



Student Handbook

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Introduction

This information booklet is designed to provide you with information about the services provided by Academy Green Learning and our approach to providing you with a safe, fair and supported environment for you to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Academy Green Learning. This information is contained in the Course Brochure which is supplied separately.

About Academy Green Learning

Academy Green Learning is a Registered Training Organisation Code: 6187 providing high-quality training to learners in Australia. Academy Green Learning has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about Academy Green Learning at the following websites:

<https://www.academygreen.edu.au>

<https://training.gov.au/Organisation/Details/6187>

Academy Green Learning is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Contact Details:



Academy Green Learning – RTO ID 6187

E: info@academygreen.edu.au 50 Lancaster Street Ingleburn NSW 2565 P: 02 8325 0177

Our Services

Academy Green Learning provides training and assessment services in support of the following nationally endorsed training products:

- BSB30115 – Certificate III in Business
- BSB30215 – Certificate III in Customer Engagement
- BSB42015 – Certificate IV in Leadership and Management
- CPP30316 – Certificate III in Cleaning Operations
- CPP30719 – Certificate III in Waste Management
- CPP40919 – Certificate IV in Waste Management
- FBP30117 – Certificate III in Food Processing
- MSM30116 – Certificate IV in Process Manufacturing
- SIR30216 - Certificate III in Retail
- SIT30616 – Certificate III in Hospitality
- TLI32416 - Certificate III in Logistics
- TLI31216 – Certificate III in Driving Operations
- TLI31616 – Certificate III in Warehousing Operations

Our Mission

Academy Green Learning's mission is to deliver quality training assessment that meets the needs of learners and industry.

Our Objectives

In recognition of this mission, our objectives are:

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

Enrolment Process

When you have decided to enrol you will need to complete and submit an enrolment form. Academy Green's staff will aid you to select units and programs. Enrolment forms are available from the Academy Green offices, you can email your request to the office to enrol. An enrolment form will be sent to you via email or post with an invoice clearly showing your full fees and any negotiated payment schedule.

You will need to return your enrolment form with at least 50% of the full fee. Enrolments received without payment will not be processed. Payment plans for fees can be negotiated.

After your payment and enrolment form have been received you will be notified in writing that you have been enrolled and advised of the commencement dates and venue. You will need to retain your invoice in the event of needing a refund and to provide proof of payment.

You will receive your learning materials and program participant manuals at the program introduction day and a full explanation of the program outline, assessment requirements and any other information relevant to your program. The program introduction may be the same day as the program commences but may be an additional day for longer programs.

Change of address, name or contact details

It is a requirement that we have your correct name and contact details while you are enrolled with us. If you change your address, name or contact details after enrolment please notify Academy Green within 7 days. To update your details, you can contact Academy Green Head Office on: (02) 8325 0177

Attendance and Participation

You are required to attend training which includes being present in a face-to-face class for the duration of time from start to finish, agreed engagement at self-directed learning activities, tutorial groups, online interactive classrooms, field trips, work placements and other situations requiring a physical presence by the student.

Active participation in learning involves the student's demonstrated commitment to the learning tasks and activities. Examples of this could be engagement in and completion of online learning tasks within agreed timeframes, evidence of research into a topic for online group discussions, projects, portfolios, and willingness to engage in group or trainer sessions or workplace learning activities.

Active participation in assessment may be indicated by the student's efforts in gathering appropriate evidence and submitting and/or presenting an assessment on time and in the required format.

Learners who are not contactable or not responding

Where a learner is not contactable or fails to respond to requests by the Academy Green Learning, the learner's enrolment may be terminated in absentia. This action may only be taken where the Academy Green Learning has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learner's file as evidence of these expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Office Manager if the learner makes contact.

