

AVETA STUDENT HANDBOOK (INTERNATIONAL STUDENTS)

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Message from AVETA's CEO

Congratulations on your successful enrolment at AVETA.

On behalf of AVETA-Australian Vocational Education & Training Academy I welcome you to the Academy.

One of our major aims at AVETA is to have a very clear and efficient communication system. To ensure that this occurs, I ask that you carefully read the information outlined in this booklet.

Good luck with your studies. I hope you will find the time spent with us both rewarding and satisfying.

Jagvir Gill



CEO
AVETA – Australian Vocational Education and Training Academy

The Educational Partnership

Training is a companion to learning on the education journey. In an educational relationship, the AVETA Trainer / Assessor fills many roles to support and guide the learning process.

<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ has a need to learn 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> ❖ helps the students recognise the need to learn ❖ helps students set personal learning goals
<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ experiences a learning environment that is safe and physically as well as personally comfortable 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> ❖ ensures physical comfort ❖ accepts and respects students ❖ builds mutual trust and helpfulness among students
<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ takes responsibility for their learning experience 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> ❖ involves students throughout all stages of their learning experience
<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ has goals that are compatible with their learning experience 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> ❖ provides a learning environment for students so that they can achieve their academic goals
<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ can and is encouraged to bring past experiences to the learning process 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> ❖ helps students utilise their past experience where applicable ❖ relates learning activities and content to the students' past experience ❖ values students past experiences
<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ actively participates in the learning and assessment processes throughout their course of study 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> ❖ facilitates the learning and assessment process for students ❖ provides feedback to students
<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ manages the progress towards their goals so that they can complete their studies within their period of enrolment 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> • helps students measure their progress • implements "at risk" interventions for students where appropriate
<p>The enrolled overseas student:</p> <ul style="list-style-type: none"> ❖ measures their own progress (including self-evaluation) 	↔	<p>The AVETA Trainer / Assessor:</p> <ul style="list-style-type: none"> ❖ continuously monitors student progress ❖ provides feedback to students on their progress and makes suggestions, where appropriate, so that they can achieve their learning goals within their period of enrolment

AVETA'S LEARNING ENVIRONMENT

Facilities

AVETA's training and assessment processes have been specifically designed as educational pathways to support enrolled International Students in achieving their educational goals while at AVETA.

AVETA provides facilities that are equipped with technology and industry equipment that are required to support the educational experiences of its students. Where required, students will have access to digital technology to facilitate and expedite their learning experiences.

For the Commercial Cookery stream of courses AVETA provides a simulated environment i.e. AVETA's fully operational commercial kitchen (for hands-on kitchen training and assessment), so that Commercial Cookery students can experience real time pressures and time constraints when conducting or managing back of house hospitality operations.

For other VET industry courses AVETA has created simulated work environments so that the students can experience work place conditions when undertaking training and assessment activities associated with these courses.

AVETA Campus Locations

Melbourne Campus

Levels G, M & 10, 51 Queen Street
MELBOURNE, VIC 3000
Phone: 03 9629 8835
Fax: 03 9629 8893

Program Accreditation

All AVETA VET courses are listed on the Training.gov.au web-site as Australian Skills Quality Authority (ASQA) approved courses after being accredited by relevant industry bodies.

Program Content

All AVETA VET courses are composed of Units of Competency from nationally endorsed Training Packages and are therefore nationally recognised. All Units of Competency are assessed on a competency basis; in order for students to be deemed 'Competent' they must satisfactorily complete all the Assessments Tasks for a Unit of Competency within their period of enrolment (CoE). Where a student is unable to satisfactorily complete all of the Assessment Tasks required for a Unit of Competency they will be deemed 'Not Yet Competent' for that Unit of Competency.

Recognition of Prior Learning (RPL Credit) for formal, non-formal and informal learning

Prior to enrolment, AVETA will determine any prior learning that an individual may have acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements which are specified in the course in which a student is wanting to enrol (as per Clauses 1.1 and 1.2, RTO Standards 2015). Where RPL credit is granted, this may result in a shorter course duration for that qualification. In addition AVETA before providing credit on the basis of a Qualification Testamur/Record of Results and/or Statement of Attainment that has been provided by a student as evidence of formal learning, AVETA will authenticate the information on these documents (e.g. by contacting the organisation that issued the documents and confirming that the content of the documents is valid).

Please refer to the Recognition of Prior Learning Policy and Procedure in this handbook. In addition you can access AVETA's Academic Policies and Procedures which are located on AVETA's website (www.aveta.edu.au).

IMPORTANT INFORMATION ABOUT YOUR COURSE

Deferment, Suspension or Cancellation of a Course

- a) Under certain circumstances, AVETA may defer, suspend or cancel a student's enrolment for any of the following circumstances:
- i. Student misbehavior
 - ii. Compassionate and compelling circumstances
 - iii. Where AVETA's Chief Executive Officer deems it financially unviable to start a course.
 - iv. In the unforeseen event that AVETA does not have adequate facilities or staff to deliver or assess a course of study.
 - v. As the result of a critical incident or a major emergency
 - vi. If Worksafe Victoria has ordered the site of a major incident (at AVETA's premises) to be preserved, pending further investigation

In addition, AVETA may cancel a student's enrolment under the following circumstances:

- i. A serious breach of the Student Code of Conduct
- ii. Failure to adhere to a Risk Intervention strategy (refer to Course Progress Policy and Student Risk Intervention Procedure).
- iii. Nonpayment of overdue fees

Students can also initiate the deferment, suspension or cancellation of their course. Please refer to the Deferment, Suspension and Cancellation Policy at the back of this handbook for more information.

Refunds

Please refer to the Refund Policy and Procedure included in this handbook.

Enrolment Period

Please note that when a student enrolls and pays fees, they are enrolled for duration of the course as indicated on their Certificate of Enrolment (CoE). All students must complete their course within this timeframe, unless they encounter extenuating circumstances (please refer to AVETA's Deferment, Suspension and Cancellation Policy at the back of this handbook). Students need to ensure that they know when their enrolment period ends, as submission of assessable evidence will not be accepted beyond this enrolment period.

Change of Address

If your contact details (phone number, address, etc.) changes at any time that you are enrolled with AVETA, you must inform AVETA's Administration Department immediately by filling out the Change of Student Information Form F.03.03, available at the Queen St Reception Desk or available on AVETA website at www.aveta.edu.au.

In addition all students must advise AVETA of their current contact details **every six months**.

Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation (such as AVETA) will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. The USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards; a student's results for 2015 will be available in their USI account in 2016. When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life. Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI? Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

Once a student creates their USI they will be able to:

- give their USI to each training organisation they study with;
- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;
- control access to their transcript; and view online and download their training records and results in the form of a transcript.

AVETA CLASSES & SIMULATED WORK ENVIRONMENTS

Uniforms - Kitchen Classes

During the orientation process, all students will be required to purchase a uniform, if they do not already have one, which must be worn during all Commercial Cookery classes in AVETA's fully operational commercial kitchen. Your uniform must consist of the following as a minimum:

- Cook's jacket: white with ten white buttons
- Cook's trousers: traditional, small check
- Apron: white long wrap around
- Cook's neck tie: white
- Cook's flat top hat: white
- Hairnet (if required)
- Shoes: leather upper with a non-slip sole.
- Shoes must be clean, polished, and satisfy safety requirements.
- All uniform items must be clean, starched and ironed, without stains, and not frayed.

Failure to meet these requirements will result in exclusion from class, and a catch-up class will be required.

Equipment – Kitchen Classes

During the orientation program, all students will be required to purchase a knife kit, if they do not already have one, which must be brought to all Kitchen cookery classes. Your knife kit must consist of the following as a minimum:

• Cook's knife 25 cm	• Paring Knife 10 cm
• Straight fork 18 cm	• Boning Knife 15 cm
• Whisk Stainless Steel 30 cm	• Bowl scrape – plastic
• Sharpening Steel 26 cm	• Spatula 25 cm
• Knife wrap or Tool Box	• Vegetable Peeler
• Pastry Brush 25 mm	• S/S Tongs
• S/S Slotted spoon	• S/S Plain Spoon
• Wooden Spoon	• Parisienne Cutter
• Cutlery set - Knife/Fork/Spoon	• Measuring spoons 5-50 ml
• 4 Tea towels	• Ladle 90 ml
• Digital Temperature Probe (range -20°C to +200°C)	• Small padlock for Locker

All tools must be clean and all knives must be sharp. If you do not bring your knife kit to class, it will result in exclusion from class, and a catch-up class will be required.

Kitchen Classes

Kitchen classes are designed to allow students to perform their commercial cookery skills under supervision and provide evidence to be deemed competent. Students will be assessed throughout their timetabled classes.

Students who do not attend these timetabled classes will need to demonstrate the Competency of the Assessment Tasks and provide evidence that they have not provided in that class, at a later time (but no longer than the end date of their studies). Failure to do this will result in a NYC – Not Yet Competent result for that Unit of Competency.

Non - Kitchen Classes

Some Units of Competency in the Commercial Cookery Qualifications do not require the Assessment Tasks to be evidenced in a fully operational commercial kitchen rather that they be evidenced in a simulated workplace as students will be required to provide evidence of performance and knowledge against industry standards.

Students who do not attend these timetabled classes will need to demonstrate the Competency of the Assessment Tasks and provide evidence that they have not provided in that class, at a later time (but no longer than the end date of their studies). Failure to do this will result in a NYC – Not Yet Competent result for that Unit of Competency.

Special Consideration

Any student who believes that they need special consideration, at any time, during the delivery and assessment phases of a particular unit of competency should first discuss their situation with their Trainer / Assessor. All discussions will be treated in confidence and will only be brought to the attention of those AVETA staff who need to know. If you wish to discuss your situation further, you should consult your Training Coordinator. Please also refer to AVETA's Special Consideration Policy P.19.08 in this handbook.

Assessment tasks

All tasks are required to be completed by students in order that they can provide the required evidence for Summative Assessment.

Submission of Evidence

- Assessment Tasks and the associated evidence is to be completed by students and submitted to their Assessor during normal class time.
- If practical, students should retain a copy of their submitted evidence.
- Students are advised to backup any digitally produced evidence submitted for assessment.
- All evidence must be presented to their Assessor as outlined in the Unit of Competency Summative Assessment Tool provided to each student at the beginning of the first timetabled class for each Unit of Competency.
- Student's evidence can only be submitted to and accepted by their Assessor; no other AVETA employee can accept or take responsibility for this evidence.

TYPES OF ASSESSMENT TASKS

Case Study

A case study is a written hypothetical situation that has either or could happen in a workplace. Students are then required to solve problems or make decisions (usually in written form) as outlined in the Summative Assessment Tool concerning the provided case study and submit this as evidence to their Assessor.

Presentation

Students may be required to make a presentation to other workmates (e.g. to their classmates and / or their Assessor) which will be observed by their Assessor. This may involve the student in researching a topic, designing the presentation and selecting the most appropriate presentation aids. In some cases a written submission may be required to support the presentation as outlined in the Unit of Competency's Summative Assessment Tool.

Knowledge Assessment

Students will be required to complete a knowledge assessment (written), following the directions that are provided for this assessment activity, as outlined in the Unit of Competency's Summative Assessment Tool.

Project

Students may be required to develop and complete a project and submit the required evidence as outlined in the Unit of Competency's Summative Assessment Tool.

Observation

Students may be assessed by way of an observation by their Assessor such as a role-play or a kitchen cookery demonstration as outlined in the Unit of Competency's Summative Assessment Tool.

Evaluation report

Students may be required to produce an evaluation report of performance (written) as outlined in the Unit of Competency's Summative Assessment Tool.

Log Book

Students may be required to produce a logbook report of completed work activities as outlined in the Unit of Competency's Summative Assessment Tool.

Assessment of Employability Skills

Because employability skills are embedded in all units of competency, they will not be independently assessed.

ASSESSMENT GUIDELINES

All assessments are identified in the Training and Assessment Strategy for each qualification (including Recognition of Prior Learning for formal, non-formal and informal learning) on AVETA's scope of Registration. The following will apply to all students during the assessment process:

- Students should use blue or black pens only when completing knowledge/written summative assessment activities; pencils are not be used.
- With the agreement of their Assessor, students may commence any Assessment Task at any time during the timetabled period for the course but must finish all Assessment Tasks for all Units of Competency by the end of their period of enrolment (CoE). Students can not submit any evidence for summative assessment after the end date of their course.

AVETA's Assessment Policy

Please refer to Assessment Policy P.01.08 for comprehensive information. This policy is available in this handbook, and on AVETA's website (www.aveta.edu.au).

AVETA's Assessment Pathway

Competency based assessment is intended to provide access to pathways that allow students to pursue further education as part of their lifelong learning.

Assessment Details		
S	Satisfactory	This assessment outcome will be deemed only when a student has successfully provided all the required performance or knowledge evidence to their Assessor on an Assessment Task by Task basis for each Unit of Competency
NS	Not Satisfactory	This assessment outcome will be deemed when a has not successfully provided all the required performance or and knowledge evidence to their Assessor on an Assessment Task by Task basis for each Unit of Competency
C	Competent	This assessment outcome will be deemed by an Assessor after the student has successfully provided all the required performance and knowledge evidence in order to be deemed competent for a Unit of Competency.
NYC	Not Yet Competent	This assessment outcome will be deemed by an Assessor after the student has not successfully provided all the required performance and knowledge evidence in order to be deemed competent for a Unit of Competency.

STUDENT SUPPORT SERVICES

AVETA is committed to providing a comprehensive range of student support services, to ensure that all AVETA students find their time studying in Australia to be a rewarding experience. AVETA's professional support staff are qualified and experienced in providing these services. Student Support Services are provided at no additional cost. AVETA can arrange for external support services if required by the student. Students may be required to pay for an external service.

If a student with disabilities indicates this at the time of their enrolment, AVETA's Student Support Services will interview the student to outline what disabilities services are appropriate for them to complete their studies within their period of enrolment (CoE). The outcomes of this interview will be documented with a commitment from AVETA to provide the agreed services at no cost to the student.

Language, Literacy and Numeracy (LLN) support

Following enrolment but before the first timetabled class of study, all students are required to complete AVETA's Language, Literacy and Numeracy (LLN) assessment in order to determine whether any additional support needs to be provided to a particular student or group of students. This process is designed to identify any gaps in their LLN skills appropriate to the qualification they are enrolling in, so that the Trainer will be able to provide whatever support the student or group of students needs during the training activities undertaken prior to any summative assessment undertaken by the student or group of students.

Counselling/legal services

Students are welcome to talk with AVETA's Student Support staff for information on counseling services or legal matters that are free of charge. AVETA has also compiled a list of health and legal services that students can access, which is listed in AVETA's Community Services Handbook (available online or on request at reception).

AVETA can provide students with free referral to relevant counseling services. However, students will bear the cost of any further charges incurred as a result of accessing external counseling services.

Students can also check the following sites for more information:

For counseling services please check www.au.reachout.com

For legal services check www.legalaid.vic.gov.au or www.wsls.org.au

Or by calling these numbers

Melbourne Counselling Services: (03) 9653 3250

Salvation Army: (03) 13 7258

Anglicare: (03) 9412 6133

St Vincent de Paul: 1800 305 330

Job Search and Career Advice

AVETA provides a range of support services to enhance employment opportunities for students. AVETA can contact relevant industry groups for part time or casual employment on their behalf. AVETA can also assist students with job information on a range of databases; as well as running workshops to assist students with career planning, interview preparation, resume writing, interview preparation, personal development, and work experience and labour market information.

Lost and Found

For any lost items please contact AVETA Information Desk for help either in person or phone (03) 9629 8835.

Library Services

Students can use the Melbourne City Library (located at 253 Flinders Lane, Melbourne).

STUDENT USE OF COMPUTING EQUIPMENT

Backup Discs/Memory sticks

AVETA strongly recommends that students purchase a USB memory stick so that they can save important data files. Although there is room for student files to be stored on AVETA's network, these are deleted at the end of each term. It is the student's responsibility to ensure that they backup copies of their work on their USB memory stick.

Access to Computers

Computers are available within AVETA's business hours if a student wishes to study outside of their timetabled class time.

Use of Computers

The following will apply to all students who wish to use the AVETA's computers:

- Food and drinks are not permitted in the computer rooms, at any time
- Students are not permitted to load or copy any software, including games, onto AVETA's computers
- Disciplinary action will be taken for any breach of this standard

Use of the internet and the World Wide Web

The following will apply to all students who wish to use the internet and the World Wide Web:

- Students may only browse the internet for the purpose of self-study and/or Assessment Tasks.
- Sites known to contain material which is pornographic or illegal under International, Australian or State laws should not be visited.
- During any research activity, any site that is visited that displays any pornographic or illegal material should be immediately closed.
- Disciplinary action will be taken for any breach of this standard.

Breaches of Copyright

The following will apply to all students who breach copyright laws:

- Unauthorised use of software images or files is a breach of copyright and is regarded as a serious matter by AVETA.
- It is against AVETA policy for students to copy or reproduce any licensed software on AVETA's computing equipment.
- Students who abuse the use of computer software images or files will be held legally accountable.
- Students may copy content from the internet, but must identify the reference/source of that information.
- In some cases, students must not copy information from the internet, where indicated by the author.
- Disciplinary action will be taken for any breach of this standard.

Non compliance

Non-compliance with AVETA policy on computer usage may result in any of the following:

- Suspension of computing privileges
- A disciplinary review which may include suspension or expulsion from AVETA
- Legal action

STUDENT SECURITY AND SAFETY

- All AVETA campuses are located in well-lit and high density areas and next to or near to numerous modes of public transport (train, trams, buses and taxis).
- Although AVETA's campus and facilities are well located and easily accessible by public transport, students are advised to take all practicable steps to ensure their own safety at all times, especially if classes operate after 6pm. All students are advised to travel in pairs because it's considered safer to travel in numbers.
- AVETA will not require or permit students to:
 - a) Attend scheduled classes (including time allocated for self-paced studies) for more than eight hours in any one day.
 - b) Attend scheduled classes (including time allocated for self-paced studies) outside the hours of 8am to 10pm on any day.
- Where AVETA operates after the hours of 6pm, the following actions will be enforced:
 - a) At 5.45pm, AVETA staff will ensure that the premises is safe and secure by checking all locked doors, and;
 - b) Access to or egress from the premises will only be actioned by an authorised AVETA staff member.
- Where AVETA operates at weekends, the following actions will be enforced:
 - a) AVETA staff will ensure that the premises is safe and secure by maintaining locked doors during the hours of operation, and;
 - b) Ensuring that access to or egress from the premises, will only be actioned by an authorised AVETA staff member.
- All personal belongings that students leave on AVETA premises during the kitchen classes will be maintained in a secure location, only accessible by that student.
- All of the information relating to the security/safety measures that are available to students prior to and after enrolment can be found on AVETA's website and promotional material.
- Where a kitchen class operates, students must:
 - a) Wear a full chef's uniform
 - b) Wear safety shoes or boots – non slip soles
 - c) Once students have been trained in the correct knife handling skills (this will occur prior to the student commencing training and assessment in AVETA's fully operational commercial kitchen), students must use their knives in a safe manner
 - d) Prior to entry into any of the Kitchen classes, students will be trained on the safe use, handling, storage and correct spillage clean-up techniques for any chemical used in any of AVETA's kitchens
 - e) When using chemicals, students must follow all safety instructions and use any PPE&C (as supplied by AVETA) as outlined in the relevant Chemical Safety Data Sheet (SDS)
- All Assessment Tasks that have been designed by AVETA have taken into account the OH&S Act 2004 where applicable.
- Once an OH&S issue has been identified by a student, the student should immediately report the issue to their Trainer or Assessor.
- In the event of an emergency evacuation where everybody is required to evacuate the premises, students should:
 - a) Follow evacuation procedures and evacuate in a safe manner
 - b) Proceed to evacuation assembly area and follow all instructions - only help others, if safe to do so

EVACUATION PROCEDURE

From time to time, practice evacuation procedures may occur.

- Please cooperate with your Trainer / Assessor in evacuating the building, as directed, by going to and staying in the assembly area until advised otherwise.
- You may not re-enter the building until advised by your Trainer / Assessor, Training Coordinator or AVETA's CEO

OVERSEAS STUDENT HEALTH COVER (OSHC)

- The Australian Government stipulates that a person holding a student visa must have approved health insurance for the duration of their stay in Australia. This is known as OSHC. If you have a spouse or children who will accompany you to Australia, you will need to pay for family health cover.
- It is recommended that you purchase OSHC for the duration of your course. If you pay health cover two years in advance it will cover the entire duration of your course at the time of enrolment. However, you can pay annually, in advance. For further information refer to www.health.gov.au
- If you are applying for an offshore visa and already have health insurance you will need to submit a receipt of payment to the Department of Immigration and Citizenship as well as a copy to AVETA.
- All onshore students applying to AVETA will be required to submit the original OSHC card or payment receipt at the time of enrolment.
- Please note it is your responsibility to renew your OSHC. If you do not have a valid health cover you will be required to pay the full cost of any medical treatment you receive. This could amount to thousands of dollars.

