistent
- Fair – assessments are conducted in a fair manner and where appropriate reasonable adjustment

All assessments will follow the Rules of Evidence and will be:

- Current – the student has demonstrated the required skills and knowledge in a current context.
- Sufficient – relates to the quality and quantity of assessment (e.g. Student may need perform required skills or more than one occasion to be deemed competent)
- Authentic – the evidence gathered confirms it is the students own work

- Valid – the assessment was appropriate to capture the student's skills and knowledge

All assessments must be submitted by the due date advised by your trainer. If participants are unable to submit or participate in an assessment they need to advise the enrolment officer in writing, if possible, before the due date in order to be granted an extension. Extensions will be granted at the discretion of the trainer/assessor or RTO manager and are generally only granted if there are circumstances beyond the participants control such as:

- Injury or illness (medical certificate needs to be supplied)
- Bereavement or other compassionate grounds.

## Re- Assessment

If the student is assessed as Not Yet Satisfactory in any assessment tasks on their first attempt they will be advised in writing of the reasons why and a reassessment date will be arranged. The student will not need to complete the whole assessment again. They will only need to complete the task/s and/or questions that they didn't answer or perform correctly in.

Specific reassessment fees are if student is deemed not yet competent in the below units

TLIC4006 Drive multi-combination vehicle - \$150 per hour

TLILIC2001 Licence to operate forklift truck - \$198 test resit each (theory or practical)

All other units of competency may incur reassessment fees and the amount will depend on the nature of the reassessment and if further training is required before reassessment. This will be discussed and agreed to by the student and Affordable Industry Training.

## Appeals

Students who disagree with an assessment outcome can dispute an assessment. They can discuss the result with the trainer and assessor using the assessment feedback provided. If they still disagree they can lodge an appeals form to [admin@affordableindustrytraining.com.au](mailto:admin@affordableindustrytraining.com.au). The form can be downloaded from <http://affordableindustrytraining.com.au/links/> this will be processed by compliance team and the test may be sent to a suitable qualified external party to re-mark. Any fees incurred by the external party will be split 50/50 with the student and Affordable Industry Training.

## Access and Equity

**Goal:** The goal of the Access and Equity Policy for Affordable Industry Training is to maximise access, participation and outcomes for all Queenslanders, within the training system. We are committed to providing non-discriminatory and inclusive practices and processes to provide equal opportunities for everyone. All our staff/contractors and co-providers are to implement this policy.

**Principles:** This Access and Equity Policy Affordable Industry Training is based on application of the principles of:



1. Equity for all people through the fair allocation of resources and involvement in vocational education and training.
2. Equality of opportunity within Affordable Industry Trainings training system for all people.
3. Access for all Queenslanders to appropriate, quality vocational education and training programs and services.
4. Increased opportunity for people to participate in vocational education and training system.

With these principles providing a basis for action, the objectives of the Access and Equity Policy for Affordable Industry Training are:

1. To incorporate access and equity principles and practices in key processes which affect the outcomes for students and clients in training, e.g. design of training packages and staff development.
2. To achieve equitable access to vocational educational and training services and programs for all present and potential students and clients.
3. To increase participation in the training system from people from under-represented groups.
4. To encourage positive outcomes for students/clients of Affordable Industry Training by developing processes that will enable them to participate successfully in training programs.
5. To develop quality support services which enhance clients and students' chances to achieve positive outcomes.
6. To establish effective links with relevant agencies advocating for groups with low levels of participation in the training system.

The Access and Equity Policy aims to make sure that all Queenslanders can take part successfully in training and education. Programs and services are aimed at groups of people who currently have low rates of participation in training.

Groups of people may include:

- People with a disability
- Aboriginal and Torres Strait Islander people
- People from a non-English speaking background
- People who live in rural and remote areas
- Disadvantaged Youth
- People with language, literacy and numeracy difficulties
- Older people

Affordable Industry Training will be guided by national and state policies and strategies. Affordable Industry Training will make all possible efforts to accommodate trainees who have the necessary pre-requisites for training. A copy of the relevant legislation is available at the office for reference where needed.