Training delivery

We deliver our training and assessment in a variety of forms such as:

- Online learning
- Correspondence (distance) using workbooks, teleconferences
- Workshops in and out of the workplace
- On the job
- Classroom based learning
- A blended approach of all the above

All methods of delivery aim to support the attainment of knowledge and skills. By successfully completing a succession of units of competence you will meet the accumulative demonstrated competence to gain a Skill Set or Full Qualification.

Once you have been assessed as competent in all the required units of competence, you will be issued with a nationally recognised qualification (Testamur). (Note: Trainees engaged in workplace training will also need to have competency sign-off from their employer/supervisor). If you do not complete all the units of competency required for a qualification, a statement of attainment will be issued for the competencies successfully achieved.

Flexible and student-friendly leaning methodologies

Academy Green recognises the principles and benefits of providing flexible approaches best suited to your individual personal learning style, job role and personal situation. Our programs are designed to maximise the opportunity for students to access learning content and assessments. Learning methodologies offered to enterprises are decided based on industry/employer consultation and enterprise training needs and are contextualised for individual enterprises and the employee's work role as required.

The following learning methods are examples of what may be used for our courses:

Self-paced online learning – individual log-ins for the online Learning Management System (LMS) allow the student to undertake their learning and assessments at their own pace and in their own time to fit in with their other study or work commitments. We provide both written and verbal instructions to support the student in how to log on and commence the program. Our student support staff also provide over the phone general (non-academic) support. Each student has an allocated trainer/assessor for academic support. This style of learning provides more opportunity for immediate interactive feedback and allows trainers to contextualise assessments to students individually. The online LMS provides current informant on each individual student's progress and automated updates to training plans.

Online virtual classrooms –online virtual classrooms may be used to provide a visual learning aid for students to gain an understanding of the objectives of the tasks at hand. This technique reinforces information and knowledge gained during self-paced learning in each unit.

Facilitated training sessions – face-to-face workshops or group sessions via electronic means (such as Skype) may be offered to students as part of their course. A group setting facilitated by trainers provides an opportunity for student and trainer interactions and sharing.

Learning in the workplace –if you are undertaking a Traineeship or Apprenticeship you will be gaining your practical work experience through on-the-job training and the employment component. You will be assessed in relation to your workplace activities by both your Supervisors or Workplace Trainer and your RTO assessor.

You may also be required to attend training sessions/workshops at your worksite or off-site. Your trainer or supervisor will advise the type and scheduling if attendance is required at training sessions.

Where there is a workplace training component, or you are in a Traineeship you will be issued with a Workplace Learning/Withdrawal log. You and your workplace supervisor will be required to regularly complete the workplace logs to record the learning activities you complete in the workplace. It will be essential that you complete the workplace component in order to be marked competent.

If you are not employed but your study program requires you to undertake compulsory or voluntary work experience to demonstrate practical skills and competence, you will be assigned or advised about suitable places in the industry where you can undertake practical components of you training and assessment. This may also require recording of workplace activities into a workplace log.

Working with Children

Students' participating in practical training in a workplace which requires them to have direct contact with persons under 18 in designated child-related employment areas will complete a Prohibited Employment Declaration form on enrolment. Eligibility for participation in some programs is determined based on information obtained through screening checks. Students participating in practicum placement which involves direct contact with children under 18 without the presence of a qualified supervisor will be subject to a Working with Children Check as required by the State in which they are located.

Evaluation and Surveys

Each year Academy Green participates in the Australian Quality Indicator Surveys which measure learner and employer satisfaction with our training and delivery services. Survey outcomes are reported annually to the Regulator ASQA and to State Government Funding Authorities. Students and employers of our students are invited to complete the survey either in hard copy or via an online portal or by email. We ask that you please complete the survey and return it to us as soon as possible.