USE OF PERSONAL INFORMATION

Information about students will be treated as confidential, but will only be made available to Commonwealth and State agencies, as required by regulations/law. AVETA is required to inform the Department of Home Affairs about:

- Changes to a student's enrolment
- Any breach by the student of a student visa condition, including unsatisfactory course progress

IMPORTANT WEBSITES

ASQA and the Standards for Registered Training Organisations (RTO's) 2015

- For more information visit: www.asqa.gov.au

Department of Home Affairs

- For more information visit: www.homeaffairs.gov.au

The ESOS Legislative Framework – Protecting your rights

For more information visit:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

AVETA CONTACT LIST

NAME	POSITION	PHONE/ FAX/EMAIL
<i>Mr Jagvir Gill</i>	AVETA's CEO	Tel: +61 3 9629 8835 Email: jagvir.gill@aveta.edu.au
<i>Mr Seav Leng Thlang</i>	Finance Manager	Tel: +61 3 9629 8835 Email: leng.thlang@aveta.edu.au
<i>Mr Greg Frith</i>	Compliance Manager	Tel: +61 3 9629 8835 Email: greg.frith@aveta.edu.au
<i>Mr Savinesh Prasad</i>	Facilities Manager	Tel: +61 3 9629 8835 Email: savinesh.prasad@aveta.edu.au

AVETA EMERGENCY CONTACT INFORMATION

24 Hour Emergency Contact: 0438021094

AVETA STUDENT SUPPORT SERVICES CONTACT

For student support services, please contact AVETA's Student Support Services Manager, or email info@aveta.edu.au

AVETA – HEAD OFFICE Contact Details

Level M, 51 Queen Street
MELBOURNE, VIC 3000
Phone: 03 9629 8835

DISCRIMINATION

i) Students:

In line with the Charter of Human Rights and Responsibilities Act 2006 - sect 38, it is unlawful for a student or AVETA's staff to act in a way that is incompatible with a human right or, in making a decision, to fail to give proper consideration to a relevant human right. Specifically every person has the right to enjoy their human rights without discrimination.

In addition to the above as required by the Equal Opportunity Act 2010 (Victoria's anti-discrimination law), AVETA will not tolerate direct or indirect discrimination against or by any student on grounds of their age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation at any time when studying at AVETA.

Discrimination is specifically defined as treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law. This includes bullying someone because of a protected characteristic. It is also against the law to sexually harass or victimise someone, or to vilify someone because of their race or religion.

ii) AVETA Staff:

It is the responsibility of all AVETA staff in their daily actions, decisions and behaviour to comply with the relevant legislation and to ensure that they do not discriminate against colleagues, students, customers, suppliers or any other person associated with AVETA.

iii) Breaches:

AVETA will not tolerate any actions that breach these legislative requirements and all such breaches or alleged breaches will be taken seriously; they will be fully investigated; and if deemed appropriate AVETA will impose disciplinary action.

HARASSMENT

i) Definition:

Harassment is defined as conduct, which is unwanted and offensive and affects the dignity of an individual or group of individuals and sexual harassment is defined as "unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work". This can include unwelcome physical, verbal or non-verbal conduct.

- Students can be subject to harassment on a wide variety of grounds including race, ethnic origin, nationality or skin colour, sex or sexual orientation religious or political convictions
- willingness to challenge harassment, leading to victimisation
- disabilities, sensory impairments or learning difficulties
- status as ex-offenders
- age
- real or suspected infection with a blood borne virus (eg AIDS/HIV)
- membership of a trade union or activities associated with membership

Harassment can take many forms which could include, but not limited to:

- physical contact ranging from touching to serious assault
- verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters and so on
- visual display of posters, graffiti, obscene gestures, flags and emblems
- isolation or non-cooperation at work, exclusion from social activities
- coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups
- intrusion by pestering, spying, following someone
- bullying

ii) What should you do if you are subjected to Harassment?

- If you feel you are being harassed you are strongly encouraged to seek early advice/support from Teacher.
- If you feel your Teacher is harassing you, then you should contact AVETA's CEO.

You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places and the circumstances of what happened.

DISABILITY

The Disability Act 2006 defines disability as an impairment that may be a physical, sensory or neurological impairment, or an acquired brain injury which results in substantially reduced capacity in self-care, self-management, mobility or communication, and where other criteria in the Act are met. The definition of disability also includes an intellectual disability or developmental delay. The Act allows a person with a disability or a person on their behalf to request disability services.

During AVETA's enrolment process when a student indicates that they have disability the AVETA Enrolling Officer will arrange an interview for the student, with AVETA's Student Support Services Manager so that they can discuss and agree what specific services will be provided to that particular student, in order that the student will be the best position to complete their studies during their period of enrolment. This may include, but not limited to the following:

- Learning support in the classroom or stimulated work environment
- Assistance with note taking
- Study skills support

The outcomes of this interview will be documented and filed.

STUDENT PARTICIPATION IN ASQA QUALITY INDICATORS & SURVEYS

As outlined in the National Vocational Education and Training Regulator Act 2011, AVETA is required to use a "Learner Questionnaire" to collect data from students. To assist in this process students who complete a qualification, at the time they collect their Testamur / Statement of Attainment complete this Learner Questionnaire. AVETA utilises this information to continuously improve its training and assessment strategies and practices.

In addition to the above students may be contacted and requested to participate in a NCVET National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review

P.03.05b

OVERSEAS STUDENT VISA REQUIREMENTS (MONITORING OVERSEAS STUDENT PROGRESS, ATTENDANCE AND COURSE DURATION) POLICY AND RISK INTERVENTION PROCEDURE

1.0 Introduction

1.1 In line with the National Code of Practice for Providers of Education and Training to Overseas Students - National Code 2018, Standard 8, AVETA has specifically design this policy and procedure to ensure that AVETA will:

- monitor the course progress and attendance of each overseas student to ensure the overseas student is in a position to complete their VET course within the expected duration that is specified on the overseas student's CoE:
 - AVETA has determined that all students should attend all timetabled classes for the course they are enrolled in.
 - It is the responsibility of each Trainer to monitor their student using AVETA's attendance sheet. These would be handed to Admin at the end of the week. Admin will monitor the attendance using the attendance tracker. Students absent from their scheduled classes would be send an email reminding them to attend their classes. Trainer will take into account each student's attendance, and their current course progress in completing their course of studies within the enrolment period of their CoE.
 - Specifically, if a VET student does not complete a Unit of Competency within the timetabled period for that Unit of Competency, the Trainer will automatically determine that the student is unlikely to complete their course of studies within the enrolment period of their CoE. Accordingly, the Trainer will evoke AVETA's intervention strategy with the particular student; which they will document and place on the student's academic file; utilising the re-assessment and catch-up days in the timetable for this purpose.
 - **If a student needs to catch-up SIT Qualifications:**
 - When a student does not attend a timetable day for a Commercial Cookery Unit of Competency where AVETA has provided ingredients for that student to provide performance evidence for that Unit on that day, because additional ingredients will need to be purchased on the catch-up day the student will be required to pay an additional material fee of \$250 for that Unit.
 - Alternatively, when a student does not attend on a day that does not require AVETA to purchase additional ingredients for the catch-up day, they will be required to pay an additional material fee of \$150 for that Unit.
 - **If a student needs to be re-assessed SIT assessments:**
 - When a student needs to be re-assessed, as the evidence they have submitted for summative assessment has been graded as NS- Not Satisfactory, for a Commercial Cookery Unit of Competency, AVETA will for the first re-assessment provide the ingredients at no charge to the student. However, if additional re-assessments are required, the student will be required to pay an additional material fee of \$250 per attempt.
 - Alternatively, when a student does not attend on a day re-assessment that does not require AVETA to purchase additional ingredients for that the first catch-up day, they will be required to pay an additional material fee of \$150 for any additional re-assessments.

- **If a student needs to catch-up BSB Qualifications:**
 - When a student does not attend a timetable day for a BSB Unit of Competency, who is enrolled in a BSB Qualification, for that student to provide performance evidence for that Unit on the catch-up day they will be required to pay an additional material fee of \$150 for that Unit.
 - If a student does not attend on a Catch-up, they will be required to pay an additional material fee of \$150 for any additional catch-up days.
- **If a student needs to be re-assessed BSB Qualification:**
 - When a student needs to be re-assessed, as the evidence they have submitted for summative assessment has been graded as NS- Not Satisfactory, for a BSB Unit of Competency in a BSB Qualification, AVETA will for the first re-assessment day, will not charge the student. However, if additional re-assessment days are required, the student will be required to pay an additional material fee of \$150 per re-assessment day.
- **For ELICOS students**, they will be required to complete two course progress Summative Assessments. They will be provided with specific feedback with regards to these two course progress results so that they can achieve the 60% benchmark for the four (4) English Proficiency Macros when undertaking the Level-up or End Level Summative assessments for each enrolled level within the General English or IELTS Preparation Courses. In addition, ELICOS must maintain 80% attendance or not be absent for more than five (5) days without approval, during their course of ELICOS studies. If students are not making satisfactory course progress or maintaining the 80% attendance requirement, the Trainer will evoke AVETA's intervention strategy with the particular student; which they will document and place on the student's academic file (see 2.0).
- The ELICOS Trainer will continue to monitor the student's course progress and attendance and if they believe, following the intervention, that the International student continues to be at risk of not making satisfactory course progress, the Trainer will arrange for AVETA to inform the student in writing of its intention to report the student and that they are able to access AVETA's appeal process within 20 working days.
- At the end of this period, after the appeals process (if actioned) is finalised and upholds AVETA's decision to report, AVETA will notify the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress.
 - Where the student's is reported to the Department of Education via PRISMS, AVETA will maintain a copy of this report on the student's file.

Note - The expected duration of study specified in the overseas student's CoE (issued by AVETA) will not exceed the CRICOS registered duration for each particular course.

1.2 AVETA will clearly outline and inform overseas students before they commence a course of the requirements to achieve satisfactory course progress and attendance (AVETA will publicise this information on its web-site, Student handbook; and on its Course Pre-enrolment information sheets as well as its Course Brochures).

2.0 ELICOS Courses on AVETA's CRICOS Scope of registration

2.1 For ELICOS Courses on AVETA's CRICOS Scope of registration the minimum requirement for attendance is 80 per cent of the scheduled contact hours for each ELICOS course in which the overseas student is enrolled.

2.2 In addition, AVETA will assist overseas students through an intervention strategy if they are not achieving satisfactory course progress and/or attendance requirements.

2.3 AVETA's intervention strategy will identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent. The intent of contacting these overseas students is to find out why they have been absent and to see what support AVETA may be able to offer the overseas student.

2.4 AVETA will keep records of all contact and counselling made with overseas students who have been absent for more than five consecutive days or where the overseas student is at risk of not attending at least 80 per cent of the course contact hours.

2.5 There is a circumstance where AVETA may decide not to report an ELICOS overseas student for falling below 80 per cent attendance - the overseas student is attending at least 70% of the scheduled course contact hours and provides genuine evidence of compassionate or compelling circumstances.

3.0 Extending course duration for all Courses on AVETA's CRICOS Scope of registration

3.1 AVETA can only extend an overseas student's enrolment if:

- AVETA has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- AVETA has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred.

4.0 POLICY AND PROCEDURE

4.1 AVETA's Trainers will monitor and assess the course progress and attendance of each of their International students.

4.2 The Trainer will, on an on-going basis, evaluate each International student's performance, course progress and attendance for each Unit of Competency within a Qualification so that they can complete their studies within the student's period of study (CoE). On this basis, where necessary, the Trainer will evoke AVETA intervention strategy that has been specifically designed to assist students in completing their studies within the expected duration on the overseas student's CoE; utilising the re-assessment and catch-up days allocated in each timetable for this purpose.

4.3 A Risk Intervention Meeting will explore alternative strategies so that the student is in a better position to achieve satisfactory course progress.

4.4 The intervention strategy may also include reducing the enrolment load of a student who is having difficulty in making satisfactory course progress. This may lead to an extension to the duration of a student's course and the granting of a new CoE to reflect the extended period. AVETA will record this variation and the reasons for it on the student file.

4.5 If the student attends the Intervention meeting:

- a) The outcomes of this intervention process will be recorded and placed on the student's file with a copy provided to the student.
- b) Following the Risk Intervention meeting, the Trainer will continue to monitor the implementation of the strategy, and during this monitoring process if the AVETA Trainer believes that the student has not in good faith implemented the agreed strategy/s the Trainer will deem that the student has failed to meet satisfactory course progress.
- c) If the agreed intervention strategy is breached by the student and at that time the AVETA's Trainers also assesses them as not being able to complete their study within their period of enrolment, the AVETA Trainer will bring this to the notice of the Relevant Training Co-ordinator or Compliance Manager. The Relevant Training Co-ordinator or Compliance Manager will advise the Administrative Department that the student has breached their intervention strategy and that they should inform the student in writing of AVETA's intention to report them to the Department of Home Affairs for unsatisfactory course progress.

4.6 If the student does not attend the meeting:

- a) AVETA Training Co-ordinator, or Compliance Manager will advise the Admin Department so that a letter (Non-Attendance at Intervention Meeting) can be sent to the student advising them that a) they failed to attend the scheduled meeting, b) they are unlikely to achieve AVETA course progress requirement of completing all Units of Competency within their enrolment period, and c) that the student should contact AVETA to reschedule the meeting within 14 days. The Relevant Training Co-ordinator or Compliance at the end of the 14 day period will advise the Administrative Department that the student has not established any contact and should inform the student in writing of AVETA's intention to report them to the Department of Home Affairs for unsatisfactory course progress.

4.7 AVETA's final written notice (of its intention to report the student for unsatisfactory progress) will inform the student that they can access AVETA's Appeals process and that they have 20 working days in which to do so. A student may appeal on the following grounds:

- i. AVETA's failure to record or assess a student's evidence (S- Satisfactory) accurately,
- ii. Compassionate or compelling circumstances, or
- iii. AVETA has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

4.8 Where a student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an AVETA error in recording or assessing a student's grade (S - Satisfactory or C - Competent) accurately and as a direct result the student actually made satisfactory course progress, AVETA will not report the student, and there will be no further requirement for intervention.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through AVETA's Student Supports Services, and AVETA will not report the student where:
 - a) a student has chosen not to access AVETA's appeals process within the 20 working day period, or
 - b) a student withdraws from the process, or the process is completed and results in a decision supporting AVETA (i.e. the student's appeal was unsuccessful)

4.9 AVETA's Administrative Department will notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory course progress. A copy of this notification will be placed on the student's file.

5.0 REFERENCES

- ESOS National Code, Standard 8: Overseas student visa requirements

6.0 RELATED AVETA POLICIES AND PROCEDURES

- Reporting International Students via PRISMS Policy and Procedure
- Complaints and Appeals Policy and Procedure

7.0 DEFINITIONS

AVETA's Course Progress Standard: All International students are required to achieve competence in all Units of Competency for a course of study within the period of enrolment (CoE).

8.0 APPEALS

Students can appeal any decision made by AVETA in relation to this policy and procedure in accordance with the Complaints and Appeals Policy and Procedure (as outlined in Standard 6 of Standards for Registered Training Organisations (RTO) 2015).

P.04.01

DEFERMENT, SUSPENSION OR CANCELLATION OF AN OVERSEAS STUDENT'S ENROLMENT POLICY AND PROCEDURE

1.0 INTRODUCTION

1.1 As outlined in the National Code Standard 9, for deferring, suspending or cancelling an overseas student's enrolment with AVETA, a student may only defer or temporarily suspend their studies, including granting a leave of absence, during their course (through a formal agreement) in certain limited circumstances.

1.2 This policy outlines AVETA's process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions taken by AVETA with regards to implementing this policy.

1.3 AVETA may defer or suspend the enrolment of a student, if AVETA believes there are compassionate or compelling circumstances. In addition, AVETA may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student's failure to pay an amount that they are required to pay to AVETA to undertake or continue the course as stated in the student's written agreement
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

1.4 If AVETA initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation AVETA must:

- inform the overseas student of that intention and the reasons for doing so, in writing
- advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with THE National Code Standard 10 (Complaints and appeals), within 20 working days.

1.5 When there is any deferral, suspension or cancellation action taken under this Standard, AVETA will:

- inform the overseas student of the need to seek advice from Immigration on the potential impact on their visa
- report the change to the overseas student's enrolment under section 19 of the ESOS Act.

1.6 The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

1.7 Accordingly, AVETA will only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances, or:
 - Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - where AVETA was unable to offer a pre-requisite unit; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
- misbehaviour by the student.

2.0 REFERENCES

- ESOS National National Code Standard 9: Deferment, suspension or cancellation of study during enrolment

3.0 RELATED AVETA POLICIES AND PROCEDURES

- Reporting International Students via PRISMS Policy
- Complaints and Appeals Policy

4.0 DEFINITIONS

Deferment: to temporarily put studies on hold (to adjourn, or delay, or postpone)

Suspension: to temporarily put studies on hold (to suspend or stop)

Cancellation: cessation or ending enrolment

Terms defined above are consistent with the reasons for Student Course Variation (SCV) in PRISMS.

5.0 AVETA INITIATED DEFERMENT, SUSPENSION AND CANCELLATION	
5.1 POLICY	5.2 PROCEDURE
<p>b) AVETA may defer, suspend or cancel a student's enrolment under the following circumstances:</p> <ul style="list-style-type: none"> vii. Student misbehavior viii. Where AVETA's Chief Executive Officer deems it financially unviable to start the course. ix. In the unforeseen event that AVETA does not have adequate facilities or staff to deliver or assess. x. As the result of a critical incident or major emergency xi. If Worksafe Victoria has ordered the site of a major incident (at AVETA's premises) to be preserved pending further investigation 	<p>a) AVETA's Administration Department will issue a written notice to the student within 5 working days of the decision, via post and/or email, indicating the following:</p> <ul style="list-style-type: none"> i. Reason(s) for AVETA's intent to Defer, Suspend or Cancel the student's enrolment ii. Possible consequences for the Student's visa status (i.e. risk of cancellation) iii. The Student's right to access AVETA's Internal Complaints and Appeals process within 20 full working days of receiving the letter <p>b) A record of this letter will be placed in the student's individual file</p> <p>c) During the Complaints and Appeals process period (20 full working days), the student's enrolment will be maintained until such processes are complete. AVETA reserves the right to withdraw learning opportunities if the circumstances deem this to be necessary.</p> <p>d) Once the Complaints and Appeals process is complete, where necessary, AVETA will notify DEPARTMENT OF HOME AFFAIRS via PRISMS of any change to the enrolment status of the concerned student. Any outcome arising from the Complaints and Appeals process will be recorded in the individual student's file.</p> <p>e) If the outcome of the Internal Appeals process is unsatisfactory, students can access the External Appeals process in accordance with the Complaints and Appeals Policy. However, AVETA may notify DEPARTMENT OF HOME AFFAIRS prior to the outcome of this appeal.</p>
<p>c) AVETA may cancel a student's enrolment under the following circumstances:</p> <ul style="list-style-type: none"> i. Serious breach of the Student Code of Conduct ii. Failure to adhere to a Risk Intervention strategy (refer to Course Progress Policy and Student Risk Intervention Procedure). iii. Nonpayment of fees 	<p>a) AVETA's Administration Department will send the student a written notice of AVETA's intention to report due to non-commencement within 14 days of the re-commencement date.</p> <p>b) The written notification will include the following information, as a minimum:</p> <ul style="list-style-type: none"> i. Reason(s) for AVETA's cancellation of the student's enrolment ii. Possible consequences for the Student's visa status (i.e. risk of cancellation) iii. The Student's right to access AVETA's Internal Complaints and Appeals process within 20 full working days of receiving the letter <p>c) After the conclusion of any complaints and appeals, AVETA's Administration Department will then follow the procedure described in 6.2 a) of the Reporting International Students via PRISMS Policy and Procedure</p>
<p>a. When a student does not re-enroll within 14 days of the recommencement of a study period following a deferment or suspension, it is considered to be an inactive notification by the student for termination of their studies with AVETA.</p>	<p>a) AVETA's Administration Department will send the student a written notice of AVETA's intention to report due to non-commencement within 14 days of the re-commencement date.</p> <p>b) The written notification will include the following information, as a minimum:</p> <ul style="list-style-type: none"> i. Reason(s) for AVETA's cancellation of the student's enrolment ii. Possible consequences for the Student's visa status (i.e. risk of cancellation) iii. The Student's right to access AVETA's Internal Complaints and Appeals process within 20 full working days of receiving the letter <p>c) After the conclusion of any complaints and appeals, AVETA's Administration Department will then follow the procedure described in 6.2 a) of the Reporting International Students via PRISMS Policy and Procedure</p>

6.0 STUDENT INITIATED DEFERMENT, SUSPENSION OR CANCELLATION

6.1 POLICY	6.2 PROCEDURE
<p>a) International students may defer the commencement of their course, suspend or cancel their enrolment during the course only under the following circumstances:</p> <ol style="list-style-type: none"> i. Student visa delay ii. Compassionate and compelling circumstances (supporting documentation must be supplied to support this request) <p>b) Additionally, AVETA requires that the student must have no outstanding fees or assessments prior to applying for deferment or suspension</p> <p>c) When applying for cancellation, the student must have no outstanding fees</p>	<p>a) Where a student requests to defer the commencement of their course, they will be required to complete the Deferment, Suspension and Cancellation Form and submit the completed document to AVETA's Administration Department for consideration. This form must be submitted within 14 days prior to the requested deferment date. If approved, and once the deferral is processed, the student will receive a new CoE to reflect any date changes.</p> <p>b) Where a student requests to suspend their enrolment, they must complete the Deferment, Suspension and Cancellation Form and submit this document to AVETA's Administration Department, with all supporting documentation attached. This form must be submitted at least 14 days prior to the requested suspension date. The maximum period of suspension is six months and only in limited circumstances (described above) will suspension be granted. Upon receipt of this application, a written notification will be issued to the student via post and/or advising them of the outcome of the application.</p> <p>c) Where a student requests to cancel their enrolment, they must complete the Deferment, Suspension and Cancellation Form and submit this to AVETA's Administration Department, with all supporting documentation attached. This form must be submitted at least 14 days prior to the requested cancellation date.</p> <p>d) Any deferment, suspension or cancellation initiated by the student will be recorded in the student's individual file, and DEPARTMENT OF HOME AFFAIRS will be notified via PRISMS.</p>
<p>d) Students may request to cancel their enrolment with AVETA where the student wishes to transfer to another registered provider</p>	<p>a) The student will be required to complete the Deferment, Suspension and Cancellation Form and submit to AVETA's Administration Department for consideration. This form must be submitted within 14 days prior to the requested cancellation date.</p> <p>b) If the student wishes to cancel their enrolment in order to transfer to another registered provider, they must have completed six months of their principal course with AVETA (the principle course is the last course in a package of courses), they must attach a Letter of Offer from the new provider.</p> <p>c) AVETA's Administration Department will then make an assessment in accordance with the Transfer Policy, and either approve or reject the student's request.</p> <p>d) The student will receive written notification of the outcome of this application via post and/or email. A copy of this notification will also be recorded in the student's individual file.</p>

	<p>e) AVETA's Administration Department will then report the cancellation to DEPARTMENT OF HOME AFFAIRS via PRISMS</p>
<p>a) Students may request to withdraw from their enrolment at AVETA under circumstances which include, but are not limited to:</p> <ul style="list-style-type: none"> i. Change in visa type (i.e. no longer holds a student visa) ii. Relocation interstate or overseas 	<ul style="list-style-type: none"> a) The student is required to complete the Withdrawal Form and submit to AVETA's Administration Department for consideration. This form must be submitted at least 14 days prior to the requested withdrawal date. b) The student will receive written notification of the outcome of this application via post and/or email. A copy of this notification will also be recorded in the student's individual file. c) AVETA's Administration Department will then report the cancellation to DEPARTMENT OF HOME AFFAIRS via PRISMS

7.0 IMPACT OF DEFERRAL, SUSPENSION OR CANCELLATION

- a) Deferment, suspension and cancellation may affect the student's visa. Because of this International students will be advised to consult DEPARTMENT OF HOME AFFAIRS.
- b) DEPARTMENT OF HOME AFFAIRS may cancel a student's visa if the student is suspended for more than six months.
- c) DEPARTMENT OF HOME AFFAIRS requires that, if an international student's enrolment is suspended for 28 days or more, they must return to their home country unless special circumstances can be substantiated.
- d) If a student's enrolment is deferred, suspended or cancelled, all fees owed to AVETA will be due as set out in the Student Agreement and Acceptance of Offer.