No request for assistance will be refused and every effort will be made by Affordable Industry Training to assist any person/client with enrolment and participation in any course held by Affordable Industry Training. In all cases a confidential interview is to be arranged for

all people/clients who have requested assistance and a determination made as to what assistance can be given. If a determination of assistance cannot be made at the time of interview for any reason (need to contact governing bodies e.g.: ATSIC, TAFE) the client is to be kept informed at each stage of the process and a determination made prior to the commencement of the training course.

## **Staff Responsibility for Access and Equity**

It is the responsibility of all people employed/contractors by Affordable Industry Training to ensure all policies relating to access and equity are adhered to at all times, including language, literacy and numeracy issues. Reference is to be made to the relevant training package or to a director of Affordable Industry Training if any question arises on any issue.

## **Disciplinary Procedures and Code of Conduct**

Affordable Industry Training provides services in a spirit of cooperation and mutual respect. Affordable Industry Training reserves the right to cancel, at any time during or prior to the commencement of any course, without refund of fees, the course, either in part or in full, of any student whose conduct, in the opinion of the trainer or through substantiated complaints from other students/clients, is disruptive to other course applicants. This could include abusive or violent behaviour or intentional unrelated distractions affecting the training. This could also include driving in an inappropriate and dangerous way, operating plant or machinery in a dangerous manner and putting themselves and other in harm's way or any other action that could be reasonably construed as affecting the ability of others to complete the course/competency, including rude, indecent or offensive behaviour.

If feasible, prior to the cancellation of the course or part thereof two verbal or written warnings will be given to allow the student/client to modify their behaviour to allow themselves and other participants to complete the course in a more productive environment.

Theft, vandalism and damage will not be tolerated of any Affordable Industry Training or any student/trainer property. Any instances will be handed over to the police for further investigation.

Do not be under the influence of alcohol or drugs. A zero limit is required. If a trainer suspects you are under the influence, you will be asked to leave the training session.

Any form of discrimination, bullying, or harassment or any obscene, offensive or insulting language or behaviour will not be tolerated.

Do not arrive late to your course. Affordable Industry Training reserves the right to refuse entry to candidates who arrive late to a course as it affects the learning outcomes of all students.

## Security

Affordable Industry Training sites are under 24-hour surveillance and all classrooms are alarmed. Affordable Industry Training takes no responsibility for any lost or stolen property. We advise all students to not bring expensive items to class and to not leave their belongings unattended.

## Your Responsibilities:

- Attend every session that is scheduled and arrive on time.
- Hand in any assessments when required on time.
- Treat all staff and others with respect and kindness.
- Participate in learning and all group activities as advised by your trainer.
- Respect the mobile phone policy from your trainer.
- Adhere to work place health and safety legislation and report any safety risks to your trainer.
- Ensure all work that is submitted is your own.
- Be responsible for your own property. Respecting the property of training site, you are at.
- Avoid any conversation or enter, in regard to sexual, racial harassment to anyone.
- Do not wear clothing that bears obscene, offensive or insulting images or wording.

## What you can expect:

- To be treated in a fair and courtesy manner from all.
- To participate in a learning environment free from sexual, racial or gender harassment.
- To know that the equipment you use is in a safe working order.
- To receive the very best training from our trainers.
- To provide honest and constructive feedback from our trainers.

If you do have any issues with your training or fellow students or trainer, you are encouraged to ring the enrolment officer or email: [admin@affordableindustrytraining.com.au](mailto:admin@affordableindustrytraining.com.au) to have the RTO Manager address this.

For minor breaches to the code of conduct, a written warning will be issued to you. You will be asked to rectify your behaviour. If a serious breach is conducted, then you may be suspended from the course whilst an investigation occurs. A serious breach is: assault, sexual harassment, racism, attending the course under the influence of alcohol or drugs, theft or damage to any property.