Academy Green Learning Code of Conduct

- Listen to others
- Do not put each other down, be supportive
- Be trustworthy and honest at all times
- Respect the confidences of all in the workplace
- Be friendly and helpful at all times
- Be yourself and be proud of who you are
- Be patient at all times
- Professionalism

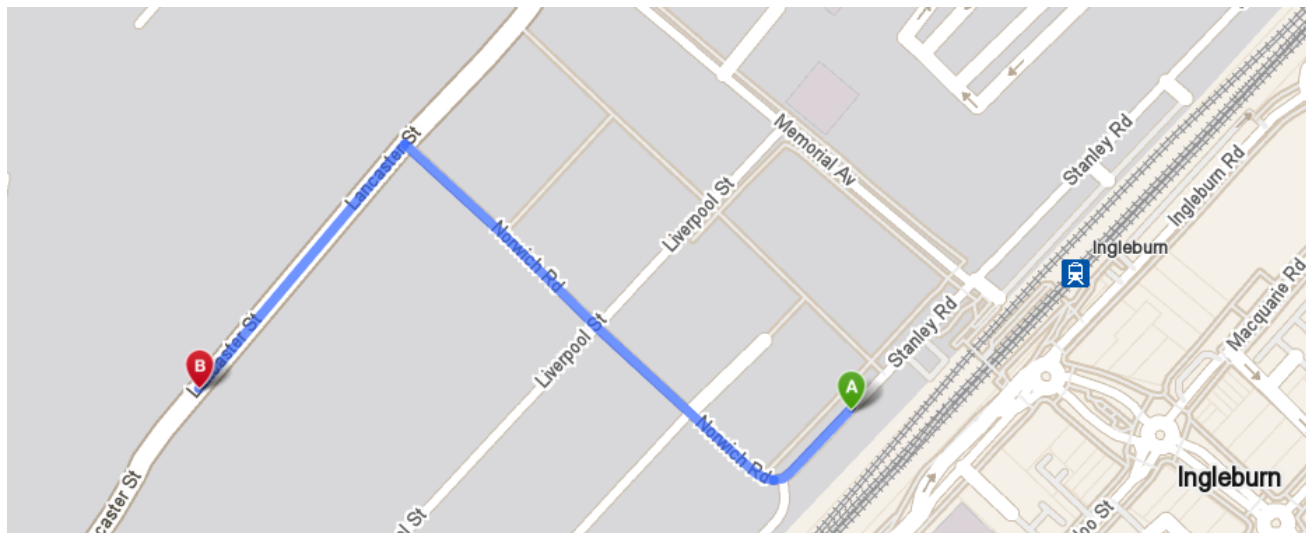
Most importantly... DO NOT LOSE YOUR SENSE OF HUMOUR

Parking

Whilst you are attending our site by vehicle, there is onsite parking. Alternatively, you can also park in the street.

Public Transport

Bus Stations and Train Stations are a short walk from Academy Green Learning.



Lunch Options

If you are looking to buy lunch whilst you are at our premises, we have a large number of take away shops, cafes and restaurants, plenty to choose from.

Our Trainers

Our Trainer Assessors are all professionally qualified, dedicated professionals who have current, personal and job role experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Academy Green Learning we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Academy Green Learning, your Trainer Assessor will always be there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

At Academy Green Learning, our trainers deliver their training in a way that learners will enjoy.

Our expectation of you

Academy Green Learning expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Academy Green Learning.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Academy Green Learning publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Academy Green Learning staff members and their right to privacy and confidentiality.

Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

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

It's free and easy to <https://www.usi.gov.au/your-usi/create-usi> and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website

Contact USI by phone

Office of the Student Identifiers Registrar phone support hours are 9am to 5pm Australian Eastern Time Monday to Friday, excluding public holidays, with a call back option for Western Australia, South Australia, Queensland and the Northern Territory to 5pm their local time.

We normally respond to emails within 7 business days, however, if your question is urgent or you would like immediate support, please contact us by phone.

Calling within Australia: 1300 857 536

Smart and Skilled

What is Smart & Skilled?

Smart and Skilled is a reform of the NSW vocational education and training system. Under Smart and Skilled the NSW Government contributes to the cost of an approved course with the eligible student paying the balance.