8.0 APPEALS

Students can choose to appeal any decision made by AVETA in relation to applications to defer, suspend or cancel their enrolment in accordance with AVETA's Complaints and Appeals Policy and Procedure.

P.20.01b

Overseas Student Transfers Policy and Procedures

1.0 INTRODUCTION

1.1 In line with the National Code of Practice for Providers of Education and Training to Overseas Students - National Code 2018, Standard 7, AVETA has specifically design this policy and procedure to ensure that AVETA will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of their principal course except where any of the following may apply:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the overseas student from continuing their course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

1.2 AVETA will make this policy available to AVETA staff and overseas students and will implement this policy for assessing an overseas student transfer request prior to the overseas student completing six months of their principal course:

- Where the overseas student is seeking to enrol at AVETA the student must lodge a written request to transfer from another registered provider together with the release letter from that provider
- Where an enrolled AVETA overseas student is seeking to transfer to another registered provider the student must lodge a written request to transfer to another registered provider and provide a valid enrolment offer from the other registered provider:
 - In this circumstance AVETA may grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where AVETA has assessed that:
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with AVETA's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
 - there is evidence of compassionate or compelling circumstances
 - AVETA fails to deliver the course as outlined in the written agreement with the overseas student
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met by AVETA
 - there is evidence that the overseas student was misled by AVETA or an AVETA approved education agent regarding AVETA or its course/s and the course/s is therefore unsuitable to their needs and/or study objectives
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

1.3 If AVETA refuses a request to transfer to another registered provider AVETA will outline in a letter to the student the circumstances that AVETA considers are reasonable grounds to refuse the transfer (within a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period); and the overseas student's right to access AVETA's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

1.4 AVETA will not finalise the student's refusal status in PRISMS until the appeal finds in favour of AVETA, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

1.5 If AVETA grants a release it will be at no cost to the overseas student and will advise the overseas student that they should contact Immigration to seek advice on whether a new student visa is required.

1.6 AVETA will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

2.0 REFERENCES

- ESOS Act (2018)
- ESOS National Code (2018): Standard 7

3.0 TRANSFER TO AVETA FROM ANOTHER PROVIDER

3.1 POLICY

- a) In accordance with Standard 7 of the ESOS National Code 2018, AVETA will not knowingly enrol any student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study, except where:
- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
 - The original registered provider has provided a written letter of release
 - The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
 - Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
- b) If any of the conditions listed in a. apply, AVETA will enrol a student before they have completed six months of their principal course.
- c) AVETA will not actively recruit a student before the student has completed six months of his or her principal course. These restrictions also apply to any courses undertaken before the principal course. A student must remain with his or her provider for all of his or her courses before the principal course unless conditions listed in a. apply.

3.2 PROCEDURE

- a) Any student wishing to transfer to AVETA from another provider must provide proof of completion of six months of their principal course of study or a release letter from the original registered provider at the time of application
- b) In instances of the exceptions detailed in 5.1 a), documented proof must be provided
- c) If applicable, the student will be asked to complete a National Recognition Application Form at the time of enrolment
- Note – a) AVETA's Provider Registration and International Student Management System (PRISMS) will assist AVETA in determining whether a student has not completed six months of the principal course.
- b) When AVETA attempts to create a new Confirmation of Enrolment (eCoE), PRISMS will usually advise AVETA if the student has **not** completed six months of the principal course. PRISMS will alert that the student is enrolled elsewhere, but not identify the provider.
- c) If AVETA wishes to issue a eCoE for a student who has not completed the first six months of his or her principal course, PRISMS will ask AVETA one or more questions:

Does the student require a letter of release?

[Answer: Yes or No]

The answer will be 'Yes' unless the circumstances listed in 5.1 have occurred.

If the answer is 'No', the response is recorded and the provider will be allowed to continue with creating the eCoE.

If the answer is 'Yes' the provider will be asked the following question:

Have you sighted the letter of release from the previous provider? [Answer: Yes or No]

If the provider answers 'Yes', the response will be recorded and the provider will be allowed to continue with creating the CoE.

If the answer is 'No', the provider will be shown the following warning:

It would appear that you may be in breach of the requirements in Standard 7 should you continue to create the CoE for this student. This information will be recorded. Do you wish to create the CoE?

[Answer: Yes or No]

	<p>If the provider answers 'Yes', the provider will be required to enter reasons for doing so (in the mandatory comments field).</p> <p>If the provider answers 'No', the CoE approval process will be cancelled.</p>
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4.0 TRANSFER FROM AVETA TO ANOTHER PROVIDER (Student Request)	
4.1 POLICY	4.2 PROCEDURE
<p>a) Where a student wishes to transfer from AVETA to another registered provider, AVETA may issue a release letter on any of the following grounds:</p> <ol style="list-style-type: none"> i. Where the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made and the student has completed 6 months of their principal course of study at AVETA, or ii. Where a student can provide evidence that they were misled by AVETA or an education or migration agent regarding AVETA or its courses, which constitutes a breach of the ESOS Act, or iii. An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student. iv. The only time the 6 months requirement does not apply is where if the course the student wishes to transfer to: <ol style="list-style-type: none"> a. better meets the study capabilities of the student b. better meets the long term goals of the student, whether these relate to future work, education or personal aspirations c. If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network) d. If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met. if the transfer may jeopardise the student's progression through a package of courses e. If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within 	<ol style="list-style-type: none"> a) Students wishing to obtain a Letter of Release from AVETA must complete, sign, date and lodge a Release Letter Request Form to AVETA's Administration Department. b) The student must supply a letter from another registered provider confirming that a valid enrolment offer has been made. c) The Administration Department will assess a student's request for a Letter of Release. The application for release will be assessed to ensure that the transfer will not be detrimental to the student's future and that all support options at AVETA have been explored. d) If necessary, the Administration Department will liaise with the Teaching area, and the Finance Department and AVETA's CEO before making a final decision. e) If the application is successful, a Release Letter will be provided within 10 working days of receiving the request at no extra cost to the student. This letter will inform the student that they should contact DEPARTMENT OF HOME AFFAIRS for further information concerning their student visa requirements and that their CoE with AVETA has been cancelled. f) If the application is unsuccessful, AVETA will notify the student in writing of the reasons why the student's request for transfer has been refused and the student's right to access AVETA's Complaints and Appeals process. g) Records of requests for letters of release and the corresponding letter(s) should be maintained on the student's individual file, in addition to evidence of the process used to make a decision in relation to the request. h) Upon the granting of a release, AVETA's Administration Department will ask the student to attend a meeting with AVETA's CEO to discuss the matter and/or complete a Student Exit Interview Form i) Student Exit Interview Forms will be maintained on the student's individual file.

<p>a timeframe negotiated with the student); and</p> <p>f. if the student is trying to avoid being reported to DEPARTMENT OF HOME AFFAIRS for failure to meet the provider's attendance or academic progress requirements.</p> <p>b) If AVETA refuses to issue a release letter it will:</p> <ul style="list-style-type: none"> i. Provide the student with written reasons for refusing the request and will inform the student of their right to appeal AVETA's decision in accordance with Standard 8 of the National Code (Complaints and appeals). ii. AVETA may refuse to issue a release letter to a student if there is an issue surrounding that student's enrolment that is in the process of being resolved. A release letter may be granted consequent to the resolution of the issue. iii. AVETA can refuse to issue a release letter if a student has outstanding fees. iv. Requests can be refused for reasons consistent with Standard 7 of The National Code 2007. Notice of the refusal must be given to the student in writing. v. If AVETA refuses to release a student or does not respond during the timeframe set out in this policy, the student can appeal through AVETA's Complaints and Appeals process. 	
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7.0 REFUNDS

The student may apply for a refund in accordance with AVETA's Refund Policy and Procedure.

8.0 APPEALS

Students can choose to appeal any decision made by AVETA in relation to granting release in accordance with the Complaints and Appeals Policy and Procedure within 20 working days of the decision being made.

P.06.01

FEES AND CHARGES POLICY

1.0 INTRODUCTION

In line with Standards 5.3, 7.3 for Registered Training Organisations 2015 AVETA's Fees and Charges Policy have been specifically designed so that AVETA's students are adequately informed about the services they are to receive, their rights and obligations, and AVETA's responsibilities under these Standards.

Where AVETA collects fees from a student, either directly or through an AVETA's Education Agent, AVETA or its Agent will provide or direct the student to information prior to enrolment specifying:

- all relevant fee information including:
 - fees that must be paid to AVETA, clearly describing all costs involved with the course; how and when fees must be paid; how to request a refund; conditions under which a refund would be provided; payment terms and conditions including deposits and refunds
- the student's rights as a consumer under Australian Consumer Law (ACL), including a two week cooling-off period
- the student's right to obtain a refund for services not provided by AVETA in the event the:
 - arrangement is terminated early, or
 - AVETA fails to provide the agreed services.
- AVETA will also notify students when there is a change in ownership of AVETA

Where a student is accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), this information will be provided to the student prior to enrolment.

AVETA will provide this information to the student through the following documents:

- Prior to enrolment:
 - Pre-enrolment information sheets for each qualification on AVETA's scope of registration
 - AVETA Brochures
 - AVETA's Website
 - A.19.01, STUDENT AGREEMENT AND ACCEPTANCE OF OFFER
 - F.05.06a Enrolment Form – International students or F.05.06b Enrolment Form – Domestic students
 - AVETA's Payment Plan
- At Orientation/Induction:
 - Student Handbook

The provision of this information will occur regardless of the manner in which the student has been engaged, and whether the student was initially engaged by AVETA itself or by an AVETA Education Agent.

Note: AVETA will not issue a Testamur/Record of Results, or Statement of Attainment for a qualification prior to a student paying any outstanding course fees.

Where AVETA requires a prospective or current student, either directly to AVETA or through an AVETA Education Agent, to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), AVETA will meet the requirements set out in the Requirements for Fee Protection in Schedule 6. AVETA holds a current membership of a Tuition Assurance Scheme.

Where AVETA collects more than \$1500 per student in prepaid fees, AVETA will take action to protect the prepaid fees that exceed \$1500 for any student. In these instances, AVETA will utilise its Tuition Assurance Scheme as its protection measures for these students.

The requirements for protection of prepaid fees will apply no matter how the fees are collected. Any fees collected by a third party on behalf of AVETA (including an AVETA education agent) they will be subject to the same conditions. These requirements will apply to fees prepaid by students, regardless of when AVETA has actually received the payment.

As required by Standard Five, AVETA will notify students of the fees they must pay and when they are due, as well as providing access to AVETA's fee protection policy.

Regardless of the method/s AVETA uses for protection of learner prepaid fees, as required by Standard Five, AVETA will retain evidence of how learners have been advised of:

- all payment terms
- the circumstances under which refunds may be issued

2.0 FEES

2.1 Fee Payment – International Students

- International students must pay course fees and charges, an enrolment fee and have a valid Overseas Student Health Cover (OSHC) in order to secure their enrolment with AVETA; as The Department of Immigration and Border Protection requires overseas students to maintain an OSHC for the duration of time they are in Australia. If a student cannot provide a valid OSHC at the time of enrolling the student may request AVETA to organize one for the student (and the cost will be included in the charges) or they can select an approved provider and pay the insurance themselves.
 - Exceptions: the following students do not need an OSHC if they are:
 - a Norwegian student covered by the Norwegian National Insurance Scheme
 - a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet
 - a Belgian student covered under the Reciprocal Health Care Agreement with Australia.
- Students will pay the fees and charges agreed to at the time of enrolment, as outlined in the PAYMENT PLAN, until the completion of their course (however any changes to an enrolment for any course or unit of competency will incur administration fees.)
- Enrolment in a new course will incur new fees
- Tuition fees will not be transferred to another educational institution
- Enrolment fee, accommodation placement and airport pickup fees are nonrefundable
- An initial deposit of one semester's fees is payable upon enrolment as specified in the PAYMENT PLAN
- Balance of fees is to be paid on an installment program outlined in the PAYMENT PLAN that is scheduled at the time of enrolment
- Late payment of fees will incur a penalty (\$50 per week up until the date the payment is made) on the fee installment owed to AVETA as stated in the PAYMENT PLAN
- Any fees (including late fees) paid by credit card will incur a surcharge of 2% of the amount that is paid via this means.
- AVETA may restrict or withhold services or materials from the student if fees are overdue
- Discount of fees will only be at the discretion of AVETA's CEO

3.0 COURSE

3.1 Course Abandonment

- In the event that a student abandons the course, all fees due are still payable to AVETA.
Note: Government regulations disallow International students from transferring to another institute prior to completing the first six months of their principal course.

3.2 Course Deferral, Suspension or Cancellation (AVETA Initiated)

- AVETA may defer, suspend or cancel a student's enrolment in accordance with the P.04.01, Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure.
- At its discretion, AVETA may defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course commencement, AVETA will refund fees in accordance with Section 27 of the ESOS Act.
- In the event of the suspension of an enrolment, fees remain due on the scheduled dates according to the Payment Agreement.
- Refer to the P.18.02, Refund Policy and Procedures for information regarding cancellation of a student's enrolment during the course.

3.3 Course Deferral, Suspension or Cancellation (Student Initiated)

- Students may defer, suspend or cancel their course in accordance with P.04.01, Deferment, Suspension or Cancellation of Student Enrolment Policy and Procedure.
- In the event of a deferral or cancellation before course commencement, AVETA will refund fees in accordance with P.18.02, Refund Policy and Procedures
- Upon suspension of the course, the fees scheduled in the Payment Agreement remain due on the scheduled dates.
- Refer to AVETA's Student P.18.02, Refund Policy and Procedures for further information regarding cancellation of enrolment during a course.

4.0 ADDITIONAL CHARGES

Students will be required to pay for additional fees; where applicable, on a student by student basis:

- | | |
|---|-------------------------------|
| • For Commercial Cookery Courses:
Chef uniform, Knife kit & Safety Shoes | (available on request) |
| • Surcharge on fee paid by Credit Card | 2% of fee paid by credit card |
| • Late Payment fee | \$50 per week (may apply) |
| • Re-Issue of Student ID Card | \$10 per replacement ID card |
| • AVETA reference letter | \$50 per reference letter |
| • Re-Issue of Certificates or Statements | \$75 per document |
| • Changes to Enrolment | (Administration fees apply) |

P.18.02

REFUND POLICY AND PROCEDURES

1.0 INTRODUCTION

AVETA's Refund Policy and Procedure observes the principles outlined in the Education Services for Overseas Students Act 2000 (ESOS Act) and applies to all new and re-enrolling international students.

2.0 REFERENCES

- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act (2012): Division 2, Subsections A, B, and C
- ESOS Act (2000)
- ESOS National Code (2018)
- Standards for Registered Training Organisations (RTO's) 2015: Clause 5.3, 7.3 (Schedule 6)

3.0 RELATED AVETA POLICIES AND PROCEDURES

- Fees and Charges Policy
- Deferment, Suspension and Cancellation Policy and Procedure
- Reporting International Students via PRISMS Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Transfer Between Registered Providers Policy and Procedure

4.0 DEFINITIONS

Provider: AVETA is the provider, in the context of this policy and procedure

Student: is an International student enrolled at AVETA

Package of Courses: is a group of all courses (on AVETA's Scope of Registration) as a sequence of courses which are detailed in the letter of offer from AVETA, and which are identified in the Student Agreement signed and dated by the student, and for which CoE(s) have been issued.

Tuition fees : Tuition fees are defined in section 7 of the ESOS Act as fees received by AVETA (from or on behalf of an overseas student or intending overseas student) that are “directly related to the provision of a course or a package of courses that AVETA is providing, or offering to provide, to the student”:-

Tuition Fees: definition -

(a) means fees AVETA receives, directly or indirectly, from:

- (i) an overseas student or intending overseas student; or
- (ii) another person who pays the fees on behalf of an overseas student or intending overseas student;

that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student

Tuition fees are fees relating to the delivery of a course and include items such as:

- tutorials and tutoring sessions
- lectures
- additional requisite training including practicums and practice hours
- ancillary costs for fieldwork, excursions or laboratories
- specialist materials that are mandatory and relate to the provision of the course.

Non-tuition fees: Non-tuition fees cover other items not directly related to tuition, and may be compulsory or discretionary.

Unused-tuition fees: Unused tuition fees are tuition fees that a student has pre-paid for future courses that AVETA has yet to provide to the student.

Refund: An amount of fees paid by the student to the provider, which is returned to the student under specific circumstances defined in this policy. Under the ESOS Act (2012 Amendment), a refund may only be paid to the student (unless another person is specified in the Student Agreement as being able to receive the refund on behalf of the student).

Provider Default: when AVETA is in breach of the contract with a student; where AVETA is required to deliver courses as outlined in the an agreement with the student for fees paid in advance by the student. The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection A, 46A – defines provider default as follows:

A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- (a) either of the following occurs:
 - (i) the provider fails to start to provide the course to the student at the location on the agreed starting day;
 - (ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
- (b) the student has not withdrawn before the default day
- (c) the course is not provided in full to the student because a sanction has been imposed on AVETA or any other reason.

Student Default: The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection B, 47A – defines student default as follows:

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (ii) the student breached a condition of his or her student visa;
 - (iii) misbehaviour by the student.

5.0 What documents will assist the TPS in determining a refund of pre-paid tuition fees?

To assist TPS in calculating the refund of tuition fees for a course or courses for which the student has paid but which has not been delivered or assessed in the event of AVETA closing , AVETA will advise students that they should keep the following documents and make them available when required:

- The student agreement with AVETA;
- Original receipts for tuition fees pre-paid to AVETA;
- Bank statements; and
- Other relevant correspondence which identifies the amount of prepaid fees paid (e.g. an email or SMS between AVETA and the student).

6.0 What should a student do if AVETA has not refunded the unused portion of their prepaid tuition fees where the student has withdrawn from their course?

In the first instance the student will be required to check their written agreement to ensure that they are eligible for a refund. If they do not have a copy they will be required to contact AVETA or their agent and ask for a copy.

After reading their agreement, if they still believe that they are entitled to a refund, they should contact AVETA in writing seeking a refund. If a student is not satisfied with the outcome of the AVETA's refund decision they can contact TPS. In this case they will be required to provide the TPS with documents (such as the outcome letter of AVETA's refund decision) to support their claim for a refund.