Affordable Industry Training expects the highest standards of conduct from all students. We expect your full commitment to your chosen course. This includes:

- Fully following all instructions from your trainer
- Disruptive behaviour will not be accepted.
- Rude or derogatory behaviour will not be tolerated.

Cheating or plagiarism will not be tolerated. All your work you hand in MUST be of your own. If found that you have cheated or plagiarised someone else's work, you may be suspended from the course.

***\*Whilst everything is ensured that each course is ran to the time and date given to students. There can sometimes be reasons beyond our control that a course is cancelled/postponed or delayed (weather conditions or insufficient class numbers). Student will be notified ASAP\*.***

***Please note that the Strathpine and Yatala training sites are under 24 hour camera surveillance and security monitoring.***



## Privacy Policy

Personal information collected by Affordable Industry Training will be stored in a safe password protected program as well as any written forms are stored in locked filing cabinets in a locked storage facility.

Apart from where consent is obtained from the client or where disclosure is necessary to achieve the purpose for which it was submitted, personal information may be disclosed in special situations where we have reason to believe that by doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring or interfering (intentional or unintentional) with our rights or property.

We may also disclose personal information when we believe that the law requires disclosure. Our employees and contractors who provide services are obliged to respect the confidentiality of any personal information held by us. However, we will not be held responsible for events arising from unauthorised access to your personal information.

Under the *Data Provision Requirements 2012*, Affordable Industry Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Affordable Industry Training for statistical, regulatory and research purposes. Affordable Industry Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

All personal information will be securely held by Affordable Industry Training for 30 years to comply with QLD Department of Education standards.

## Procedure for Handling Complaints/ Appeals

### Definition in the complaints/appeals procedure

Word/Term	Definition
<b>Complainant</b>	A person who lodges a complaint Complaints lodge by staff are out of scope of this policy and procedure
<b>Informal Complaint</b>	A concern that is expressed without initiating a formal complaints process
<b>Formal Complaint</b>	A formal expression of dissatisfaction relating to some aspect of the conduct of Affordable Industry Training operations, services, staff or other students
<b>Complaint Co-ordinator</b>	RTO representative responsible for investigating and reporting on complaints lodged. The contact person to liaise with the complainant



Grievance/Appeal procedures are designed to resolve differences and bring about benefits with due regard for the interest of the trainee and Affordable Industry Training. The procedures are based upon conciliation and mediation rather than arbitration.

On initial receipt of an informal complaint the trainer will listen to the complainant and make a determination as to whether there is any validity to the complaint. This must be done in an open non-defensive and receptive manner. If possible, the informal complaint is to be resolved at this stage, without compromise to the integrity of the competency standards or Affordable Industry Training.

If the informal complaint cannot be resolved at this time or if the complaint is of a nature to preclude the assessor from making an objective decision e.g.: Conduct of the Assessor/staff, then the complaint is to be immediately directed to the Complaints Co-ordinator of Affordable Industry Training for action by completing a formal complaint. You can request a formal complaints form from the office by emailing [admin@affordableindustrytraining.com.au](mailto:admin@affordableindustrytraining.com.au) or download the form from <http://affordableindustrytraining.com.au/links/>. The form is to be filled in by the complainant with full details of the complaint with any required attachments and return by email.

The complaint is then to be reviewed by the Complaints Co-ordinator or a staff member determined by the Complaints Co-ordinator and a determination made as to the validity of the complaint. This must be done as soon as possible but must be completed within 14 days of receipt of the Formal Complaint.

The complainant must then be notified of the result of the review and a full explanation of the reasons for the decision on the response form. A copy of the results and any correspondence to the complainant is to be made and filed in the students file, with copies retained by the RTO.