<https://smartandskilled.nsw.gov.au/>

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III

What does it mean for you?

From January 2015, the NSW Government will be offering subsidised training places under the Smart and Skilled policy. Take this opportunity to get skilled, get a qualification, get work and advance your career. You will be able to choose Government funded training based on the quality of the training that best meets your needs. The cost of training will be the same for equivalent qualifications in all RTOs.

Eligibility

To be eligible for Smart & Skilled you must be:

1. an Australian Citizen, New Zealand Citizen, permanent resident or humanitarian visa holder, and
2. aged 15 years or older
3. not at school, and
4. living or working in NSW.

Your eligibility for a government-subsidised Smart and Skilled course depends on your previous qualifications:

- If you haven't completed a Certificate IV or higher-level qualification, you are entitled to enrol in a subsidised course up to a Certificate III level
- You can enrol in subsidised training at Certificate IV, Diploma or Advanced Diploma level, depending on the availability of funding for these courses. Having completed a Certificate IV or higher-level qualification does not affect eligibility.

Call us now on 02 8325 0177 or to check your eligibility visit Smart & Skilled website

<https://smartandskilled.nsw.gov.au/>.

Course Fees

Fees apply for your selected program. The fee amount you pay and the government contribution is dependent on your eligibility. The courses are subsidised for all eligible participants with a further concession rate available for those in receipt of some government benefits.

If you are a Centrelink recipient, we will need documentation from you which will assist us in calculating your Fee or your eligibility for fee exemption.

If you apply for Recognition of Prior Learning or Credit Transfer the qualification price will be adjusted and a new student fee will be determined.

Exemptions

An exemption is where no fee is charged to the student. For exemptions, the government subsidises the total cost of the qualification.

Fee exemptions are available to eligible students who:

- are Aboriginal or Torres Strait Islander (through descent, self-identification or community identification)
- meet the Smart and Skilled disability criteria (proof of a disability support pension or documentary evidence from an appropriate medical professional is required)
- are the dependants of disability support pension recipients.
- Proof of identification and evidence of eligibility will need to be provided.

Concession fee

Concession fees are discounted fees for disadvantaged people who are studying for qualifications up to and including Certificate IV.

The concession fee applies to the whole qualification and is a flat fee set for each qualification level, ranging from \$80 for a foundation skills course to \$240 for a Certificate III or IV.

To be eligible for the concession fee, you must meet the government subsidised fee requirements and meet one of the following criteria:

- are receiving a specified Australian Government welfare benefit or allowance at the time of their enrolment (e.g. age pension, carer payment, Newstart allowance, Veterans' Affairs pension, single parenting payment or youth allowance). Evidence will need to be provided
- are the dependants of a recipient of specified Australian Government welfare benefits or allowances.
- Proof of identification and evidence of eligibility will need to be provided.

Traineeships – Special Circumstances

If you enrol in an approved traineeship course without evidence of being a trainee, you will be asked to pay the relevant student fee for the qualification.

If you subsequently provide evidence that you were an apprentice or a trainee at the time you enrolled, you will be refunded the difference between the qualification level Student Fee and the relevant apprenticeship fee or traineeship

Fee Free Traineeships (NSW only)

Traineeships are a proven pathway to well-paid jobs in a diverse range of careers. In NSW, traineeships are also fee free.

<https://vet.nsw.gov.au/choosing-vet/fee-free-traineeships>

Your safety

Academy Green Learning is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

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

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

Electrical equipment

- Electrical equipment that is not working should be reported to Academy Green Learning's staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Academy Green Learning will communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

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

Lifting

- Learners, trainers and assessors are encouraged not to attempt to lift anything that is beyond your capacity lift anything.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else for help.