7.0 Education Services for Overseas Students (Calculation of Refund) Specification 2014:

- **Unused tuition fees:** For the purposes of calculating a refund

Unused tuition fees = Weekly Tuition fee x Weeks in default period, rounded up to the nearest whole dollar

- **Weekly tuition fees:** For the purposes of calculating a refund

Weekly tuition fees = (Total tuition fee for the course / number of calendar days in the course) x 7, rounded up to the nearest whole dollar

- **Weeks in Default period:** For the purposes of calculating a refund

Weeks in default period = (number of calendar days since default day)/7
Where number of weeks if not a whole number it will be rounded up

- **Refund amount** = Unused tuition fees × weeks in default period

8.0 REFUNDS

Fee Refund Conditions	Refund Applicable
<p>1. If an intending overseas student is not granted a student visa from Australian High Commission/ Australian Embassy/Department Of Home Affairs for any reason, (Documentary evidence of the visa refusal is required)</p>	<p>A refund of tuition fees received by AVETA will be issued to the student based on the following calculations as per Section 9 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014:</p> <p>The refund will be all course fees paid in advance by the student for each and every course in the "package of courses" minus an administration and processing charge of the lesser of:</p> <ul style="list-style-type: none"> (i) 5% of the amount of course fees received by AVETA before the default day, or (ii) \$500 <p>(*Course fees = tuition fees + non-tuition fees received by AVETA in respect of the student)</p>
<p>2. If AVETA receives a written notice of withdrawal more than 28 days before the commencement date of the first course in the "package of courses"</p>	<p>The refund will be 25% of the course fees paid in advance by the student for each and every course in the "package of courses" minus an administration and processing charge of the lesser of:</p> <ul style="list-style-type: none"> (i) 5% of the amount of course fees received by AVETA before the default day, or (ii) \$500

<p>3. If AVETA receives a written notice of withdrawal more than 14 days but less than 28 days before the commencement date of the first course in the "package of courses"</p>	<p>The refund will be 15% of course fees paid in advance by the student for each and every course in the "package of courses" minus an administration and processing charge of the lesser of:</p> <p style="padding-left: 40px;">(i) 5% of the amount of course fees received by AVETA before the default day, or (ii) \$500</p>
<p>4. If written notice is received 14 days or less before the commencement date of the first course of the "package of courses"</p>	<p>There will be no refund of any course fees paid in advance for each and every course in the "package of courses".</p>
<p>5. If the student withdraws their study after the commencement date of the first course in the "package of courses"</p>	<p>There will be no refund of any course fees paid in advance for each and every course in the "package of courses".</p>
<p>6. If a student cancels their enrolment after they have commenced study in a course.</p>	<p>There will be no refund of any course fees paid in advance.</p> <p>In addition, if a student has any outstanding fees to the end of their current course, they will be required to pay the outstanding fees to AVETA prior to AVETA providing them with a release letter or cancelling their enrolment.</p>
<p>7. If a student's visa is cancelled due to their breach of international student visa conditions or AVETA Policies and Procedures or Student Misbehaviour after the commencement of the first course in the "package of courses"</p>	<p>Maintaining the conditions of the visa and following AVETA's policies and procedures is the student's responsibility. There will be no refund of any fees paid in advance for each and every course in the "package of courses".</p>

<p>8. Prior to enrolment any Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence. If an international student wishes to proceed with RPL following the initial discussion they will be required to make a cost recovery payment to AVETA irrespective of whether or not RPL is granted or not granted. For Domestic Students the RPL process for formal, non-formal and/or informal learning will be at no cost to the student.</p>	<p>Where Recognition of Prior Learning (RPL) is granted this will require a shortening of the duration of a specific course in the "package of courses" and as a result a pro-rata fee will be worked out for the specific course and offered to the student. Once the student accepts the offer, there will be no further reduction of the fee and all refund conditions apply to each course in the "package of courses".</p>
<p>9. If a student's visa expires whilst studying a "package of courses" and they are not able to complete their "package of courses" because their application for an extension of visa is not granted by DEPARTMENT OF HOME AFFAIRS</p>	<p>No refunds for all unused fees paid for each and every course in the "package of courses"</p>
<p>10. If a student is not able to complete a "package of courses" because their application for a change of visa type whilst studying a "package of courses" is approved by DEPARTMENT OF HOME AFFAIRS</p>	<p>No refunds for all unused fees paid for each and every course in the "package of courses"</p>
<p>11. If a student is granted a deferment or temporary suspension of studies after the commencement of a "package of courses"</p>	<p>AVETA will hold all fees paid in advance in trust for the period of the suspension/deferment. If the student does not return or re-commence on the agreed date without the approval of AVETA, the student is deemed to have withdrawn, and their enrolment will be cancelled. There will be no refund of any fees paid in advance for each and every course in the "package of courses".</p>
<p>12. If a student is granted a deferment or temporary suspension of studies before the commencement (date of original CoE) of a "package of courses"</p>	<p>AVETA will hold all fees paid in advance in trust for the period of the suspension/deferment. If the student withdraws or does not commence on the agreed date without the approval of AVETA, the student is deemed to be at default and their enrolment will be cancelled. There will be no refund of any fees paid in advance for each and every course in the "package of courses".</p>

<p>13. In case of Student default : the student does not start their study after the commencement date of the first course in the "package of courses"</p>	<p>There will be no refund of any course fees paid in advance for each and every course in the "package of courses".</p>
<p>14. In case of Provider default: under the following circumstances:</p> <ul style="list-style-type: none"> • The course does not begin on the agreed commencement date; or, • The course ceases to be provided at any time after it commences but before it is completed; or, • The course is not provided in full to the student because a sanction has been imposed on AVETA or any other reason. 	<p>Full refund of unused tuition fees paid in advance.</p> <p>A refund of 'unused tuition fees' received by AVETA will be issued to the student based on the calculations as per Section 10 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.</p>

9.0 PROCESS FOR CLAIMING REFUNDS

- a) Refund applications must be made in writing on the Refund or Transfer of Fees Request Form.
- b) Any pre-payments that students make to AVETA for Educational services that AVETA will provide to them may be offset against any debts that they owe to AVETA for the provision of educational services. In addition where AVETA has offset any pre-payments against debts that a student owes to AVETA these amounts will not be included in the refund calculations if they apply for a refund of these moneys.
- c) Where AVETA has not offset prepayments of unused tuition fees against debts at time of enrolment, it will do so at the time of calculating any requests for refunds.
- d) AVETA's Administration Department will forward the completed form and attached evidence to AVETA's Finance Department, who will complete the remainder of the Refund or Transfer of Fees Request Form.
- e) Once completed by AVETA's Finance Department, the form will be forwarded to AVETA's CEO. All refund payments must be approved by AVETA's CEO.
- f) The funds covering the fees must be cleared (cheques cleared, telegraphic transfers received) before any refunds are processed.
- g) The student will be notified via post of the outcome of the refund application within 20 working days from the application date.
- h) The refund will be processed within 20 working days and a record of the refund will be kept on the student's individual file.

- i) This procedure, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- j) The student will not be entitled to any refunds for administration fees they have paid for changes to their course enrolments.
- k) The student will not be refunded for any fees charges administered by financial institutions arising from international money transfers or transfers which involve different currencies.

10.0 APPEALS

Students can choose to appeal any decision made by AVETA in relation to refunds in accordance with the Complaints and Appeals Policy and Procedures.

P.01.08b

ASSESSMENT POLICY AND PROCEDURES

1.0 POLICY

1.1 As required by ASQA’s Standard 1 - Clause 1.8, AVETA’s assessment systems (including recognition of prior learning) have been developed and implemented in such a way that they allows students both the opportunity and the time to develop their skills and knowledge — and to practice and demonstrate their skills in a holistic and meaningful way.

Accordingly, AVETA’s students will be assessed against the Elements and Performance Criteria of each Unit of Competency in a qualification, and they will be required to demonstrate that they are capable of performing these Assessment Tasks to an acceptable level (based on the performance of individual students). Note – For English Courses on AVETA’s CRICOS Scope of Registration (ELICOS), students will be summatively assessed (i.e. graded) across the four (4) English Macros (of Speaking, Reading, Writing and Listening) following delivery of Units 1-4 where the student has completed formative activities for feedback on progress, then following Units 5-8 and finally following Units 9-10 or 9-12 depending on the level.

In addition, assessment judgements made by AVETA’s VET Assessors will be consistently made on a sound basis that will comply with the “Assessment Requirements” of each Unit of Competency – with students providing Performance evidence and Knowledge evidence for summative assessment from the relevant Training Package and which will be conducted in accordance with the Principles of Assessment (Table 1.8-1) and the Rules of Evidence (Table 1.8-2) as outlined below:

Table 1.8-1 - Principles of Assessment (The principles of fairness, flexibility, validity and reliability will be taken into consideration by AVETA’s Assessors when assessing evidence submitted by students initially at a Task level, then when assessing competence based on the pool of evidence submitted by students at a Unit of Competency level):

Fairness	<p>The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p> <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Prior to enrolment, process and where required assess Recognition of Prior Learning (RPL) for Formal, Informal and Non-Formal Learning for all students, and if required, make adjustments to the training and assessment timetable for these students. Note – For English Courses the RPL process will not be conducted as this has already been taken into account when determining the Placement level for each student. • The Assessor will take into account the student’s needs in the assessment process and make reasonable adjustments to accommodate the student where appropriate; but will not compromise the rigour of the assessment process. • The timetabled Trainer/Assessor will ensure that all students are fully informed of the assessment process and performance expectations before undertaking assessments. • If a student is unable to complete any required task to the level described in the assessment requirements, the Assessor will provide feedback and consider whether the student needs further training before being reassessed. • AVETA’s enrolment processes will identify the needs of students and avoid students being enrolled in a course that they will not be able to complete. • AVETA will ensure that its appeals process is an avenue for students to challenge any assessment decision and to have it reviewed objectively.
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<p>Flexibility</p>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner’s needs • assessing competencies held by the learner no matter how or where they have been acquired • drawing from a range of assessment methods and using those that are appropriate to the job outcome, context, the Unit of Competency and associated “Assessment Requirements”, and the individual. <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Prior to enrolment, process and where required assess Recognition of Prior Learning (RPL) for Formal, Informal and Non-Formal Learning for all students and if required made adjustments to the training and assessment timetable for these students. Note – For English Courses the RPL process will not be conducted as this has already been taken into account when determining the Placement level for each student. • Take the student into account in the VET assessment process, and recognise that they may already have demonstrated some aspects of the Unit of Competency through other means. If an individual student has demonstrated current skills and knowledge, they should not be required to be reassessed in those areas, unless the previous demonstration of skills or knowledge was in a significantly different context or environment. • Use a range of assessment methods (i.e. a pool of evidence) to help produce valid assessment decisions and recognise that students demonstrate competence in a variety of ways.
<p>Validity</p>	<p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements cover the broad range of skills and knowledge that are essential to competent performance • assessment of knowledge and skills is integrated with their practical application • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations • judgement of competence is based on a pool of evidence of learner performance that is aligned to the Unit/s of Competency and associated assessment requirements. <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Require students to demonstrate skills and knowledge across a range of environments and contexts relevant to the Unit of Competency. Assessing in a variety of contexts shows that the student is able to apply the skills and knowledge in other situations, and can apply their knowledge in a practical way. • Ensure that assessment tasks and methods match assessment requirements. • Ensure skills are assessed by observing the student actually carrying out the relevant task in an appropriate environment. • Recognise that it is not appropriate to assess a student’s ability to carry out a task by simply requiring them to describe how they would do the task.
<p>Reliability</p>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the Assessor conducting the assessment.</p> <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Make assessment decisions consistently across different students and different Assessors in the same unit. • Provide an assessment system that details the context and conditions of

	<p>assessment for VET Assessors (whereby the Assessor will utilise Behavioural Checklists provided in each Unit of Competency Assessment tool on an Assessment Task by Task basis, in order to ensure consistency in the application of assessment across different VET Assessors and for different student cohorts).</p> <ul style="list-style-type: none"> • Have a well-designed assessment system that includes measures to minimise variation between Assessors. The same evidence presented by different students or to different Assessors should result in the same decision. • Develop evidence criteria (i.e. decision-making rules – which require the VET Assessor to utilise Behavioural Checklists provided for this purpose in each Unit of Competency Assessment Tool) to judge the quality of performance. This will help Assessors make consistent judgements about competence. Evidence criteria could include: <ul style="list-style-type: none"> • Descriptions of observations needed to assess performance and application of knowledge in a practical activity. • VET Benchmarks for practical activities must necessarily be broad enough to allow for variations in the precise Assessment Task being undertaken and any variations in the context, but must include ‘observable behaviours’—the behaviours which must be exhibited by the student when carrying out the task (AVETA’s VET Assessors will use Observable Behaviour – Assessor Checklists on a Task by Task basis for this purpose).
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Table 1.8-2 - Rules of Evidence (The evidence used by an AVETA Assessor to make a decision about competence must be valid, sufficient, authentic and current).

<p>Validity</p>	<p>The Assessor is assured that the learner has the skills, knowledge and attributes as described in the module or Unit of Competency and associated assessment requirements.</p> <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Ensure that evidence is directly related to the competency (VET) and English Macro (English Courses) being assessed. • Ensure there is a direct relationship between the Assessment Task the student undertakes (including assessment of practical application of skills); the evidence presented by the student for summative assessment; and the VET assessment requirements.
<p>Sufficiency</p>	<p>The Assessor is assured that the quality, quantity and relevance of the assessment evidence enabling a judgement to be made of a learner’s competency.</p> <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Gather enough evidence from the students to make a valid judgement of competence or otherwise (VET Courses as outlined in each Unit of Competency Summative Assessment Tool i.e. <u>a pool of evidence</u>). For English Courses: the student’s English Macro evidence will be graded. • Recognise that the quantity of evidence may vary between students. Specifically, for VET students, some may take longer or need to complete a greater number of Assessment Tasks or Activities to demonstrate competence. Others may not be able to achieve competence despite repeated opportunities.

<p>Authenticity</p>	<p>The Assessor is assured that the evidence presented for assessment is the learner's own work.</p> <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Ensure that evidence submitted for summative assessment 'belongs' to the student being assessed and that it provides evidence of that person's skills and knowledge. • To undertake many of the Assessment Tasks for Units of Competency included in Training Package qualifications, because of the vast amount of information that students will be required to research, it has been determined that they can use the "Open-Book Method" to research for specific information using the Student Resource that has been provided to them for these Units of Competency, or where they need to search the Internet for an appropriate response, in either case they will be required to provide a reference to their source, as part of their Knowledge or Performance evidence they submit to their Assessor for summative assessment. • Verify that the person AVETA is enrolling, training and assessing is the same person that will be issued with a qualification or statement of attainment. Note – for English Courses AVETA will issue a "Transcript" at the completion of Units 1-4 and Units 5-8 that will indicate to the student what progress they are making, and finally at the completion of Units 9-10 or 9-12 (depending on the level) to determine whether the student can Level-up. • Regardless of the delivery or assessment method chosen by AVETA, it will be able to demonstrate how AVETA has verified the identity of the student.
<p>Currency</p>	<p>The Assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p> <p>Taking this into account AVETA will -</p> <ul style="list-style-type: none"> • Decide how valid the evidence is, given the time that may have passed since the evidence was generated. • Recognise that currency is important in determining if a student is competent particularly with recognition of prior learning, as the student may present a range of evidence gathered over a number of years. This does not mean evidence that is not recent is not valid; however, AVETA will ensure there is sufficient evidence of the person's competence at the time AVETA makes the assessment decision. Note – For English Courses, immediately following a summative assessment activity the student will be provided with feedback in the form of a Transcript which reflects current skills against the four English Macros. • Determine whether the evidence is recent enough to show the student is competent at the time that an assessment decision is made. • Recognise that this varies to some extent between industries and, as a person with current industry skills and knowledge, an AVETA VET Assessor is well-placed to make this judgement.

In summary, AVETA will gather evidence from a variety of sources (which will create a pool of evidence on which the assessment of competency will be based). In addition but not limited to:

- Assessments of evidence and judgements about competency will be undertaken by AVETA Assessors who meets the specific requirements for an Assessor in the Standards for Registered Training Organisations 2015.
- Validation of AVETA's assessment judgements is carried out with at least 50% of AVETA's Training products being validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on AVETA's scope of registration (including those risks identified by the VET regulator).
- AVETA's assessments will always be based on the performance of the individual learner

1.2 AVETA's assessment system will ensure that VET assessment (including Recognition of Prior Learning):

- complies with the assessment requirements of relevant the Training Package; and
- is conducted in accordance with the Principles of Assessment and the Rules of Evidence

1.3 AVETA will implement a plan for ongoing systematic validation of its assessment practices and judgements for each training product on the AVETA's scope of registration. This plan will identify:

- when assessment validation will occur;
- which training products will be the focus of the validation;
- who will lead and participate in the validation activities; and
- how the outcomes of these activities will be documented and acted upon.

1.4 AVETA's relevant Training Coordinator or Compliance Manager will be responsible for developing and implementing a validation plan for the training products on AVETA's scope of registration for which they are responsible. In developing this plan the Training Coordinator will ensure:

- that each Training Product will undergo validation at least once every 5 years
- that at least 50% of the Training Products are validated within first three years of that cycle
- that certain Training Products may need to be validated more often where specific risks have been identified e.g. through industry engagement or advised by the VET regulator

In addition, AVETA's Training Coordinator will systematically conduct validation activities to confirm assessment judgements. It is not intended to validate every assessment judgement, the relevant Training Coordinator will conduct a valid sampling approach in order to conduct a quality review process and that will allow a reasonable inference to be made that assessment judgement have been valid overall. They will also ensure that the sample chosen is random and that it is representative of all assessment judgements. With this approach AVETA can reliably predict the likelihood of any assessment judgement being valid.

1.5 AVETA's VET assessment practices and judgements will be undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

- vocational competencies and current industry skills relevant to the assessment being validated;
- current knowledge and skills in vocational teaching and learning; and
- the relevant TAE training and assessment qualification

AVETA's VET Training Coordinator will undertake a team approach to this validation activity whereby AVETA's Assessors can be involved in this validation activity as long as they were not directly involved in deciding the validation outcome for their assessment decisions.

1.6 AVETA will process Recognition of Prior Learning for potential learners prior to enrolment, in order that AVETA can determine the amount of training it will provide to each learner with regard to their existing skills, knowledge and the experience of the learner. AVETA will conduct RPL as an assessment process that assesses the competency(s) of a potential learner that may have been acquired through formal, non-formal and informal learning to determine the extent to which that learner meets the requirements specified in the Training Package or VET accredited course. AVETA's RPL evidence gathering process will include the RPL conversation record together with the evidence the student will submit to the RPL Assessor for summative assessment. This will form a pool of evidence that the RPL Assessor will use to assess RPL credit. Note – For English Courses on AVETA's Scope of Registration this process will not be implemented as it is already part of the Placement Process for each student.

1.7 Where an RPL VET Assessor determines that it is appropriate to collect third party evidence AVETA will provide sufficient guidance to both the RPL Assessor and the third party by:

- The VET Assessor selecting the most appropriate best third party i.e. the most appropriate person to observe or report on the performance of the learner who is in a position to make a valid comment on the learner's performance.
- Providing quality materials for collecting evidence i.e. these materials will seek/solicit/allow for feedback that is directly related to the relevant Unit(s) of Competency on the learner's performance.
- Providing the third party with comprehensive information about their role in the evidence-gathering process i.e. providing clear guidance and instruction on when, how, how often and over what period of time the evidence is to be collected. The materials will explain the form in which the evidence will be collected—namely an observation checklist that clearly identifies what was observed or performed by the learner.
- Obtaining confirmation that the third party understands their role in the process i.e. this will include confirmation that the third party has agreed to participate in the evidence-gathering process and that they understand when and how to collect evidence and the conditions under which the work activity is conducted.

1.8 For a learner to be assessed as competent by AVETA, the learner must demonstrate their:

- ability to perform relevant tasks in a variety of simulated workplace situations
- understanding of what they are doing, why they are doing it and when they need to perform tasks
- ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

1.9 An AVETA VET learner will:

- be assessed against the assessment requirements as outlined in the Unit of Competency
- be assessed in a safe environment where evidence gathered demonstrates consistent performance of typical activities in a workplace (where applicable)

2.0 INTEGRITY

The academic standards and integrity of AVETA will be maintained throughout every aspect of the assessment process. AVETA will ensure the integrity of its assessment processes by ensuring that the following principles are adhered to:

- Assessments will be planned and delivered by qualified AVETA Assessors
- Assessors will inform students of the assessment requirements and will ensure that the students have every opportunity to complete all assessments requirements for all Units of Competency (For English Courses this will be for completed formative activities in four Unit Blocks) within their period of enrolment for as particular qualification – as outline in the associated CoE:
 - Assessors will only use AVETA version controlled documentation or approved assessment resources
 - All AVETA students will be encouraged to undertake formative activities before commencing a summative Assessment Task (as outlined in each Unit of Competency's Summative Assessment Tool. For English Courses formative activities will be scheduled and timetabled prior to a student undertaking a summative assessment for four Units.
 - All AVETA students will be provided with timely feedback on the evidence that they have provided in order to be deemed S - satisfactory (for each Assessment Task) and then C – Competent (for each Unit of Competency). For English Courses this will be provided as part of the "Progress and Level-up Transcripts).
 - All AVETA VET assessments that require the student to provide evidence of competency, will be designed to ensure that they are:
 - valid
 - the VET evidence presented demonstrates the learner has the skills, knowledge and attributes as described in the Unit of Competency and assessment requirements.
 - sufficient
 - the quality, quantity and relevance of VET evidence presented enables a judgement to be made of a learner's competency
 - current
 - the VET evidence presented is from either the present or the very recent past, and
 - authentic
 - the VET evidence presented for assessment is the learner's own work.

3.0 SAFEGUARDS

AVETA will safeguard its assessment processes by ensuring that:

- a) All VET Trainers/Assessors employed by AVETA will up-date their Trainer Matrix on an annual basis; which will be maintained on their personal file.
- b) During the induction of all AVETA VET and English Trainers, they will be provided with Staff Handbook, which will include information on the process of assessment at AVETA
- c) All Trainers employed by AVETA will have access to the relevant version controlled 'student copy' assessment tool or English purchased resources used for formative activities and summative assessments
- d) AVETA understands that while 'there is no hierarchy of evidence, the relevant Training Packages (for qualifications on its scope of registration), describe the outcomes of assessment and provide advice about the scope and context for assessment, and prescribe exactly what type of evidence, or how much evidence, must be collected from students. For English Courses the evidence collected will be as a direct result of each student completing the summative assessments during their course of study.
- e) AVETA recognises that it is the quality of all evidence collected that is important to making a sound judgement about competence or performance.

4.0 REFERENCES

- a) Australian Qualifications Framework (AQF)
- b) Australian Skills Quality Authority (ASQA)
- c) Standards for Registered Training Organisations (RTO) 2015
- d) National Code 2018

5.0 DEFINITIONS

Assessment

- o Means the process of collecting evidence and making judgements on whether competency or skill has been achieved, to confirm that an individual can perform to the standard required in the workplace or simulated workplace, as specified in a Training Package or English Standard for each Macro.

Assessment system

- o Is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensures assessments are consistent and are based on the Principles of Assessment and the Rules of Evidence.

Competency

- o For VET Courses this means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to other situations and environments.

Unit of Competency

- o For VET Courses this means the specification of the standards of performance required in the workplace as defined in a Training Package or VET Accredited Course.

Validation

- o Is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the Training Package or English Course are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

Evidence

- o Is the evidence (both performance and knowledge) submitted by a student for summative assessment
Note – As AVETA has determined that knowledge assessments will be conducted as "open book" assessments; students will be required to identify their source as part of their response to each question.

Irregularity for the purposes of student assessment processes

- o The unauthorised use, or attempted unauthorised use, of materials (written or otherwise) by a student to gain an unfair advantage at any point in the provision of evidence used to assess the student's level of summative competency or skill. This includes any action undertaken by a student which would constitute an unfair advantage or intentionally fraudulent attempt to demonstrate competency. An irregularity includes misconduct, cheating, or collusion, and/or plagiarism.