The RTO must include in the correspondence to the complainant information that if they are not satisfied with the result of the review a further request for review can be made to the owner of Affordable Industry Training who will then forward the details of the complaint to an independent person (someone not involved in the process to this stage) who will check the validity of the reasons for the decision and reply within 14 days.

In the event that a complaint or grievance cannot be resolved internally, an outside party may be engaged to review the complaint and communicate with the relevant parties to reach a satisfactory outcome. Any costs charged by the outside party will be covered in a 50/50 split between both the complainant and Affordable Industry Training.

If the complainant is still not satisfied with the outcome they can submit a complaint to the below governing bodies.

- Australian Skills Quality Authority: 1300 701 801
- Training ombudsman Queensland: 1300 306 699 or [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)
- Office of fair Trading: 13 74 68 or [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au)



## Certificates & Cards Issuing

Affordable Industry Training will endeavour to have all Certificates/Statement of Attainment posted or emailed out for each unit competent within 30 Days of completion.

Please provide the correct spelling of your postal address on enrolment form as only one will be posted. A fee will be charged if you didn't receive it, water damage or you have given an incorrect address for postal.

Affordable Industry Training will keep a postal log book of dates each students Accreditation was posted. If you have changed address after your enrolment, please ring or email to advise of new postal address. Some courses will receive a card with units of competency on it for ease of showing work sites. This is part of your course fees. If your course does not offer the card, you may purchase one at an additional fee.

If you have not received your certificate within 30 days after completing last unit, please contact RTO Manager on 1300 279 808 to follow up. Short plant courses and MC courses: Your certificate or Statement of attainment will be posted out to you. Every other course, you will be emailed your certificate or Statement of attainment.

Replacement SOA or Certificates are \$55 each.

Replacement plastic wallet cards are \$55 each.

Both together are \$100. Name change for a SOA/Certificate is \$55



## Important Contact Details

### Affordable Industry Training:

- ENROLMENT OFFICER: 1300 279 808- [info@affordableindustrytraining.com.au](mailto:info@affordableindustrytraining.com.au)
- RTO Manager/Compliance and Resumes: 1300 279 808  
[admin@affordableindustrytraining.com.au](mailto:admin@affordableindustrytraining.com.au)
- Website: [www.affordableindustrytraining.com.au](http://www.affordableindustrytraining.com.au)
- Facebook: affordable industry training

### Department of Employment, Small Business and Training:

- 1800 210 210
- [www.training.qld.gov](http://www.training.qld.gov)

### Centrelink:

- 131 021 or [www.centrelink.gov.au](http://www.centrelink.gov.au)

### ASQA:

- 1300 701 801 OR [www.asqa.gov.au](http://www.asqa.gov.au)

### Transport and Main Roads (TMR):

- **13 23 80** | Enquiries about registration and licensing, feedback, compliments and complaints. (Operates Monday to Friday from 8am to 5pm, excluding public holidays. Check with your service provider for call costs. International callers phone +61 7 3405 0985).
- **13 QGOV (13 74 68)** | For enquiries other than registration and licensing. (Check with your service provider for call costs.)
- <https://www.tmr.qld.gov.au/Online-services>

## Additional Information

Affordable Industry Training is conscience of health and safety for all students, staff, trainers and visitors. We will supply sunscreen, hi vis vests and hard hats at our Yatala and Strathpine sites. Please bring the following whilst training at our sites:

- Broad hat
- Enclosed boots/shoes
- Preferably long sleeve shirt and pants
- GREAT ATTITUDE

### TRUCK LESSONS/COURSE:

- You must bring your in-date drivers licence. (Expired licences will not be excepted)
- GREAT ATTITUDE
- If you have any medical condition or long-term impairment you will need to have your medical certificate for motor vehicle drivers

# Testimonials



*Thank you for choosing Affordable Industry Training for all your training needs. We are always here to help you through this exciting journey and please don't hesitate to contact us should you have any further questions. Please keep this handbook in a safe place.*