Work & study areas

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

Your equity

Academy Green Learning is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Academy Green Learning's staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Academy Green Learning's staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Academy Green Learning that they feel they can trust. This will initiate a complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Academy Green Learning, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Academy Green Learning takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Academy Green Learning will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

- Academy Green Learning is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Academy Green Learning will seek the written permission of the learner for such disclosure. Academy Green Learning will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Academy Green Learning is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how Academy Green Learning is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Academy Green Learning.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Academy Green Learning and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Academy Green Learning 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 Academy Green Learning for statistical, regulatory and research purposes. Academy Green Learning 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 a VET Statement of Attainment or VET 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 program administration, regulation, monitoring and evaluation.

You may also receive a NCVER student survey which may be administered by a 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 (CT), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Fees payable

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Academy Green Learning. Academy Green Learning may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of Academy Green Learning schedule of fees and charges.

In accordance to Clause 7.3 (Standards for RTOs 2015) Academy Green Learning does not accept payment of more than \$1500 from a student prior to qualification/course commencement. Following commencement, where the RTO requires payment of additional fees in advance from the student, at any given time, the total amount does not exceed \$1500.

Withdrawing from a course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications and where possible, interview the learner to understand their circumstances and record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

Please speak to an Academy Green staff member to discuss your options further.

Learner cancellation

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

Replacement of text & training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Academy Green Learning schedule of fees and charges.



Refunds

Learners, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Academy Green Learning is required to cover the costs of staff and resources which will have already been committed based on the learner's initial intention to undertake the training.

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

Where a learner has purchased a text or training workbooks and subsequently cancels, Academy Green Learning will not refund monies for the text.

Payment method

Academy Green Learning accepts payment for fees using:

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

Substitutions

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

Transfers

Requests for transfers to alternate programs can be arranged if Academy Green Learning is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Academy Green Learning has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

Statutory cooling off period

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

It must be noted that Academy Green Learning do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

Our guarantee to clients

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

As an example: A learner enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner’s enrolment would be finalised, and the learner would receive a Statement of Attainment for the 4 completed units. The learner would also receive a refund of \$900.00 which represents that value of the training not delivered.

Changes to terms and conditions

Academy Green Learning reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](http://www.accc.gov.au/consumer).

Academy Green Learning has a reputation as a safe, progressive and dynamic place to study. We aim to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

As an Academy Green student and a student receiving government-subsidised training under Smart and Skilled, you have certain rights and obligations, you have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and Smart and Skilled
- Be informed about the collection of your personal information and be able to review and correct that information
- Access your training provider's consumer protection complaints process.
- Students' obligations include:
- Providing accurate information to the training provider
- Behaving in a responsible and ethical manner.

With rights come responsibilities and as an Academy Green Learning student your responsibilities include:

- Providing accurate and complete information to Academy Green Learning
- Behaving in a responsible and ethical manner.

For enquiries in relation to consumer protection matters please contact:

CEO Academy Green Learning

Latief Domingo: Consumer Protection Officer

Phone: (02) 8325 0177 Email: latief@academygreen.edu.au

Other Contacts:

Issues to do with quality of training, contact the Australian Skills Quality Authority (ASQA)
Website: www.asqa.gov.au

Smart and Skilled enquiries/complaints: Phone: 1300 772 104

Email: smartandskilled.enquiries@industry.nsw.gov.au, online: enquiry/complaints form

Consumers specifically asking for a refund or similar should contact NSW Fair Trading Phone: 13 32 20 Website: www.fairtrading.nsw.gov.au

If it is a work health and safety issue contact Safework NSW. Phone: 13 10 50, Monday-Friday, 08:30am to 4:30pm Website: www.safework.nsw.gov.au

Accessing your records

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

- Learner file
- Learning and assessment record,
- Administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

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

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Academy Green Learning reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Academy Green Learning. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to Academy Green Learning beforehand and the person must provide photo ID to validate their identity.

Continuous improvement

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

Suggesting improvements

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

Learner satisfaction survey

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

Assessment

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

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

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

Research Tasks: The learner is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the learner will largely be specific to their workplace.