6.0 INDUCTION

Upon induction, AVETA's relevant Trainer will advise their students of the following:

- a) Special consideration during any training and/or assessments
- b) Support for students with special needs
- c) Cheating
- d) Plagiarism
- e) AVETA's Student Complaints and Appeals Process

7.0 ASSESSMENT ACTIVITIES

AVETA VET Trainers/Assessors will advise students at or prior to the commencement of a Unit of Competency of the following:

- a) The context and purpose of the assessment and the assessment process (formative and summative)
 - b) The methods of assessment and evidence requirements, including the performance/knowledge evidence requirements or the skills and knowledge assessment criteria
 - c) Timelines for assessment, including dates by which the assessment process is to be finalised (i.e. for International students – by the end date of their CoE.
 - d) Results categories for Assessment Tasks i.e. either: S - Satisfactory or NYS – Not Yet Satisfactory
 - e) Results categories for Units of Competency i.e. either: C - Competent or NYC - Not Yet Competent
 - f) Details of materials and equipment that will be provided by AVETA for use during Assessment Tasks
 - g) The advisability of retaining a copy of submitted materials where appropriate
 - h) Timetabled re-assessment and catch-up days; which are identified in the relevant timetable
- After the student has submitted a pool of evidence (ie Direct, Indirect and / or Supplementary as outlined in the Skills and Knowledge Assessment Tool for each Unit of Competency) in order to be deemed competent, the Assessor will provide individual feedback to the student.
 - Students will have every opportunity to complete all assessment tasks for a Unit of Competency during their period of enrolment (CoE).

AVETA English Courses Trainers/Assessors will advise students at or prior to the commencement of their English Course of the following:

- i) The context and purpose of the assessment and the assessment process (formative and summative)
 - j) The methods of assessment and evidence requirements
 - k) Timelines for assessment, including dates on which the assessment process will be undertaken
 - l) Results categories for Assessment Tasks i.e. either: P – Pass or NI – Needs Improvement
 - m) Details of materials and equipment that will be provided by AVETA for use during summative assessment process
 - n) The re-assessment and catch-up process if applicable
- For VET students - After a student has submitted a pool of evidence (ie Direct, Indirect and / or Supplementary as outlined in the Skills and Knowledge Assessment Tool for each Unit of Competency) in order to be deemed competent, the VET Assessor will provide individual feedback to the student.
 - Students will have every opportunity to complete all summative assessments during their period of enrolment (CoE).

8.0 ASSESSMENT RECORDING

AVETA will record the result of all summative assessment decisions, and retain evidence on the student's academic file.

9.0 ASSESSMENT MISCONDUCT

9.1 Identification of misconduct

If an AVETA Assessor believes there has been a serious and/or pre-meditated irregularity or act of misconduct during an assessment, a meeting between the Assessor and AVETA's CEO will be convened to investigate the matter. The student will be advised on the procedures of the investigation. The piece of evidence submitted for summative assessment which the irregularity is suspected, will be retained by the Assessor, until the investigation, including any appeal, is complete or the agreed date for the return of assessed evidence – but within the student's enrolment period.

9.2 Disciplinary action

If the AVETA Assessor, in consultation with AVETA's CEO, finds that an irregularity has occurred they may, whilst taking into account the seriousness of the occurrence, and the circumstances surrounding the occurrence, and ensuring the natural justice is paramount, may decide that:

- a) The case against the student is not sustained and therefore dismissed
- b) The student will be required to undertake further assessment
- c) The student may be reprimanded by the AVETA CEO
- d) An 'NYC' result will be recorded for the Unit of Competency

The student will be informed in writing of the decision, the reason(s) for the decision and the appeal mechanism within two (2) working days of the decision being made. The relevant Trainer will retain copies of all documentation, including any evidence collected; and will ensure that it is placed on the particular student's file.

9.3 Grounds for Appeal

A student who is dissatisfied with the outcome of an assessment outcome, in the first instance, should discuss their concerns with the Assessor. If the issue is not resolved and requires escalation to a higher authority, the student may appeal the decision(s) on one or more of the following grounds according to AVETA's Complaints and Appeals process to AVETA's CEO:

- a) That a procedural irregularity has occurred
- b) That evidence was inappropriately assessed

P.19.08

SPECIAL CONSIDERATION POLICY and PROCEDURES – Reasonable Adjustments

1.0 Policy

In line with Standards for Registered Training Organisations 2015 Clause 1.8-1 AVETA will apply reasonable adjustments to any assessment activity, after being advised by a student prior to commencing an assessment activity that they desire a reasonable adjustment to be made to the assessment process. AVETA will then take into account the individual learner's needs by :

- considering that any reasonable adjustments to be any measure or action that a student requires because of their circumstances
- considering an adjustment to be reasonable if it achieves the purpose while taking into account factors such as the nature of the need, the views of the student, the potential effect of the adjustment on the student and others who might be affected, and the costs and benefits of making the adjustment.
- recognising that there may be more than one adjustment that is reasonable in a given set of circumstances and will make adjustments that are reasonable and that do not cause AVETA unjustifiable hardship.

This means that AVETA will take meaningful, transparent and reasonable steps to consult consider and implement reasonable adjustments for students who disclose that they have a disability, acute illness, loss or bereavement and hardship or trauma. AVETA will take reasonable steps to ensure that any adjustments that are required will be done in a confidential way and within a reasonable time. As an example AVETA's Assessors who are required to apply a reasonable adjustment may consider providing oral rather than written assessments but will not compromise the rigour of the assessment process.

This policy also aligns to the Disability Standards for Education 2005, which requires AVETA to make reasonable adjustments where necessary to the extent that those adjustments do not cause AVETA unjustifiable hardship.

2.0 Procedures to be followed:

- a) Students wishing to apply for special consideration are required to contact their Trainer/Assessor or the relevant Training Coordinator for actioning their need.
- b) The Trainer/Assessor or relevant Training Coordinator will assess what intervention is required and consult with the student as to whether the adjustment is reasonable, the extent to which the adjustment would achieve its aim and whether there is any other reasonable adjustments that would be less disruptive and intrusive and no less beneficial for the student to address their need.
- c) At the conclusion of these discussions the Trainer/Assessor or relevant Training Coordinator will document the outcome/s on AVETA's Special Consideration Form and place it on the relevant students file.

P.03.08 CHEATING AND PLAGIARISM POLICY

1.0 POLICY

Academic integrity is an essential component of Education in the VET sector. Accordingly cheating and plagiarism in any form will not be accepted at AVETA as it undermines the Australian Qualifications Framework. In the event that a student is revealed to be cheating or plagiarising, they will be dealt with in accordance with this policy.

2.0 SCOPE

This policy applies to all AVETA students and staff.

3.0 DEFINITIONS

Attribution: Acknowledging the author or artist of words, music, computer code, artistic works, designs or ideas.

Cheating: Is an act of lying, deception, fraud, trickery, imposture, or imposition. Cheating is characteristically employed to create an unfair advantage, usually in one's own interest, and often at the expense of others

Citation: Directly quoting or paraphrasing another person's text, work or idea, and giving credit to the author by referencing it.

Collaboration: An academic activity involving more than one person.

Collusion: Another person assisting in the production of an assessment submission without the express requirement, consent or knowledge of the assessor.

Copyright: The legal right granted to an author, artist, publisher, or distributor to the exclusive publication, production, sale, or distribution of a literary, musical, dramatic, or artistic work.

Paraphrasing: Repeating a section of text using different words which retain the original meaning.

Plagiarism: To take and use another person's ideas and or manner of expressing them and to pass them off as one's own by failing to give appropriate acknowledgement. This includes material from any source, staff, students or the Internet – published and un-published works.

Quotation: Placing an excerpt from an original source into a paper using either quotation marks or indentation, with the source cited, using an approved referencing system in order to give credit to the original author.

Referencing: Providing a reference to the source of the citation

4.0 POLICY PRINCIPLES

- a) This policy will be provided to all students at Orientation in AVETA's Student Handbook.
- b) Any forms of cheating or plagiarism are expressly forbidden by AVETA. Specifically:
 - I. No student will assist any other student in the provision that is submitted as evidence for a Summative Assessment. This will be confirmed by the student at the time of submission of evidence that they declare that the evidence they are submitting for assessment is their own work.
 - II. Where the assessment process requires a third party report to be submitted as evidence it must be signed and dated by the nominated third party. A student who forges or signs for a nominated third party is considered to be cheating.
- c) Plagiarism can take several forms:
 - a) Presenting another's work as one's own without appropriate attribution to the original source
 - b) Paraphrasing sentences or whole paragraphs without due acknowledgement to the original work
 - c) Submitting work with the intention to deceive the assessor as to the true/actual contribution made by the student submitting the work

4.1 Consequences of Cheating or Plagiarising

- Any form of cheating or plagiarising is considered to be unacceptable.
- The consequences associated with cheating or plagiarising will reflect the seriousness of the AVETA's commitment to academic integrity. These consequences may include revising and resubmitting assessment work, as a result of being assessed as NS (Not Satisfactory) for the assessment task,
- If the student is assessed as NYC (Not yet competent) for the unit of competency as a result of their cheating or plagiarising they will be required to re-enrol in the unit.
- All procedures used for dealing with cases of cheating or plagiarising must incorporate the following principles:
 - a) **Procedural Fairness** (also called 'natural justice') in the handling of a complaint involves all of the following elements:
 - a) The student must have the opportunity to present their case to the decision-maker. The student will be informed of the nature and substance of all allegations and of all information used in arriving at the decision and will be allowed to respond to that information. Normally students will also be given the opportunity for an oral hearing, but this is not required by procedural fairness, unless credibility is at issue
 - b) The right to an independent unbiased decision-maker. Specifically, the person laying the charge cannot be involved in the decision making process
 - c) A final decision must be based solely on relevant evidence
 - d) Reasons must be given to the student for the decision/s
 - b) **Transparency:** Procedures aim to be easily accessible to all staff and students, with transparent operation and outcomes. Procedures are capable of resolving cases of cheating in a timely manner with clear deadlines for each stage of resolution. Reasons for each decision are provided to all parties concerned, and are fair to and cognisant of the interests of both students and staff.
 - c) **Confidentiality:** All information provided in cheating or plagiarising procedures are strictly confidential and can be used only for the investigation of the suspected cheating or plagiarising incident, unless the express consent of the individual(s) concerned is obtained or AVETA has reasonable grounds for believing that the use of the information will reduce a threat to the life or health of any person; or the use is specifically required by law.
 - d) **Equity:** Instances of cheating or plagiarising will be dealt with in an equitable and culturally sensitive manner.
 - e) **Representation/Support:** Persons subject to allegations of cheating or plagiarising will have the option of attending meetings to discuss the allegations and to review cheating or plagiarising outcomes in the company of a designated advocate, representative, friend or support person.
 - f) **Balance of Probabilities:** The rules of evidence under common law and other legal conventions do not apply to meetings dealing with cheating or plagiarising cases. The principle to be applied to the evidence in reaching a decision will be based on the criminal law principle of 'beyond reasonable doubt'.
- A copy of the concerned assessment work, written records of meetings, phone conversations, emails and oral presentations involving the student and the assessor will be stamped as confidential and these records placed in a sealed section on the student's file.

5.0 APPEALS

- A student who wishes to appeal against a ruling made under this Policy may do so in writing under AVETA's Complaints and Appeals Process. Students will be informed of this right in the notification of an investigation.

P.03.02

COMPLAINTS AND APPEALS POLICY

1.0 INTRODUCTION

1.1 In line with the National Code 2018, Standard 10 - Complaints and appeals, AVETA has specifically design this policy and procedure to provide enrolling international students with a documented internal complaint handling and appeals process and policy, in order to provide these students with comprehensive, free and easily accessible information about the process and policy.

1.2 In the first instance the student should be advised to raise their complaint with the originating source. If the student believes that the matter cannot be resolved informally and they wish to peruse the matter further they should raise their complaint with AVETA's CEO.

1.3 AVETA's CEO will respond to any complaint the overseas student makes regarding their dealings with AVETA; or their Education Agents; or any other related party AVETA has an arrangement with to deliver/assess the overseas student's course or related services.

1.4 AVETA's CEO will commence assessment of the complaint or appeal within 10 working days of it being made in accordance with AVETA's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable. During this process AVETA will ensure that the overseas student is given an opportunity to formally present their case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings

1.5 During the assessment of the complaint or appeal it will at all times be handled in a professional, fair and transparent manner

1.6 AVETA will provide the overseas student with a written statement of the outcome of the internal complaint, including detailed reasons for the outcome and will keep a written record of the complaint, including a statement of the outcome and reasons for the outcome on the student's file.

1.7 If the overseas student is not successful after utilising AVETA's internal complaints handling process, AVETA's will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external appeals process at minimal or no cost. AVETA will give the overseas student the contact details of the appropriate external appeals body.

1.8 If the internal complaints handling process or appeal results in a decision or recommendation in favour of the overseas student, AVETA will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.

1.9 A student's enrolment will be maintained whilst a complaint is in progress and the outcome has not been determined, except in cases where AVETA is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment.

1.10 Where a student wishes to appeal a decision made by AVETA they should do so in writing to AVETA's CEO. After conducting a review of the appeal, AVETA CEO will provide the overseas student with a written statement of the outcome of the appeal, including the reasons for the outcome and will keep a written record of the appeal on the student's file.

1.11 If the overseas student is not successful after utilising AVETA's appeal handling process, AVETA's will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external appeal process at minimal or no cost. AVETA will give the overseas student the contact details of the appropriate external appeal body or bodies. In addressing "Complaints and Appeals" AVETA has defined these as:

- a “Internal Complaint” is where a prospective student or enrolled student registers a formal complaint, in writing using F.19.14b **concerning the manner (or behaviour)** in which AVETA or its staff (including Trainers/Assessors, Administrative Staff or Educational Agents) deals with or provides educational or marketing services to the student. This includes but is not limited to student facilities or amenities, or discrimination, sexual harassment, bullying or any other behavioural issue that may arise when enrolling or studying at AVETA.
- an “External Appeal” is where prospective student, enrolled student registers a formal appeal against a decision, in writing using F.01.14 **relating to a decision** made by AVETA or its staff (including but not limited to AVETA’s CEO, Trainers/Assessors, Administrative/Support Staff or Educational Agents) dealing with, but not limited to, any educational or enrolment services provided to any of these people. This includes an appeal to challenge an assessment decision.

In addressing “Complaints and Appeals” AVETA has defined these as:

- a “**Internal Complaint**” is where a prospective student or enrolled student registers a complaint; initially this may be verbal and then can escalate in writing using F.19.14b, **concerning the manner (or behaviour)** in which AVETA or its staff (including Trainers/Assessors, Administrative Staff or Educational Agents) deals with or provides educational or marketing services to any of these groups. This also includes student amenities, discrimination, sexual harassment, bullying or any other issue that may arise when enrolling or studying at AVETA.
- an “**Appeal**” is where prospective student, enrolled student registers i) a formal appeal following an Internal Complaint or ii) where a student challenges an assessment decision made by their Assessor, both situations in writing using F.01.14, **relating to a decision** made by AVETA or their staff (including Trainers/Assessors, Administrative Staff or Educational Agents) dealing with, but not limited to, educational or enrolment services, or assessment decisions.
- In defining these situations a professional, fair and transparent manner, AVETA believes that it can ensure that both situations can be addressed in terms of clarity and efficiency; and where appropriate use the outcomes of these processes to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- This policy and corresponding procedure aligns to the:
 - **Standards for Registered Training Organisations (RTO’s) 2015** Clauses 1.8, 2.2, 6.1, 6.2, 6.3, 6.4, 6.5 and
 - **Standard 10 of the National Code (2018).**

• **2.0 COMMUNICATION OF THE COMPLAINTS AND APPEALS POLICY**

- All AVETA prospective students will be provided with information about AVETA’s Complaints and Appeals Policy prior to the formalisation of enrolment through:
 - Course Pre-enrolment Information Sheets, and on
 - AVETA’s website www.aveta.edu.au)
- This policy will also be available to students through the following sources:
 - Student Handbook
 - Skill and knowledge Assessment Tool (given to students at the beginning of the delivery of each unit of competency)
 - At the AVETA’s Reception

- **3.0 EXTERNAL COMPLAINTS AND APPEALS**

a) Students have a variety of available options available to them if they wish to lodge an external complaint or appeal. These options include lodging a complaint through one of the following organisations or tribunals:

- ASQA* (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
- For “Bullying” issues direct to Fair Work Commission (<http://www.fwc.gov.au/>) Administrative Appeals Tribunal (<http://www.aat.gov.au>)

* Note that ASQA can only deal with complaints concerning the following:

- the information provided by an RTO about the courses listed on the RTO’s Scope of Registration
- the delivery and assessment of training provided and/or not provided to the enrolled student
- the qualifications issued or to be issued.

b) If an International student is not satisfied with the result or conduct of the internal complaint handling and appeals process, AVETA will advise the student of their right to access the external appeals process through the Overseas Student Ombudsman at no cost to themselves. The Overseas Student Ombudsman can be contacted as follows: ombudsman@ombudsman.gov.au or phone: 1300 362 072

c) Nothing in this policy or corresponding procedure inhibits the student to pursue other legal remedies under Australian Consumer Law. All International Students are entitled to have their dispute resolved by exercising their rights to other legal remedies; however where a student exercises this right any expenses incurred by the student will need to be borne by the student. Students wishing to take this course of action are advised to:

- Contact a solicitor; or
- Contact the Law Institute of Victoria for a referral to a solicitor (470 Bourke St Melbourne, ph: 9602 5000, www.liv.asn.au); or
- Contact one of the following legal aid providers: www.legalaid.vic.gov.au or www.wsls.org.au

d) If the external complaint handling or appeal process results in a decision that supports the student, AVETA will immediately implement any decision and/or corrective and preventative action required and will advise the student of this outcome.

PR.03.03

COMPLAINTS AND APPEALS PROCEDURES

1.0 POLICY REFERENCE

Complaints and Appeals Policy P.03.02

2.0 COMPLAINTS AND APPEALS PROCEDURES

AVETA's complaints and appeals process (relating to enrolled International and Domestic students and AVETA's employees) contains the formal method of resolution.

All records relating to the complaint will be placed on the students or staff file.

At all times throughout the complaints and appeals procedure it will be handled with confidentiality by all parties involved.

2.1 Formal Complaints

- a) Students or AVETA's employees who want to register a formal complaint should do so in writing to AVETA's CEO.
- b) The employee or student involved can have support people with them at any time during the process
- c) AVETA's CEO will handle the complaint, within 20 working days, with confidentiality and:
 - investigate the allegations
 - apply natural justice principles
 - find whether the allegations happened or were likely to have happened
 - make a report and recommend an action
 - implement an outcome
- d) AVETA's CEO will document every step to ensure consistency and fairness using AVETA's F.19.14b Student or Staff Complaints Form and maintain this record on the student or staff file.
- e) It is important that AVETA's CEO remains impartial throughout the entire process.
- f) AVETA's CEO will decide whether the allegation is sustained and what resolution and appropriate action will follow the outcome of the decision. Appropriate action could result in any of the following but not limited to:
 - requesting that the behaviour cease
 - removing anything offensive – graffiti, posters, screen savers, social media
 - discussing support options with both sides
 - asking them to consider meeting to resolve the issue using a mediator
 - monitoring the situation to ensure offensive behaviour is not continuing
 - monitoring to ensure neither party is victimised
- g) AVETA's CEO will inform those involved where else they may be able to obtain support - for example, the Victorian Equal Opportunity Commission, or Work Safe Victoria or Fair Work Australia or Overseas Students Ombudsman
- h) The resolution phase will commence immediately as soon as the decision is made by AVETA's CEO.
- i) Where AVETA's CEO considers that the resolution of a complaint or appeal is likely to take more than 60 calendar days to finalise the complaint or appeal, AVETA's CEO will:
 - inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
 - regularly update the complainant or appellant on the progress of the matter.

2.2 In line with the ASQA directive regarding making a complaint directly to ASQA:

Domestic students (including permanent residents)

- a) If a local/domestic student of an ASQA RTO (AVETA) and intends to make a complaint, they must first follow AVETA's complaints and appeals procedures.
- b) If, after following AVETA's procedures, they still believe AVETA is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the online complaint form (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
- c) Except in exceptional circumstances, the student must attach evidence to their complaint form showing:
 - i. that they have followed AVETA's complaints procedures, and AVETA's response.
 - ii. ASQA's processes require the student to identify themselves to ASQA as a complainant, although they may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

Overseas students (International Students)

- a) An International Student, who is an overseas student in Australia on an overseas student visa, must provide AVETA with an opportunity to address their complaint by following AVETA's complaints and appeals procedures, in accordance with Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).
- b) AVETA will give the student a written statement of the outcome, including reasons for the outcome.
- c) If they are not satisfied with the outcome, or the way AVETA handled the complaint, the student is entitled to take their complaint to an external appeals body.
- d) Overseas students enrolled with AVETA can lodge an external appeal with the Commonwealth Overseas Students Ombudsman. Contact details for the Overseas Students Ombudsman are available from www.oso.gov.au.

Contact details for the State Ombudsman Offices are available from the following website:
www.ombudsman.vic.gov.au

P.18.03 REPORTING INTERNATIONAL STUDENTS VIA PRISMS POLICY AND PROCEDURE

1.0 INTRODUCTION

AVETA must be proactive in maintaining student records, monitoring students and providing information via PRISMS about accepted students and any Student Course Variations as outlined in Section 19 of the Education Services for Overseas Students (ESOS) Act 2000.

AVETA staff using the PRISMS system should also refer to the Department of Education PRISMS User Guide.

- These staff will follow AVETA's procedural guidelines (as outlined below) if required to report International students via PRISMS, which may result in the International student's visa being cancelled by the Department of Home Affairs. The PRISMS Report Form F.16.12 will be used throughout this procedure.