Case Study Response: The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

Workplace Log book: The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

Supervisor Feedback: The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

Workplace Observation: The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities in events and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

Re-assessment

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

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

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



Issuing Qualifications and Statements of Attainment

Academy Green Learning will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however, that Academy Green Learning is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to Academy Green Learning have NOT been paid.
- The student has NOT provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Access and Equity

Academy Green is committed to the principles of access and equity and will endeavour to accommodate the needs of all learners. Academy Green's staff are there to assist you manage any access and equity issues that may challenge your learning. Please feel free to bring any issues to them. These may include requiring additional time to submit assignments, family and work pressures or financial constraints. If you have a disability or special requirement that may prevent you or limit your ability to participate in our programs, please make it known to the Academy Green Management immediately. Academy Green may not be able to accommodate every situation but will endeavour to take every reasonable step to accommodate the special need.

Learner support services

During your enrolment, Academy Green Learning will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

Academy Green Learning will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Office Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Academy Green Learning is committed to our student’s welfare both during and after hours of study.

Language, literacy & numeracy skills

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

To support this approach Academy Green Learning will:

- Assess a learner's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. Academy Green Learning generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the learner's development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Academy Green Learning and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Plagiarism and Cheating

Whilst co-operative effort and the sharing of information are encouraged, you must ensure your assessments and assignments are representative of your own effort, knowledge and skills. You must not take the work of others and present it as your own.

Plagiarism is: when you try to pass someone else's work off as your own i.e. Using someone's ideas, opinions, or theories in an assignment or essay, using pieces of information, such as graphs, statistics, drawings, that are not common knowledge as cited in: <http://www.library.uq.edu.au/training/plagiarism.html> - avoiding plagiarism.

Cheating is: copying someone else's work - sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment.

The consequences of being caught plagiarising or cheating may include: repeating the entire unit, suspension from course and possible cancellation of course which will affect the student's visa.

At induction, students are instructed and advised not to plagiarise or cheat and are informed that this is not acceptable behaviour.

If suspected of plagiarism or cheating the students' employer will be informed and the student will be provided with the opportunity to put forward their case to their trainer and employer.

A discussion between the trainer, Academy Green management and the employer will occur to determine further actions to be taken. If the student does not agree with decisions made the student can follow the Complaints and Appeals process.

Disciplinary Action

If you are undertaking the qualification under the auspices of your employer, you remain subject to the disciplinary policies and procedures of your employer. In addition, we require you to comply with all lawful directions issued by your trainer/assessor.

Academy Green reserves the right to take disciplinary action against any learner who does not abide by the requirements of this Student Handbook, follows the instructions provided by a member of Academy Green's staff (including trainers and assessors) or behaves in an inappropriate manner towards another learner or staff member.

Disciplinary action may result from any actions in or out of a program that may bring disrepute to Academy Green or its staff. This includes drunken and disorderly behaviour, the inappropriate use of drugs (either legal or illegal) or any other activity that breaches Academy Green's policies and procedures, legislative or regulatory requirements and/or laws.

Disciplinary action will be at the discretion of the Academy Green Management and may include withdrawal from a program without refund.

Access and Equity

Academy Green is committed to the principles of access and equity and will endeavour to accommodate the needs of all learners. Academy Green's staff are there to assist you manage any access and equity issues that may challenge your learning. Please feel free to bring any issues to them. These may include requiring additional time to submit assignments, family and work pressures or financial constraints. If you have a disability or special requirement that may prevent you or limit your ability to participate in our programs, please make it known to the Academy Green Management immediately. Academy Green may not be able to accommodate every situation but will endeavour to take every reasonable step to accommodate the special need.

If after the commencement of a program it is identified that you have a Language, Literacy and Numeracy (LLN) issue you will be referred to a LLN support provider. Your position in the program will be held open for as long as practically possible or a refund proportionate to your progress through the program less the cost of any materials unable to be reused will be made. (Academy Green is not responsible for any addition cost of LLN support unless negotiated and approved by the Academy Green Management).

If you have any issues concerning access and equity, please contact the Academy Green Management immediately.

Complaints & Appeals

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

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

- www.academygreen.edu.au

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

- info@academygreen.edu.au

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

- 02 8325 0177

What is a complaint?

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

What is an appeal?

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

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

Academy Green Learning applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Academy Green Learning website.

- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Academy Green Learning including all details of lodgement, response and resolution. Academy Green Learning will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Academy Green Learning is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Academy Green Learning will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to a final outcome **within sixty (60) days** of the complaint / appeal being initially received. Where Academy Green Learning Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Academy Green Learning will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Academy Green Learning and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Academy Green Learning shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.

- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be handled in the strictest of confidence. No Academy Green Learning representative will disclose information to any person without the permission of Academy Green Learning Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Academy Green Learning to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Academy Green Learning as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- Put forward arguments in their favour,
- Show cause why a proposed action should not be taken,
- Deny allegations,
- Call for evidence to disprove allegations and claims,
- Explain allegations or present an innocent explanation, and
- Provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Academy Green Learning also has an obligation to fully consider the substance of allegations and the response provided by parties before deciding. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Academy Green Learning.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Academy Green Learning to investigate the matter, then in these circumstances Academy Green Learning reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

Academy Green Learning provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Academy Green Learning to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Academy Green Learning Chief Executive Officer will advise of an appropriate party independent of Academy Green Learning to review the complaint (and its subsequent handling) and provide advice to Academy Green Learning in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Academy Green Learning appoints or engages an appropriate independent person to review a complaint / appeal, the Academy Green Learning will meet the full cost to facilitate the independent review.

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

Where a complaint is received by Academy Green Learning and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

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

Learners who are not satisfied with the process applied by Academy Green Learning may refer their matter to the following external agencies:

- In relation to consumer related issues, you may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, you may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au>
- In relation to matters relating to privacy, you may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

Recognition of Prior Learning

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

What is recognition?

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

Recognition guidelines

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

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence or a qualification which are not included in Academy Green Learning scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

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

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

Forms of evidence toward recognition may include:

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

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

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer, you are required to present your statement of attainment or qualification with a record of results for examination to Academy Green Learning.

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

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in Academy Green Learning scope of registration.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer and Academy Green Learning does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

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

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

Copies of State and Federal legislation can be found on the Internet at

<http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

Drugs and Alcohol

The inappropriate use of drugs and alcohol quite often results in a threat to safety and wellbeing, as well as learning. Academy Green has a zero-tolerance policy for use of drugs and alcohol.

Academy Green understands that there are times that medication is prescribed that may cause side effects. If you are taking medication that results in side effects, eg drowsiness, please notify the trainer when you arrive at the program.

Academy Green will not tolerate the use of illegal drugs or alcohol by participants while attending our programs. Any participant suspected of being under the influence of alcohol or illegal drugs will be asked to leave. Academy Green considers the incorrect and abusive use of prescription and non-prescription drugs or medication to be similar and will ask the offending participant to leave. Refusal to comply with any request to leave and or repeat offences may result in expulsion from the program.

If you threaten the safety of the trainer, other participants and or the public while under the suspected influence of alcohol or drugs the police will be called to resolve the situation.

Alcohol and Drug Information Network (ADIN) is a 24 hour confidential telephone counselling service. For direct line counselling and support phone: 1800 888 236.

Visit the Alcohol and Drug information Network website at: www.adin.com.au for contact numbers in your state.

For family drug support in Australia, phone the Family Drug Support hotline on 1300 368 186 (available 24 hours a day).

Discrimination, Bullying and Harassment

Academy Green is committed to providing an environment for work and training that is free from discrimination, bullying and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the program. This applies to both participants and Academy Green staff members.

Harassment and Discrimination policy

Academy Green is required under Australian law to ensure that that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and candidates feel valued, respected and are treated fairly.