2.0 REFERENCES

- ESOS National Code 2018 : Standards 7, 8, 9 & 10
- ESOS Act (2000)
- ESOS Regulations (2001)
- Department of Education PRISMS User Guide

3.0 RELATED AVETA POLICIES AND PROCEDURES

- Deferment, Suspension or Cancellation of Student Enrolment Policy
- Course Progress Policy and Risk Intervention Procedures
- Transfer Between Registered Providers Policy and Procedure (International and Domestic Students)
- Complaints and Appeals Policy

4.0 DEFINITIONS

PRISMS: 'Provider Registration and International Students Management System'. PRISMS is a secure database system operated by Department of Education and Department of Home Affairs which provides Australian education providers with the Confirmation of Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

Student Default: The ESOS Legislation Amendment (TPS) Act (2012) – Division 2, Subsection B, 47A – defines student default as follows:

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- (a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- (b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- (c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - (iv) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;
 - (v) the student breached a condition of his or her student visa;
 - (vi) misbehaviour by the student.

In all of the aforementioned instances of student default, AVETA will notify the TPS Director and Department of Home Affairs via PRISMS within 5 business days of the default occurring.

Note: a student default may occur only after all internal and external appeals processes have been exhausted.

9.0 PROVIDING INFORMATION TO PRISMS

5.1 POLICY	5.2 PROCEDURE
<p>a) When a student is enrolled at AVETA, the prescribed details according to paragraph 19 (1) (a) of the ESOS Act, given below, will be provided via PRISMS within 14 days of the student's enrolment at AVETA:</p> <ul style="list-style-type: none"> i. The student's full name, date of birth, gender, country of birth and nationality ii. The course name, code and start date of the course in which the student is enrolled iii. The date on which the student is expected to complete the course iv. The initial sum that AVETA has received from the student for the course v. The total amount the student is required to pay for the full course vi. Whether premiums have been paid for Overseas Student Health Cover before the course commences vii. The name, test date and score of the test undertaken to determine the student's level of English comprehension viii. The Department of Home Affairs where the student's application for a student visa was made or is expected to be made ix. The details of the student's passport x. The visa number of the student's Australian visa 	<p>a) The Enrolment Officer will follow instructions detailed in the PRISMS User Guide to enter the information listed in 5.1 a)</p>

10.0 REPORTING INTERNATIONAL STUDENTS VIA PRISMS

6.1 POLICY	6.2 PROCEDURE
<p>a) When a student does not begin the course when expected</p> <p>The following information is required to be reported via PRISMS within 5 working days when an enrolled student does not begin the course when expected (paragraph 19 (1) (c) of the ESOS Act) and is found to have defaulted:</p> <ul style="list-style-type: none"> i. All information specified in section 5.1 of this policy ii. The student's current residential address 	<p>a) Reporting on non commencement:</p> <ul style="list-style-type: none"> i. A fortnightly report on start dates within the last 14 days will be generated on PRISMS by the Enrolment Officer ii. Students who have failed to attend class on the scheduled commencement date and did not notify AVETA of their absence will be identified in accordance with the Non-ELICOS Course Progress Policy and Risk Intervention Procedure iii. These students will be notified in writing within 14 days of their failure to commence. The written notification will also explain that AVETA is obliged to report their non-commencement to the TPS Director and Department of Home Affairs via PRISMS, and that they have 20 days to appeal this decision iv. If, after any appeals have been exhausted and the student is found to have defaulted, AVETA must notify the Secretary and TPS Director and Department of Home Affairs via PRISMS within 5 working days v. The Enrolment Officer will use AVETA's PRISMS Report Form to record their actions on PRISMS. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager vi. The Enrolment Officer will notify the student in

	writing of the cancellation of their CoE within 5 working days
<p>b) Termination of studies before the course is completed The following information is required to be reported via PRISMS within 5 working days when an enrolled student's study is terminated before the course is completed (whether as a result of action by the student or AVETA or otherwise) (paragraph 19 (1) (f) of the ESOS Act):</p> <ul style="list-style-type: none"> i. All information specified in section 5.1 and 6.1 a) of this policy 	<p>b) Reporting on termination of studies: Termination of studies can be initiated by the student or AVETA, as outlined below:</p> <ul style="list-style-type: none"> i. Where the student advises AVETA that they will not be continuing their studies with AVETA. ii. Where the student does not re-enrol or attend their scheduled class on the recommencement day following an arranged holiday, deferment or a suspension, it is considered an inactive notification by the student of the termination of their studies with AVETA. iii. AVETA may cancel a student's enrolment for any of the following reasons: <ul style="list-style-type: none"> - Non-payment of fees - Disciplinary reasons - Reportable unsatisfactory course progress - Student no longer holding a valid visa - AVETA is unable to deliver the course <p>c) In the event of a termination of studies, enrolment cancellation is performed according to the Deferment, Suspension or Cancellation of Student Enrolment Policy. In addition:</p> <ul style="list-style-type: none"> i. The Enrolment Officer will ensure that records of all evidentiary and supporting documents for cancellation of enrolment are kept in the student file. ii. The Enrolment Officer will inform the CEO upon the completion of the cancellation procedure and complete an AVETA PRISMS Report Form. vii. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager. iii. The CEO will authorise the cancellation of the student's enrolment, as appropriate, and the Enrolment Officer will inform Department of Home Affairs via PRISMS within 5 working days. iv. The Enrolment Officer will notify the student in writing of the cancellation of their CoE within 5 working days
<p>c) Change in the identity or duration of an accepted student's course The following information is required to be reported via PRISMS within 14 days when an enrolled student changes their course, or whose course changes in duration (paragraph 19 (1) (f) of the ESOS Act):</p> <ul style="list-style-type: none"> i. All information specified in section 5.1 and 6.1 a) of this policy 	<p>d) Reporting on change of identity or duration of the course</p> <ul style="list-style-type: none"> i. Change of identity or the duration of the course could be on student request or initiated by AVETA. ii. Any request for course variation by the student will be made to the Administrative Department by completing an eCoE Change Form. iii. The Enrolment Officer will make a decision on the course variation request in consultation with the Training Coordinator and consequently complete an AVETA PRISMS Report Form, which must be authorised by the CEO. viii. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager. iv. Any course variation will be reported to Department of Home Affairs via PRISMS by the Enrolment Officer within 5 working days. v. The student will be informed by AVETA's

	<p>Administration Department of the changes to their CoE via phone, AVETA student email, or post and will be provided with a copy of the new CoE.</p>
<p>d) Deferment or suspension of studies The following information is required to be reported via PRISMS within 5 working days when an enrolled student's studies have been suspended or deferred at the request of the student or by AVETA (paragraph 19 (1) (f) of the ESOS Act):</p> <ol style="list-style-type: none"> a) The proposed duration of any deferment or suspension of studies b) The change to the proposed end date of the deferment or suspension of studies 	<p>e) Reporting on deferment or suspension of studies</p> <ol style="list-style-type: none"> i. Any deferment or suspension of studies, whether initiated by the student or AVETA, will follow the procedure outlined in the Deferment, Suspension or Cancellation of Student Enrolment Policy ii. According to Standard 9.2 of the ESOS National Code, AVETA may only extend the duration of the student's study where it is clear that the student will not complete their course within the expected duration (as specified in the student's CoE) as the result of one or more of the following circumstances: <ul style="list-style-type: none"> - Where AVETA is unable to offer a pre-requisite unit - Where AVETA has implemented its intervention strategy for an International student who has been deemed to be at risk of not meeting satisfactory course progress - Where AVETA has approved a deferment or suspension of study for compassionate or compelling circumstances - Where an approved deferment or suspension of study has been granted under Standard 9 of the ESOS National Code (In line with this Standard, a student may request a temporary deferment or suspension to their enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student). Note - This Standard allows for three different outcomes for the student's Confirmation of Enrolment (CoE): <p style="margin-left: 40px;">Outcome 1 – AVETA will notify the Department of Education through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Home Affairs. This information will be kept for future reference.</p> <p style="margin-left: 40px;">Outcome 2 – AVETA will notify the Department of Education through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer AVETA the opportunity to create a new CoE with a</p>

more appropriate end date. If AVETA does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified AVETA of the intended date of return before creating the new CoE.

Outcome 3 – AVETA will notify the Department of Education through PRISMS that it wishes to **permanently cancel (terminate)** the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

- iii. The Enrolment Officer will ensure that records of all evidentiary and supporting documents for cancellation of enrolment are kept in the student file.
- iv. The Enrolment Officer will make a decision on the course variation in consultation with the Teaching Coordinator and consequently complete an AVETA PRISMS Report Form, which must be authorised by the CEO.
- ix. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager
- v. Upon receiving authorisation from the CEO, the Enrolment Officer will inform Department of Home Affairs via PRISMS of any student deferment or suspension within 5 working days of the deferment or suspension.
- vi. According to the Department of Industry, Innovation, Science, Research and Tertiary Education PRISMS User Guide (May 2018), where a student requests an 'extension' to their CoE because the student or AVETA has identified that the student will not be able to complete their course of study by the Proposed Course End Date indicated on the CoE, AVETA's CEO will find the CoE concerned and select the SCV report option in PRISMS, titled 'Student requests change to existing enrolment.'
- vi. The student will be informed by AVETA's Administration Department of the changes to their CoE via phone, AVETA student email, or post and will be provided with a copy of the new CoE.

<p>e) Breach of visa condition</p> <ul style="list-style-type: none"> i. Any breach by an accepted student of a prescribed student visa condition should be reported via PRISMS as soon as practicable after the breach occurs. ii. If a student has breached a prescribed condition of a student visa, it is the responsibility of AVETA to send a written notice to the student. 	<p>f) Reporting on breach of visa condition</p> <ul style="list-style-type: none"> i. AVETA will monitor International student's course progress according to the procedure outlined in the Non-ELICOS Course Progress Policy and Risk Intervention Procedure ii. In the case of reportable unsatisfactory course progress, the Enrolment Officer will notify the CEO of the breach of a student visa condition by filling out an AVETA PRISMS Report Form, which must be authorised by the CEO. x. A copy of this form will be maintained in the PRISMS Report Folder, kept by the Administration Manager v. The CEO will authorise the cancellation of the student's enrolment, as appropriate, and the Enrolment Officer will inform Department of Home Affairs via PRISMS within 5 working days. vi. The Enrolment Officer will notify the student in writing of the cancellation of their CoE within 5 working days
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7.0 COMPLAINTS AND APPEALS

Students can appeal or complain about a decision made by AVETA to report or cancel in accordance with the Complaints and Appeals Policy.

P.15.01

OCCUPATIONAL HEALTH AND SAFETY POLICY

In this policy, a reference to an employee includes a reference to an independent contractor engaged by AVETA and any employees of an independent contractor.

AVETA recognises and accepts its duty under the Occupational Health and Safety Act 2004 and will, so far as it is reasonably practicable, ensure the following:

- a) Provide and maintain a working environment that is safe and without risk
- b) Provide or maintain plant or systems of work (procedures) that are safe and without risk
- c) Ensure safety and the absence of risk in connection with the use, handling, storage or transport of plant or substances
- d) Maintain each workplace under AVETA's management and control in a condition that is safe and without risk to health
- e) Provide adequate facilities for the welfare of employees at any workplace under AVETA's management and control
- f) Provide information, instruction, training or supervision to AVETA employees as is necessary to enable those persons to perform their work in a way that is safe and without risk
- g) Monitor the health of AVETA employees
- h) Monitor conditions at any workplace under AVETA's management and control
- i) Provide information to AVETA employees (in other languages where appropriate) concerning health and safety at the workplace, including the contact details of AVETA's Health and Safety Representatives
- j) Keep information and records relating to the health and safety of AVETA employees
- k) Employ or engage persons who are suitably qualified in relation to occupational health and safety to provide advice to AVETA concerning the health and safety of AVETA employees
- l) AVETA will ensure that persons other than AVETA employees are not exposed to risk
- m) AVETA will ensure that welfare services will be provided on a needs basis to all AVETA employees, students and contractors

1.0 AVETA's Occupational Health and Safety Responsibilities

AVETA will establish and maintain high standards of health and safety in order to be compliant with relevant legislation and regulations. AVETA's responsibilities in achieving this requirement will consist of the following:

- a) Establish and maintain a Designated Work Group/Health and Safety Representative structure
- b) Establish and maintain an AVETA Health and Safety Committee
- c) Provide information and instruction to all AVETA employees, students, visitors or contractors on a needs basis or prior to the use of any equipment or chemical substance
- d) Provide an operational structure for addressing health and safety as well as the process AVETA intends to follow, by implementing the below policies and procedures:

2.0 AVETA's Occupational Health and Safety Committee

AVETA will establish an Occupational Health and Safety (OH&S) Committee, comprising of equal numbers of representatives from AVETA management and elected Health and Safety Representatives (HSRs). During quarterly OH&S Committee meetings, the following topics will be discussed as general agenda items:

- New OH&S matters raised since last meeting:
 - Accident Reporting
 - Incident Notification Reports
 - Hazards identified by employees (including HSRs), students, contractors or visitors
 - Near Miss Reports
- Follow-up actioning of accidents from last meeting:
 - Accident Reporting
 - Incident Notification Reports
 - Hazards identified by employees (including HSRs), students, contractors or visitors
 - Near Miss Reports

- All sick leave applications received by AVETA over a period of time will be monitored to address any recurring health issues

The minutes from these meetings will be circulated to all staff as part of AVETA's commitment to consulting its employees on all OH&S matters that affect them in the workplace.

3.0 AVETA Designated Work Groups Health and Safety Representatives (HSRs)

- AVETA's HSR will be elected by their co-workers and will provide a way for the views and concerns of their co-workers regarding health and safety to be heard by AVETA management
- AVETA will provide HSRs with OH&S training that is approved by WorkSafe Victoria to assist HSRs to understand and exercise their rights effectively. There are three different types of training courses available to HSRs:
 - Initial training: when a HSR is first elected, it's recommended that they undertake an initial five day HSR training course as soon as possible.
 - Refresher training: a HSR have an entitlement to attend an annual HSR training course.
 - Other approved training: this is training other than initial five day HSR course and the HSR refresher training.

4.0 Preventative and Protective Measures and Performance

AVETA management will ensure that:

- OH&S matters are addressed in the development of business plans
- During the induction of AVETA employees, all OH&S policies and procedures are outlined; refer to Staff Induction Policy P.19.01 and Staff Induction Forms F.19.08 and F.19.09
- All AVETA employees are compliant with AVETA's OH&S policies and procedures
- VET Trainer and ELICOS Trainers who conduct training and assessment activities will do so in a way that minimises risk to themselves and students
- All AVETA employees, students and contractors are made aware of any changes to AVETA's OH&S policies and procedures
- OH&S feedback is included as part of AVETA's employee annual performance reviews
- An annual inspection (for training kitchens this will be conducted six monthly) of all AVETA facilities (equipment, fixtures and fittings) will be conducted to identify 'NOT OK' hazards
- An annual review of AVETA's OH&S policies and procedures is conducted to ensure continued currency
- The health and safety of AVETA employees and students will be monitored, so far as is reasonably practical

5.0 Developing, Implementing and Communicating Occupational Health and Safety Procedures

- All OH&S policies and procedures will be maintained by AVETA on the Quality Management System (QMS), and will reflect Victoria's current OH&S Legislation, Regulations and Compliance Codes
- Any changes to OH&S Legislation, Regulations and Compliance Codes will be updated and included in AVETA's policies and procedures, where applicable
- Any changes to AVETA's policies and procedures or legislation and regulations will be brought to the attention of all AVETA employees, students and contractors during staff meetings or via email updates as soon as possible
- AVETA employees will be encouraged to report and raise any OH&S issues to the HSR or AVETA management
- Health and Safety matters will be listed as an agenda item at the monthly staff meeting
- AVETA will ensure that consultation will occur between AVETA management and HSRs on any OH&S matter that affects that HSR's Designated Work Group

6.0 Managing Occupational Health and Safety in AVETA Offices

AVETA is committed to managing occupational health and safety in its campuses by incorporating the following factors into the policies below as well as implementing them (detail is outlined in Compliance Code: First aid in the workplace, <https://www.worksafe.vic.gov.au/resources/compliance-code-first-aid-workplace> :

- The risk management approach
- Identifying hazards in the office
- Job design in office work
- Designing a healthy and safe working environment
- Office layout, workstations and equipment
- Working with computers
- General health and safety issues in the office

7.0 Effective Signage within AVETA Premises

AVETA will ensure that the following signage is clearly visible and appropriately positioned within all AVETA workplaces including administrative areas, classrooms, training kitchens and student common areas:

- Emergency evacuation procedures
- Emergency exits
- First Aid Kits
- Fire Extinguishers and Blankets

8.0 Managing Dangerous Goods and Hazardous Substances

AVETA's Teaching Coordinator will use WorkSafe Victoria's Chemical Safety Self Assessment Tool to annually assess and manage the risks associated with using dangerous goods and hazardous substances at AVETA premises.

- AVETA management will conduct an audit of all AVETA facilities in connection with the use, handling and storage of chemical substances in order to minimise risk to AVETA employees, students, visitors or contractors
- Reference: Health and safety self-assessment checklist for small businesses Aug 2013
<https://www.worksafe.vic.gov.au/resources/health-and-safety-self-assessment-checklist-small-businesses>

9.0 Identifying Hazards

- An OH&S inspection of all AVETA premises will occur on an annual basis, or six monthly basis for training kitchens, in which a checklist will be used to determine whether all potential hazards are 'OK' or 'NOT OK'
- The results of the OH&S inspections will be submitted to AVETA's OH&S Committee within 5 working days of the OH&S audit
- AVETA's induction process will inform AVETA employees about their responsibilities and the procedure for identifying and reporting hazards

10.0 Providing and maintaining plant and systems of work (procedures), that are safe and without risk

- AVETA management will review any new work practices or changes to work practices prior to their implementation in order to minimise risk to AVETA employees, students, visitors or contractors
- AVETA management will arrange for the development and implementation of a regular maintenance schedule review in order to minimise risk to AVETA employees, students, visitors or contractors
- AVETA management will provide supervision to AVETA employees, students, contractors or visitors on a needs basis to ensure AVETA's compliance with policy and procedure, legislative and regulatory requirements

11.0 Plant Safety

- AVETA will ensure staff members must use plant in accordance with the manufacturer's instructions.
- No AVETA staff member has the authority nor can be granted permission to undertake any repairs that would normally be conducted by a fully licensed tradesperson.
- Any AVETA staff member who becomes aware that plant has become lost or damaged must report this immediately to AVETA's CEO so that immediate action can be undertaken to replace this equipment.

12.0 Isolation of Plant and Equipment

- AVETA's kitchens are considered to be high risk areas; consequently a workplace inspection will occur every six months in order to reduce the risks in these workplaces.
- Because of the high risk, Trainer and students are required to wear their prescribed uniform at all times in these areas. No other staff member or student will enter these workplaces unless they are wearing AVETA's uniform.
- All chemicals and cleaning equipment used in AVETA kitchens will be stored under lock and key. Access to and use of the chemicals and cleaning equipment will be on a needs basis only.
- All kitchen equipment that requires the use of safety guards will be maintained in good working order. If the guard is damaged or needs to be replaced, the Trainer in charge of the kitchen will place a 'DO NOT USE' sticker on the piece of equipment and will subsequently arrange for the relevant maintenance or replacement to occur.
- Any electrical equipment that is damaged or needs repair will be immediately decommissioned from the electrical supply (i.e. the plug must be physically removed from the socket). The Trainer in charge of the kitchen will place a 'DO NOT USE' sticker on the piece of equipment and will subsequently arrange for the relevant maintenance or replacement to occur.
- No AVETA staff member has the authority nor can be granted permission to undertake any repairs that would normally be conducted by a fully licensed tradesperson.

13.0 Tagging of Plant and Equipment

This policy identifies the safety inspection and testing of AVETA's portable electrical equipment, and, machinery connected to supply by flexible cord which is currently in-service.

- The inspection and testing interval will be twelve monthly
- Under this policy, the following tests will be conducted on each appliance:
 - Visual inspection
 - Insulation resistance
 - Earth continuity
 - Polarity
 - Earth leakage

As a result of these inspections, AVETA will maintain the following records relating to the history of these tests

- A test tag attached to each item indicating date, item, person performing the test, and status (pass/fail) of test, along with the retest date
- An asset register and historical record of all test items and test results
- A record of results including faulty item and repair action

14.0 Ensuring the Safety and Absence of Risk in the Use, Handling and Storage of Chemical Substances

- AVETA will ensure that any chemicals that are stored on AVETA premises will under lock and key, and will be made available on a needs basis only
- Safety Data Sheets (SDS) will be readily available to any staff or students who are required to use or handle the chemicals

15.0 Personal Protective Equipment and Clothing (PPE&C)

- AVETA will instruct all staff upon induction in the safe handling and use of PPE&C required by employees to safely use and handle in the performance of their duties.
- Any AVETA staff member who becomes aware that PPE&C has become lost or damaged will report this immediately to AVETA's CEO so that immediate action can be undertaken to replace this equipment.
- All AVETA staff members required to wear and use PPE&C will, at all times (where necessary), use the PPE&C in the manner in which they were trained to use it.
- AVETA, as part of workplace inspections, will conduct an internal audit on a twelve monthly basis on all PPE&C.