Harassment can be any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the candidate's or any other relevant person's environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

If you consider that you have been harassed, you should let the other party know that their behaviour is objectionable and that the behaviour should not be repeated. In an instance where you do not feel comfortable talking to the other party or that party continues with the behaviour, you should speak to your trainer or the Academy Green Chief Operations Officer.

All discussions are confidential. The right to lodge a formal complaint of misconduct against the harassing person is available. All Academy Green staff are made aware of their responsibilities in relation to discrimination and harassment.

Racial Harassment

This may occur when a person is threatened, abused, insulted or taunted in relation to their race, decent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment

Sexual Harassment is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Discrimination

Discrimination is identified as treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation.

Bullying

Bullying is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Victimisation

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. This includes any unfavourable treatment of a person as a result of their involvement in a complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

If you witness or experience any incident of discrimination, bullying or harassment you are expected to report it to the Trainer, Academy Green Management immediately. Any report will be treated with absolute seriousness and privacy.

For more information on discrimination, bullying and harassment please refer to Federal Sex Discrimination Act 1984 which can be found at www.hreoc.gov.au

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

Work Health and Safety Act 2011

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

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

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

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

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

Privacy Act 1988

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

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

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

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

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

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

Sex Discrimination Act 1984

Objects The objects of this Act are:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- To eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

- To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their circumstances; and
- To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- To respond to demographic change by:
 - Removing barriers to older people participating in society, particularly in the workforce; and
 - Changing negative stereotypes about older people.

Racial Discrimination Act 1975

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

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

Copyright Act 1968

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

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

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

Fair Work Act 2009

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

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

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

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

National Vocational Education and Training Regulator Act 2011

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

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes
- Co-operating with National VET Regulator
- Compliance with directions given by the National VET Regulator

Appendix One: Disability Supplement

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

'Other'

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Support Services contact details:

<p>READING WRITING HOTLINE (AUSTRALIA) Phone: 1300 655 506 Website: http://www.readingwritinghotline.edu.au/ Email: rwhotline@det.nsw.edu.au</p>	<p>TAFE NSW Phone: 131601 Website: www.tafensw.edu.au</p>
<p>CENTRELINK SKILLS FOR EDUCATION AND EMPLOYMENT (SEE) Phone: 132 850 Website: http://www.humanservices.gov.au/customer/ser vices/centrelink/skills-for-education- andemployment</p>	<p>HOMELESS PERSONS INFO LINE Phone: 1800 234 566 Website: http://www.homelessnessnsw.org.au/</p>
<p>PHYSICAL DISABILITY COUNCIL OF NSW Phone: 1800 688 831 Email: admin@pdcnsw.org.au Website: www.pdcnsw.org.au</p>	<p>NAVITAS ENGLISH Level 4, 11 York Street, Sydney NSW 2000 Australia Phone: 1300 730 466 Website: //www.navitasenglish.edu.au/ Email: info.attc@navitas.com</p>
<p>BEYONDBLUE Beyondblue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live. Phone: 1300 22 4636 Website: www.beyondblue.org.au Email: info@beyondblue.org.au</p>	<p>MENTAL HEALTH ACCESS TEAM Community Assessment and Liaison Centre Phone: 1800 011 511 Website: http://www.nbmlhd.health.nsw.gov.au/mentalhealth</p>
<p>DOMESTIC VIOLENCE CRISIS 24 HRS Phone: 1800 656 463 Website: http://www.community.nsw.gov.au/parents,- carers-and-families/domestic-and-familyviolence</p>	

Document History

Revision	Date	Description of modifications
1.0	September 2018	Original
2.0	February 2019	Updated name changes to Academy Green Learning
2.1	March 2019	Updated on Consumer Protection policy
3.0	January 2020	Updated please see continuous improvement form
3.1	January 2020	Updated please see continuous improvement form
4.0	July 2020	Updated please see continuous improvement form