16.0 Reporting Incidents and Injuries

16.1 Incident Notification

16.1.1 Notice of Incident that Exposes a Person to Risk

As per Part 5 of the *Occupational Health and Safety Act 2004*, AVETA will notify WorkSafe Victoria immediately after becoming aware of an incident in AVETA premises which results in:

- the death of any person; or
- a person requiring medical treatment within 48 hours of exposure to a substance; or
- a person requiring immediate treatment as an in-patient in a hospital; or
- a person requiring immediate medical treatment for:
 - the amputation of any part of his or her body; or
 - a serious head injury; or
 - a serious eye injury; or
 - the separation of his or her skin from underlying tissue (such as de-gloving or scalping); or
 - electric shock; or
 - a spinal injury; or
 - the loss of a bodily function; or
 - serious lacerations

AVETA will notify WorkSafe Victoria immediately after becoming aware of an incident in AVETA premises which exposes a person in the immediate vicinity to an immediate risk to the person's health and safety through:

- a) the collapse, overturning, failure or malfunction of, or damage to, any plant that the regulations prescribe must not be used unless the plant is licensed or registered; or
- b) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- c) the collapse or partial collapse of any part of an AVETA building or structure; or
- d) an implosion, explosion or fire; or
- e) the escape, spillage or leakage of any substance including dangerous goods as defined in the Dangerous Goods Act 1985; or
- f) the fall or release from a height of any plant, substance or object

In addition to immediate notification, AVETA will provide a written record of the incident to WorkSafe Victoria within 48 hours of becoming aware of an incident by submitting WorkSafe Victoria Incident Notification Form, available at www.worksafe.vic.gov.au, through the following methods:

- 1) call 132 360 to notify WorkSafe Victoria immediately
- 2) for written notification send the Incident Notification Form to WorkSafe Victoria within 48 hours:
 - electronically via the web or
 - by post to GPO Box 4306, Melbourne 3001 or
 - by facsimile to (03) 9641 1091 or
 - by post or delivery to WorkSafe Victoria at: 222 Exhibition Street, Melbourne 3000
- 3) keep a copy of the written record for at least 5 years

Site Preservation

The site of a notifiable incident will not be disturbed until an inspector arrives or until directed by an inspector except to protect the health and safety of a person; or provide aid to an injured person involved in the incident; or to take essential action to make the site safe or prevent a further incident.

16.1.2 Notice of a Dangerous Occurrence

As per Part 9 of the *Equipment (Public Safety) Regulations 2007*, AVETA will require any person in charge of prescribed equipment at an equipment site to notify WorkSafe Victoria immediately after becoming aware of an incident involving the equipment which results in:

- the death of any person; or
- a person requiring medical treatment within 48 hours of exposure to a substance; or
- a person requiring immediate treatment as an in-patient in a hospital; or
- a person requiring immediate medical treatment for:
 - the amputation of any part of his or her body; or
 - a serious head injury; or
 - a serious eye injury; or
 - the separation of his or her skin from underlying tissue (such as de-gloving or scalping); or
 - electric shock; or
 - a spinal injury; or
 - the loss of a bodily function; or
 - serious lacerations

A person in charge of prescribed equipment at an equipment site will notify WorkSafe Victoria immediately after becoming aware of an incident involving the equipment which exposed a person in the immediate vicinity to an immediate risk to that person's health and safety through:

- a) the collapse, overturning, failure or malfunction of, or damage to, any item of plant listed in 903 (3) of the *Equipment (Public Safety) Regulations 2007* and the Australian Standards referred to therein; or
- b) an implosion, explosion or fire.

In addition to immediate notification, the AVETA staff member in charge of prescribed equipment will provide a written record of the incident to WorkSafe Victoria within 48 hours of becoming aware of an incident by submitting WorkSafe Victoria Incident Notification Form, available at www.worksafe.vic.gov.au, through the following methods:

- 1) call 132 360 to notify WorkSafe Victoria immediately
- 2) for written notification send the Incident Notification Form to WorkSafe Victoria within 48 hours:
 - electronically via the web or
 - by post to GPO Box 4306, Melbourne 3001 or
 - by facsimile to (03) 9641 1091 or
 - by post or delivery to WorkSafe Victoria at: 222 Exhibition Street, Melbourne 3000

Site Preservation

The site of an incident where a death has occurred will not be disturbed until an inspector arrives or until directed by an inspector except to protect the health and safety of a person; or provide aid to an injured person involved in the incident; or to take essential action to make the site safe or prevent a further incident.

16.2 Accident Report

Any accident that occurs on AVETA premises will be reported to AVETA's CEO by completing an Accident Report Form F.01.08 within 30 days of the accident. If the accident is not reported, any consequent insurance claim submitted by or on the behalf of the injured person may not be recognised. A copy of the completed form should be maintained in the Register of Injuries folder kept by the Administration Department.

17.0 Risk Assessment and Control

- All accidents will be reported to the Administrative Manager using the Accident Report Form F.01.08
- On receipt of this form, the Administrative Manager will undertake the following actions:
 - assess the level of risk using the Risk Assessment Matrix on page two of the Accident Report Form F.01.08;
 - determine control mechanisms to be used to eliminate or reduce the risk associated with the hazard.
- When the Risk Assessment and Control section of the Accident Report Form F.01.08 has been completed and signed by the Administrative Manager, the AVETA CEO will give approval for the action(s) outlined in the form to eliminate or reduce the risk within a practical timeframe.

18.0 Keeping Information and Records Relating to the Health and Safety of AVETA Employees and Students

AVETA's Administration Department will ensure that:

- Any records of OH&S training undertaken on behalf of AVETA will be kept in the individual files of employees and AVETA students
- Any record of injuries, incidents or near misses affecting or reported by employees and AVETA students will be kept in either the Register of Injuries or Critical Incident Report Register folders

19.0 Employing or Engaging Persons Who Are Suitably Qualified

- AVETA will ensure that it employs people in relation to occupational health and safety who are suitably qualified to provide advice to AVETA concerning the health and safety of AVETA's employees, students, contractors and visitors

20.0 Ensuring that AVETA poses no risk to health or safety in the course of operation

AVETA management will ensure that OH&S safety audits are conducted in the following instances:

- Prior to the introduction of any new procedures in order to eliminate or reduce any risks to AVETA employees, students, contractors and visitors
- When changing or enhancing any existing procedures in order to eliminate or reduce any risks to AVETA employees, students, contractors and visitors
- On an annual basis (training kitchens on a six monthly basis) to identify any hazards in AVETA workplaces in order to eliminate or reduce the risks of identified hazards to AVETA employees, students, contractors and visitors

21.0 No Smoking Policy

All AVETA premises are smoke free zones. This includes smoking within ten metres of all entrance and exit points of AVETA premises.

The objective of this policy is to meet AVETA's duty of care responsibilities as an employer by:

- protecting all employees, students, contractors and visitors from exposure to tobacco smoke
- maintaining a totally smoke-free working environment
- supporting employees to improve their health and wellbeing

By implementing this policy, AVETA will provide a smoke free work environment for all its employees, students, contractors and visitors.

For AVETA employees, this policy specifically bans smoking whilst undertaking any duties associated with their roles as AVETA employees, either on AVETA premises or whilst undertaking official duties off-campus.

22.0 AVETA Employee OH&S Responsibilities

In order to meet legislative and regulatory responsibilities, all AVETA employees are required to:

- Take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions
- Co-operate with AVETA with respect to any action taken by AVETA to comply with a requirement imposed by or under OH&S legislation
- While at work, not intentionally or recklessly interfere with or misuse anything provided by AVETA in the interests of health, safety or welfare
- Identify and immediately report hazards or near misses
- Comply with all OH&S safety directions by AVETA Management or appropriate authority
- All AVETA employees have a responsibility to monitor their own work stations and immediately report any identified hazards to their direct supervisor
- All AVETA employees that have line management responsibilities must regularly review the conditions of all AVETA work places under their control, and where hazards are identified the employee must bring these to the immediate attention of AVETA's CEO for resolution.

23.0 References

- Australian Quality Training Framework (2010)
- Occupational Health and Safety Act, 2004
- Dangerous Goods Act 1985
- Dangerous Goods (Storage and Handling) Regulations 2000
- Compliance code: First aid in the workplace

P.08.01 V5 HAZARD, INCIDENT OR NEAR MISS REPORTING POLICY

1.0 INTRODUCTION

In accordance with the Occupational Health & Safety Act 2004, systems are required to be in place to ensure that any hazard or near miss incident that occurs within AVETA is reported, assessed and controlled. This policy and associated procedures apply to all staff, students, contractors and the general public.

2.0 REFERENCES

2.1 Occupational Health and Safety Act 2004

3.0 PROCEDURE

The following individuals are responsible for the reporting of hazards or near misses:

- Any staff member who is involved in or observes any hazardous situation or near miss (in a public area, a designated staff area, or classroom) is responsible for:
 - a) Completing the Hazard or Near Miss Report
 - b) Forwarding the report to AVETA's CEO as soon as practicable
- The same procedure applies if a hazard or near miss is reported to any staff member by a student, contractor or visitor.
- AVETA's Management and Health & Safety Representatives shall ensure that copies of the Hazard or Near miss report are available in all areas or that staff and students have ready access to the form.

3.2 Corrective Action

- AVETA's CEO is responsible for ensuring that a risk assessment is completed, as soon as it is considered practicable.
- Corrective action is to be taken as soon as possible to prevent a recurrence.
- If equipment is involved, the equipment shall be removed from service and tagged. The tagged equipment shall cease to be used until the appropriate corrective action is taken. The same applies to any process that is deemed to be of danger or contravene Victorian Occupational Health & Safety requirements.
- AVETA's CEO shall ensure that the staff member and/or students involved are advised of the potential outcomes and of the timelines for corrective action.
- Upon completion of the corrective action AVETA's CEO shall sign off the Hazard or Near Miss Report and return the original form to the staff member reporting the hazard/near miss.
- A copy of the completed Hazard or Near Miss Report will be retained by AVETA's Management for a period of five (5) years.

3.3 Immediate Risk

- Where the risk is immediate, one or more of the following actions should be taken by AVETA's Management:
 - a) Cease the operation and place an avoid or do not use sign as near as practicable to the hazard
 - b) Withdraw staff, students, visitors or contractors from the area
 - c) Contain the risk if practicable
 - d) Warn others who may come into contact with the hazard to ensure that they are not placed at risk
 - e) Notify the AVETA Health & Safety Representative immediately

P.16.03 PRIVACY POLICY

1.0 REFERENCES

- Education Services for Overseas Students Act 2000 (ESOS Act)
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018)
- My Health Records Act 2012
- Privacy Act 1988
- Privacy and Data Protection Act 2014
- Victorian VET Student Statistical Collection Guidelines – 2020
- WCAG 2.0 Australian Policy and Legislation Standards
- Freedom of Information Act 1982

2.0 GENERAL PRIVACY STATEMENT

- AVETA appreciates the importance of protecting personal and/or health information, concerning:
 - a) AVETA staff
 - b) AVETA students
 - c) AVETA suppliers and contractors
- AVETA respects an individual's right to privacy and complies with the Victorian Information Privacy Act 2000 and the My Health Records Act 2012
- AVETA will only collect information that is necessary in order to provide AVETA services; this could include:
 - a) Name
 - b) Address
 - c) Date of birth
 - d) Telephone numbers
 - e) Emergency contacts
 - f) Photographs for identification purposes
- Information collected will only be used or disclosed for the reason(s) for which it was provided, or for a secondary purpose that is reasonably expected, such as but not limited to protecting the person's safety or for legal purposes:
 - Circumstances in which personal information about students may be shared with others are as follows:
 - a) Information collected during a student's enrolment in order to meet AVETA's obligations under the ESOS Act (2000) and the National Code (2018) is to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws or,
 - b) Information collected about a student during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected during enrolment can be disclosed without students consent where authorised or required by law
- AVETA will take reasonable steps to secure the personal and/or health information that it collects and protect it from loss, misuse or alteration and ensure that it is accurate and up-to-date.
- All AVETA staff and students can request access to their personal information that AVETA holds about them. If an individual believes their personal information is inaccurate, incomplete or out of date the individual is entitled to request a correction. There may be circumstances where access to information cannot be granted as it may compromise the privacy of another individual. All access should be sought through the Freedom of Information Act 1982.

3.0 WEBSITES

- AVETA is committed to protecting the privacy and any personal information recorded through the use of AVETA websites.
- AVETA IT personnel will seek permission/approval to make any changes to a password of either a staff member or a student of AVETA. Only a password can be changed, it is against AVETA's policy for the IT personnel to change any information that is held in an individual's drive.
- Protection of privacy and any personal information is a prime consideration of AVETA when creating, organising and implementing AVETA's on-line and off-line activities.
- AVETA's privacy policy supports and endorses the Victorian Information Privacy Act 2000.

The following points outline how AVETA will deal with personal information recorded when accessing and using AVETA websites.

3.1 Security Information

- All AVETA sites have security measures in place against the misuse and alteration (through a password protection system) or loss of information (by regular back-up of files for 6 months from date of creation).

3.2 Personal Information Use/Disclosure

- AVETA will only record an email address of a student if it is provided to AVETA by the person concerned.
- Any email address provided to AVETA will only be used by AVETA for the purposes of providing educational services, and will not be used for any other purpose. Nor will it be provided to any 3rd party for any purpose.

3.3 Data Security, Access and Correction

- As there are inherent risks in transmitting information across the Internet by email or online forms, AVETA takes no responsibility for any information that is transmitted via this medium, until such times that it is received by AVETA.
- AVETA provides communication access utilising the following:
 - a) Telephone
 - b) E-mail
 - i) Any outgoing business e-mail correspondence must have the AVETA logo
 - c) Letter
 - i) Incoming letters should be signed and dated by the person receiving the correspondence
 - ii) Any incoming correspondence that is not signed /dated will not be recognised by AVETA
 - iii) Outgoing letters should be on AVETA letter heads, signed and dated by the corresponding person
 - i) Fax
 - j) In person
- AVETA will only consider any correspondence by letter or e-mail that meets the above criteria, as a legally binding document.
- AVETA will always endeavour to maintain accurate, complete and current information regarding staff and students. If an individual feels that their personal information held by AVETA requires amendment they are advised to contact AVETA's Administrative Department.
- For further information on issues relating to this policy, or any other privacy issues, contact should be directed to the Administrative Department.

3.3 Privacy Notice

- Under the Data Provision Requirements 2012, SRAGILL PTY LTD T/A AVETA - Australian Vocational Education & Training Academy (RTO 21888, CRICOS 02826G) is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). This Privacy Notice will be included on AVETA's website and other marketing material where appropriate.
- This personal information may be used or disclosed by AVETA for statistical, regulatory and research purposes. In addition, AVETA 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.
- Any 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.
- Students may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. Students may opt out of the survey at the time of being contacted.
- NCVER will collect, hold, use and disclose student's your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

3.4 Release of Student Information to a Third Party (i.e. AVETA)

- ASQA is committed to protecting information collected from Students in accordance with the Privacy Act 1988.
- Accordingly, when AVETA needs to seek information from ASQA, in order to verify that the content of a document(s) is valid, that have been submitted to AVETA by an enrolling student as part of AVETA's enrolment process, then AVETA will request that the student complete the ASQA Form – Release of Student Information to a Third Party, so that AVETA can on-forward a copy of the document(s) and the signed and dated release form to ASQA to obtain this verification.

P.19.02

STUDENT CODE OF CONDUCT POLICY

1.0 INTRODUCTION

The purpose of AVETA's Student Code of Conduct is to establish the standards required of International and Domestic students when they are enrolled with AVETA. The code is designed to explain to students their obligations and responsibilities, and convey principles that will enhance their learning experience when studying at AVETA.

Students who breach these standards could be subject to disciplinary action through AVETA's Student Misconduct Procedure, which, for serious breaches, may involve permanent expulsion from AVETA and, in the case of suspected criminal activity, may involve referral of the matter to the relevant law enforcement authority.

2.0 PRINCIPLES OF PRACTICE

2.1 Respect for learning

- Encouragement and appreciation of the diversity of ideas and opinions in the pursuit of learning.
- Encouragement of an environment respectful of learning participants, contributions and outcomes.
- Encouragement of the development of trust throughout the learning experience.

2.2 Accountability in learning

- Observation of all reasonable expectations and directions within the learning experience.
- Recognition, anticipation and acceptance of the consequences of a student's actions, and the decisions they make.
- Usage of all learning facilities and resources appropriately and with consideration for others.

2.3 Responsiveness to learning

- Contribution to the on-going improvement of the learning experience, through the provision of accurate information as appropriate and upon request.
- Use of AVETA processes to enhance services in matters of complaints or disputes.

2.4 Equity in learning

- Demonstration of dignity, respect and courtesy to all students, staff and visitors.
- Encouragement of an environment free from intimidation, bullying and harassment or discrimination of any kind.
- Recognition of individual differences and complying with all legal and reasonable requests regarding the treatment of others.

2.5 No harassment and no bullying

- In accordance with AVETA's values as an Educational Provider in the VET Sector AVETA is opposed to bullying and harassment in any form by students who enrol at AVETA.
- All AVETA students have the right to study in a secure and safe environment and this means that they should not be harassed or bullied while studying on AVETA campuses.

Definitions:

Bullying is when people repeatedly and intentionally hurt or cause harm to another person through the use of degrading words or actions, which in turn leave the victim feeling worthless and helpless.

Types of bullying include:

- face-to-face bullying involving direct verbal actions such as name-calling and insulting or physical actions such as kicking or punching.
- Covert bullying is a more subtle type of bullying which isn't easily seen or recognized by others, for example deliberately excluding people from social groups or spreading rumours about them.
- Cyber bullying transpires through the use of the internet and related technologies such text messages, instant messaging, email and social networking sites or forums e.g. sending an abusive message to another student on Facebook.

Harassment - unlawful harassment occurs when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex; disability; sexual preference; or some other characteristic specified under antidiscrimination or human rights legislation. It can also happen if someone is working in a 'hostile' – or intimidating – environment.

Types of harassment include behaviour:

- telling insulting jokes about particular racial groups
- sending explicit or sexually suggestive emails
- displaying offensive or pornographic posters or screen savers
- making derogatory comments or taunts about someone's race or religion
- asking intrusive questions about someone's personal life, including their sex life.

If bullying or harassment occurs then AVETA will take disciplinary action against the initiator (if found guilty of these practices).

If a student wishes to lodge a complaint against another student they should contact the Student Support Services Officer for assistance in lodging their complaint.

Complaints of bullying or harassment will be treated seriously by AVETA and any actions to address the complaint will be treated in a confidential manner in a way that will ensure that the complainant or their witnesses are not targeted or victimised.

The principle of natural justice will apply at all times.

3.0 STANDARDS

- This code of conduct establishes that the following standards of behaviour are required of all AVETA students at all times:
 - a) Follow all regulations and requirements of AVETA
 - b) Follow all lawful and reasonable directions from AVETA staff
 - c) Respect and ensure the safety, comfort and freedom of others
 - d) Demonstrate honest, responsible, courteous and ethical behaviour
 - e) Submit work truthfully and attribute ownership appropriately
 - f) Use all equipment and resources safely, appropriately and legitimately
 - g) Maintain consistent punctuality
 - h) Allow only appropriate materials to be displayed, through appropriate avenues
 - i) Provide honest and accurate information in all appropriate matters and on request
 - j) Use recognised AVETA procedures and processes for complaints, redress and resolutions
 - k) Follow all occupational health and safety requirements
- The following standards of behaviour are considered to be unacceptable:
 - a) Bullying, harassment, assault, intimidation or displaying aggressive or disruptive or ill-mannered behaviour towards others
 - b) Intentionally or recklessly interfering with or misusing anything provided at AVETA in the interests of health, safety or welfare
 - c) Inappropriately interfering with, or causing wilful or negligent damage to the learning environment
 - d) Copying the work of other and submitting it without acknowledging true ownership
 - e) Attending under influence or in possession of alcohol, drugs or any prohibited substance
 - f) Attending with weapons or items considered likely to cause harm or intimidate others at any time
 - g) Smoking within 5 meters of building openings, air-conditioning in-takes, gas storage areas or upon any internal or external stairways

- h) Discriminating against anyone on the grounds of:
- a) Sex
 - b) Gender identity
 - c) Sexual orientation
 - d) Lawful sexual activity
 - e) Marital, parental or carer status
 - f) Pregnancy
 - g) Breastfeeding
 - h) Age
 - i) Physical features
 - j) Disability
 - k) Impairment
 - l) Race
 - m) Political or religious belief or activity
 - n) Industrial activity

4. LEGAL FRAMEWORK

- This code of conduct has been developed to reflect the requirements and obligations of AVETA towards students and staff. It also takes into account State and Federal Legislation; including:
 - a) Fair Work 2009
 - b) Privacy Act 1988
 - c) Victorian Equal Opportunity Act 1995
 - d) Federal Disability Discrimination Act 1992
 - e) Disability Standards for Education 2004

5.0 MOBILE PHONES

- Students who own and/or use mobile phones must ensure that they are turned off in all classes. Students who fail to observe this rule by talking on a mobile phone or allowing it to ring during class will be asked to leave the room for the remainder of the class.

6.0 DRESS CODE

- AVETA requires students to maintain an acceptable standard of dress for reasons of safety, hygiene and appearance. Footwear must be worn at all times and thongs or similar open footwear are not permitted to be worn in any AVETA facility for occupational health and safety reasons. Some areas/classes have specific clothing requirements and students may be excluded if not suitably dressed.

7.0 PERSONAL HYGIENE AND GROOMING – when in AVETA’s Kitchens

7.1 Personal Hygiene

- a) Shower before class and use a deodorant
- b) Brush teeth before class and/or use a mouth freshener, especially after smoking
- c) Male students must be clean shaven, or with a grown and trimmed beard (a few days stubble is not a grown beard)

7.2 Hands and Fingernails

- a) Hands must be clean at all times when preparing and serving food
- b) Fingernails must be clean and short (use a nail brush)
- c) No nail polish of any kind
- d) Hygiene regulations apply at all times: hands must be washed after smoking, using tissues, breaks, etc.

7.3 Jewellery

- a) Visible jewellery is not permitted with the exception of:
 - i. Earrings: plain, (gold or silver) studs or sleepers (no larger than 2cm) only, one per lobe
 - ii. Rings: one plain band is allowed (none at all for culinary classes)
 - iii. Body piercing: no visible body piercing is permitted (tongue piercing is regarded as visible)
 - iv. Tattoos: should be concealed
 - v. Watches: may be worn but should be unobtrusive

7.4 Hair

- a) Must be clean and well groomed
- b) Must not be below the collar; longer hair must be secured above the collar (e.g.: in a bun or plaited)
- c) Must all be secured away from the face
- d) Hair colour must be conservative
- e) Only black hair accessories are permitted

7.5 Posture and Footwear

- a) Good posture not only improves the appearance but is also an indication of good health and self confidence
- b) Well fitting, clean footwear will also add to the overall appearance, comfort and safety of the individual
- c) Shoes must be plain, black, polished leather

P.19.03

STUDENT FEES PROTECTION POLICY

1.0 SCOPE

The AVETA Students Fees Protection Policy has been designed to protect student funds paid by international students held by AVETA, on behalf of the student, until the Australian Visa is granted. The same situation applies to local international students who pay fees in advance of a course start date.

It also covers all fees paid by the student covering tuition, materials, application, and OH&S.

On receipt of these fees AVETA will transfer these funds directly into an independent Trust Account established for the student and will not access these funds until the Visa is granted or an application for refund is received from the student (refer to Refund Policy and Procedure P.18.02).

With regards to AVETA trust accounts established on behalf of students; AVETA will place all fees paid in advance into the trust account by the close of the following business day.

AVETA will arrange for the transfer of the student funds held in the Trust Account into AVETA's Operating Account for use in the provision of training, educational and student support services, to the student, as determined by AVETA.

AVETA reserves the right to amend this policy at any time to ensure compliance with applicable State and Federal Laws.

2.0 DEFINITIONS (relating to this policy)

Student: is an International Student holding a valid Student Visa.

3.0 REFUNDS FOR ALL STUDENTS

(Refer to the Refund Policy and Procedure P.18.02)

4.0 ADVICE TO STUDENTS

AVETA will ensure that this policy and associated procedures are:

- Reflected in all AVETA marketing materials
- Provided to students by AVETA agents

P.19.05a

STUDENT SUPPORT SERVICES POLICY AND PROCEDURE – International Students

1.0 POLICY

1.1 In accordance with the Standards for Registered Training Organisations (RTOs) 2015 - Support learners Clause 1.7, AVETA is required to determine the support needs of individual learners; and as a result provide access to educational and support services (such as, but not limited to Language, Literacy and Numeracy (LLN) support and assistive technology) that is necessary for AVETA International students to meet the requirements of the training product as specified in relevant Training Packages on AVETA Scope of Registration.

The aim of this support is to maximise the chances of AVETA International students successfully completing their training within their period of enrolment (as per their CoE). To achieve this aim, AVETA will:

- identify any support individual students need prior to their commencement date, in a course of study, from a VET Training Package on AVETA's Scope of Registration; and
- provide access to that support throughout their training

With regards to:

- Language, Literacy and Numeracy (LLN) - AVETA's LLN assessment process will be undertaken by each student, who enrolls in a Certificate III or IV or a Diploma Course, at the time of enrolling student but no later than the commencement date of their course; and if this process identifies gaps in their LLN, their timetabled Trainer will continue to provide the required support to the student during their period of enrolment (where required).
 - Note – the student will undertake this process utilising their own skills and will not use mobile phones
- In addition, assistive technology will be provided in each classroom or simulated workplace environment as specified in the relevant Training Package.

The provision of this support will be at no cost to the student unless they are referred to an external support organisation i.e. the costs associated with the initial referral will be borne by AVETA, however the student will be responsible for any ongoing costs that may arise as a result of the referral.

1.2 In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 6 – Student Support Services, AVETA will support International students so that they can:

- adjust to study and life in Australia, so that they achieve their learning goals, and
- achieve satisfactory academic progress of achieving all the learning outcomes of the course in which they are enrolled within their enrolment period.

This policy has been designed to ensure that appropriate support services are available to International students to ease their transition into life and study in Australia and to assist them as needed.

1.3 AVETA will assist students to adjust to study and life in Australia, by providing a culturally appropriate Induction/Orientation program that includes information about:

- AVETA's Student Support Services which will be made available to students so that they can transition to life and study in a new environment
- Legal services
- Emergency and health services
- AVETA's facilities and resources
- AVETA's complaints and appeals processes
- AVETA's OH&S requirements,
- AVETA's ethical standards,
- AVETA's Policies and Procedures that specifically relate to their engagement in AVETA's educational services, and
- AVETA's Course progress requirements and Intervention procedures

1.4 AVETA will provide the opportunity for enrolled students to participate in these services or provide access to services designed to assist them in meeting their course progress requirements.

1.5 AVETA will provide the opportunity for students to access welfare-related support services to assist them with issues that may arise during their study, including course progress and attendance requirements (including the Intervention process) and accommodation issues. These services will be provided at no additional cost to the student. If AVETA refers the student to external support services, AVETA will not charge for the referral. However, any on-going costs associated with a referral will be paid for by the individual student.

1.6 AVETA Critical Incident Policy and Procedures (P.03.07) covers the action that will be taken in the event of a critical incident, what will be required during the follow-up to the incident, and what records of the incident will be taken and action/s taken following the incident.

1.7 AVETA's timetabled Trainer is AVETA's nominated point of contact for their enrolled students. AVETA will list this person in AVETA's Student Handbook. In addition, if required the Trainer can also utilise AVETA's Student Support Booklet to refer students to the appropriate Student Support Services listed in this Booklet.

1.9 AVETA will ensure that any of its staff who interacts directly or indirectly with students are aware of AVETA's obligations under the ESOS framework (national Code 2018 & ESOS Regulations 2019) and the potential implications for students arising from the exercise of these obligations.

2.0 STUDENT REQUESTED ASSISTANCE

When requested by an International student or group of International students, AVETA will provide advice and assistance on a range of issues, such as making transitions to a new culture, work, general financial management, health and well-being or will refer students to an external organisation for more serious matters, including matters of mental and physical health. This is in addition to any academic issues affecting their studies at AVETA, which could include but are not limited to:

- Student consultations
- One to one support
- Individual counselling

3.0 LANGUAGE LITERACY AND NUMERACY (LLN) SUPPORT

Prior to commencing studies with AVETA all International students must undergo a Language, Literacy and Numeracy (LLN) assessment relevant to the qualification level up to the Diploma Level (i.e. AQF Level) in which the student has enrolled to determine whether or not to provide specific the student with specific language, literacy and/ or numeracy support.

- To determine this, AVETA's relevant Trainer assess the LLN assessment documentation that the student completes for the qualification level (to the Diploma Level), in which they have enrolled.
- Where a student has completed the LLN assessment the AVETA Assessor will determine whether or not additional LLN support needs are required (i.e. to address any identified gaps in their LLN).
- If additional support is determined then the relevant Trainer will provide this LLN support during the training and assessment activities to enable them to achieve expected learning outcomes.
- Where a resultant LLN service is provided to a specific student or group of International students then this will be recorded (and signed/dated by the student) and placed on their student file as evidence that an AVETA LLN Student Support Service was actually provided to the student.

4.0 SOCIAL INCLUSION ACTIVITIES

If requested by an International student or group of students AVETA will provide them with the opportunity to be involved in a range of social activities.

5.0 IT SUPPORT

If requested by an International student or group of International students AVETA will provide them with IT support in their classroom. Students should initially make contact their Trainer with any issues relating to AVETA's IT Services and if their Trainer cannot address the matter they will then raise the issue with AVETA's IT Services for resolution.

6.0 ACCOMMODATION SERVICES

If requested by an International student or group of students AVETA will provide advice and/or information about locating affordable, safe and convenient accommodation. Initially, AVETA's Trainer will encourage International students to research the options offered and choose an arrangement that best suits their own budget and study requirements.

If an International student requires temporary accommodation AVETA will arrange to book the accommodation on a student's behalf, but AVETA needs at least two week notice prior to arrival (For more detailed information and charges refer to AVETA's Pre-Arrival Information Hand-book)

7.0 AIRPORT RECEPTION

If requested by an International student or group of students, not less than ten (10) working days prior to their arrival, AVETA will have the student/s met at Melbourne airport and transported to their accommodation within Melbourne (For more detailed information and charges refer to AVETA's Pre-Arrival Information Hand-book).

8.0 IMMIGRATION AND CITIZEN SEMINARS

AVETA will keep attempt to keep all enrolled International students updated on the current requirements about applying for permanent residency in Australia or direct student to an appropriate web-site for access to this type of information.

9.0 ACCESSIBILITY TO AVETA TRAINERS

All International students will have access to AVETA Trainers during the hours of their scheduled/timetabled classes.

If a student requires access to AVETA's Staff outside normal business hours (Monday to Friday, 9am to 5pm); they should contact AVETA's CEO on the number provided in their Student Handbook.

10.0 REVIEW AND IMPROVEMENT OF STUDENT SERVICES

AVETA is committed to reviewing and improving the Student Support Services it provides to all enrolled International students. The process of capturing relevant data will include, but not limited to monitoring the level of requests for support services.

P.05.07 EQUAL OPPORTUNITY POLICY

This policy has been designed to ensure that AVETA is compliant with its legal responsibility to make sure that everyone who works for AVETA and its students are treated fairly and with respect in relation to the provision of educational services. This includes positive duty and making reasonable adjustments.

Positive Duty - The *Equal Opportunity Act 2010* introduces a positive duty requiring AVETA to take reasonable and proportionate measures to eliminate discrimination, sexual harassment and victimisation as far as possible. The positive duty is aimed at making sure AVETA prevent discrimination happening in the first place, rather than responding after a complaint has been made. Accordingly AVETA will ensure that all staff is aware of positive duty and understands their responsibilities; in this way it will assist AVETA's aim of preventing discrimination before it happens.

Reasonable adjustments - Under the Equal Opportunity Act 2010 AVETA is required to make changes so that a person with a disability can safely and productively participate in an education program provided by AVETA. This is known as reasonable adjustments.

Making reasonable adjustments requires AVETA to balance the need for change with the expense or effort involved in making this change. If an adjustment requires a disproportionately high expenditure or disruption it is not likely to be reasonable.

The reasonable adjustments obligations directly address systemic discrimination experienced by people with disability in education.

1.0 ACCESS AND EQUITY

AVETA is dedicated to achieving equitable outcomes in the Vocational Education and Training (VET) that it provides to its students.

AVETA recognises that groups who face particular disadvantage are:

- people with a disability
- Indigenous people
- women
- people from non-English speaking backgrounds
- people in rural and remote areas

2.0 DISCRIMINATION

In this policy, discrimination is defined as: treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by law. This includes bullying someone because of a protected characteristic, and includes the following:

- age
- carer status, family responsibilities, parental status
- disability (including physical, sensory and intellectual disability, work related injury, medical conditions, mental, psychological and learning disabilities)
- employment activity
- gender identity, lawful sexual activity, sexual orientation
- industrial activity
- marital status
- physical features
- political belief or activity
- pregnancy, breastfeeding
- race (including colour, nationality, ethnicity and ethnic origin)
- religious belief or activity
- sex
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

AVETA recognises that discrimination can be either direct or indirect, and definitions relating to these two attributes are as follows:

Direct discrimination is when a person treats, or proposes to treat, someone with a protected personal characteristic unfavourably because of that personal characteristic. Direct discrimination often happens because people make unfair assumptions about what people with certain personal characteristics can and cannot do.

Indirect discrimination occurs when an unreasonable requirement, condition or practice that purports to treat everyone the same ends up either actually, or potentially, disadvantaging someone with a personal characteristic protected by the law.

For example, AVETA will not discriminate when:

- deciding who will be admitted as a student
- refusing to accept a student's application
- denying or limiting access to the full range of educational services offered by AVETA
- expelling a student

3.0 VICTIMISATION

AVETA recognises that victimisation is unlawful.

In this policy, victimisation is subjecting, or threatening to subject, someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation.

AVETA, in its dealing with its students, employees and contractors, will not victimise any individual or group(s) of individuals.

4.0 RACIAL AND RELIGIOUS VILIFICATION

AVETA recognises that racial and religious vilification is unlawful.

In this policy, racial and religious vilification is as outlined in the *Racial and Religious Tolerance Act 2001*, which makes it unlawful to vilify a person or group of people because of their race or religion.

Vilification is behaviour that incites or encourages hatred of, serious contempt for, revulsion or severe ridicule of another person or group of people because of their race or religion.

AVETA, in its dealing with its students, employees and contractors, will not vilify any individual or group(s) of individuals.

5.0 SEXUAL HARASSMENT

AVETA recognises that sexual harassment is against the law.

In this policy, sexual harassment is defined as unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, verbal or written. It can include:

- comments about a person's private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling or hugging
- sexually suggestive comments or jokes
- displaying offensive screen savers, photos, calendars or objects
- repeated requests to go out
- requests for sex
- sexually explicit emails, text messages or posts on social networking sites.

In addition, AVETA understands that just because someone does not object to inappropriate behaviour in AVETA's workplaces at the time, it does not mean that they are consenting to the behaviour.

A single incident is enough to constitute sexual harassment – it doesn't have to be repeated.

All incidents of sexual harassment – no matter how large or small or who is involved – require AVETA managers and supervisor to respond quickly and appropriately.

6.0 MAKE A COMPLAINT TO THE COMMISSION

Any AVETA student, employee or contractor who feels that they have been discriminated against, sexually harassed, victimised or vilified will be encourage to make a complaint to the Victorian Equal Opportunity and Human Rights Commission in their endeavour to have their complaint resolved in a free, fair and timely dispute resolution manner.

7.0 REFERENCES

- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities Act 2006.

P.20.04

TESTAMUR, RECORD OF RESULTS AND STATEMENT OF ATTAINMENT POLICY

1.0 INTRODUCTION

This policy defines and describes the guiding principles that underpin the issuance of Testamurs, Records of Results, and Statements of Attainment at AVETA in line with Standards for Registered Training Organisations (RTOs) 2015. Accordingly, AVETA will only issue AQF certification documentation when a student has completed their program of training and assessment with AVETA (and will not issue 'interim' documentation at any time).

AVETA will retain records of Qualifications and Statements of Attainment issued for 30 years; and will retain sufficient data to be able to re-issue a Qualification or Statement of Attainment during this 30-year period. If AVETA ceases to be an RTO, AVETA will provide this information to ASQA in digital form; thereby ensuring that both current and past students are able to access records of their achievements.

AVETA will maintain the integrity and national recognition of relevant Training Package on its scope of registration, and will issue AQF certification that is consistent in its presentation and will accept similar certification issued by other RTOs.

Clause 3.1

This policy is designed to ensure that AVETA issues AQF certification documentation only to learners who have been assessed as meeting the requirements of the AQF qualification as specified in the relevant Training Package.

Clause 3.2 & 3.4

All AQF certification documentation issued by AVETA will meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015 as outlined in Schedule 5.

SCHEDULE 5

Issuing AQF Qualifications including Record of Results that accompany Testamurs

- AVETA will include the following information on its Testamurs and Record of Results, in addition to the requirements of the AQF Qualifications Issuance Policy:
 - AVETA's name, National RTO code and logo
 - the code and title of the awarded AQF qualification, and
 - the NRT Logo in accordance with the current conditions of use
- AVETA will not include the learner's Student Identifier on its Testamurs consistent with the Student Identifiers Act 2014.
- AVETA's Record of Results will also include the year the learner enrolled in each Unit of Competency, along with the Unit Code, Unit Title and Unit Result.
- AVETA will:
 - maintain a register of AQF qualifications that it has issued
 - maintain records of AQF certification documentation that it has issued for a period of 30 years, and
 - provide reports of Records of qualifications that it has issued to ASQA as determined by ASQA.

Issuing Statements of Attainment

- AVETA will include the following information on its Statement of Attainments:
 - AVETA's name, National RTO code and logo
 - a list of units of competency showing their full title and the national code for each unit of competency
 - AVETA's authorised signatory
 - the NRT Logo
 - AVETA's organisation's seal, corporate identifier and unique watermark
 - the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
- The following element will also be included on AVETA's Statement of Attainments:
 - the words 'These competencies form part of [code and title of qualification(s)/course(s)]'
- AVETA will not include the learner's Student Identifier on its Statement of Attainments consistent with the Student Identifiers Act 2014.
- AVETA will:
 - maintain a register of Statement of Attainments that it has issued
 - maintain records of Statement of Attainments that it has issued for a period of 30 years, and
 - provide reports of Statement of Attainments that it has issued to ASQA as determined by ASQA.

Clause 3.3

AVETA will issue AQF certification documentation to learners within 30 calendar days of the learners being assessed as meeting the requirements of the relevant Training Package if the training program in which the learner is enrolled has been completed, and providing all agreed fees the learner owes to AVETA have been paid.

At no time will a Testamur including Record of Results that accompany a Testamur or a Statement of Attainment be created or issued without the student being enrolled.

Withholding of Testamurs/ Record of Results or Statement of Attainments

Testamurs / Record of Results or Statement of Attainments will be withheld from release to learners where:

- a) A learner or their proxy is unable to provide appropriate proof of identification at the time of collection
- b) Fees payable to AVETA remain outstanding in part or in full at the time of collection
- c) A fine or monetary imposition for student discipline remains outstanding at the time of collection

Cancellation of a Testamur / Record of Results or Statement of Attainments

Where a Testamur/ Record of Results or Statement of Attainment contains an error or misprint, AVETA's Administration Department shall, upon its return within 30 days:

- a) Destroy the original document
- b) Re-issue the document with the same number and issue date of the destroyed document
- c) If requested, arrange for the registered mailing of the Testamur / Record of Results or Statement of Attainment at no cost to the learner

Posthumous Issue and Release of Testamurs / Record of Results and Statement of Attainments

The next of kin may apply for the posthumous issue of a Testamur/ Record of Results and/or Statement of Attainment. This will occur even if any agreed fees the learner owed to AVETA have not been paid.

Uncollected Testamurs / Record of Results or Statement of Attainments

Any documents not collected by learners will be retained by AVETA's Administration Department for a period of thirty years from the date of issue on the Student's file and will only be released providing all agreed fees the learner owes to AVETA have been paid.

Ineligibility and Appeals Process

Where AVETA has not released a Testamur/ Record of Result or Statement of Attainment because the learner has outstanding fees that are owed to AVETA, the learner can appeal for the release of the documentation in accordance with AVETA's Complaints and Appeals Policy P.03.02 and Procedure PR.03.03.

To reduce the chance of fraud AVETA has:

In line with RTO Standard – Standard 3, clauses 3.1-3.4 AVETA included AVETA's seal and unique watermark on its certification. Accordingly AVETA certification:

- is printed on corporate paper (e.g. letterhead with a multi-coloured background) that makes it clear when a document is not the original
- includes an embossed seal and logo in the paper
- has all important details (e.g. graduate's name, qualification name, date) printed over a multi-coloured 'watermark' background
- includes a serial number

2.0 REFERENCES

- Australian Skills Quality Authority (ASQA)
- Standards for Registered Training Organisations (RTOs) 2015.
- Australian Qualifications Framework (AQF)

3.0 RELATED AVETA POLICIES AND PROCEDURES

- Testamur or Statement of Attainment Application and Issuance Procedure

4.0 DEFINITIONS

- **AQF certification documentation**
is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
- **AQF qualification**
means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.
- **Learner**
means a person being assessed by AVETA for the purpose of issuing AQF certification documentation.
- **Nationally Recognised Training (NRT) logo**
means the logo used nationally to signify training packages and VET accredited courses.
- **RTO code**
means the registration identifier given to AVETA on the National Register.
- **Record of Results** is a list of results for units of competency within a qualification, achieved by a learner
- **Statement of attainment**
means a statement issued by AVETA to a learner confirming that they have satisfied the requirements of the unit/s of competency specified in the statement.
- **Testamur** is defined by AQF as an "official certification document that a learner has satisfied all the requirements of a qualification". Testamurs will only be issued by AVETA for nationally accredited qualifications which are listed on AVETA's scope of registration.
- **Training Package**
A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils (ISCs).

P.03.07 CRITICAL INCIDENT MANAGEMENT POLICY & PROCEDURES

1.0 INTRODUCTION

In line with Standard 6 of the ESOS National Code 2018, this policy and procedures has been designed to ensure that AVETA will activate the required procedures as soon it becomes aware of a critical incident affecting a staff member, a student or a group of students, contractors or members of the public on AVETA premises.

- The National Code defines a critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'. (This does not include serious academic misconduct)

AVETA will take immediate steps to manage the critical incident that could affect an overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm, the follow-up required after the incident, and record the details of the incident and action taken by AVETA during or following the incident.

AVETA will maintain a written record of any critical incident and remedial action taken by AVETA for at least two years after the overseas student ceases to be an accepted student under the ESOS Act.

AVETA will ensure that all appropriate staff that may be involved in a critical incident or management of the incident post the actual incident will have contact information available to them for the police, the Department of Home Affairs and the parents of the student, if appropriate or any other organization that may be able to assist in such a situation for example Community/Multicultural organisations or phone – counselling services.

AVETA will maintain and publicise to students a list of designated members of AVETA's staff to be the official point of contact for students during normal office hours.

2.0 DEFINITIONS

2.1 Critical Incident

A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. (This does not include serious academic misconduct). Non-life threatening events could still qualify as critical incidents. Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse or
- Other Non-Life threatening events

2.2 AVETA's Critical Incident Team

Immediately a critical incident has been brought to the notice of AVETA's CEO, it will be the responsibility of the CEO to establish an AVETA's Critical Incident Team. The composition of the team will be left to the discretion of the CEO.

Any action taken in regard to a critical incident will be recorded to include outcomes or evidence if the incident is referred to another person or agency but will take into account AVETA's Privacy policy. Whatever action is taken the major focus will be the care for both the physical and emotional wellbeing of staff, students and their families and if possible to minimise any short and long term disruption to personal and professional functioning of AVETA as an educational provider.

- **Responsibilities of AVETA's Critical Incident Team:**

- a) To oversee the coordination of AVETA's response to the critical incident
- b) To liaise with the Department of Home Affairs, police, and their families or any other organisations as appropriate who and any other relevant organisations that may be able to assist in such a situation, for example community organisations or phone counselling services.
- c) To monitor staff, students, visitors or contractors throughout the critical incident response and afterwards
- d) To determine the level of counselling or other support required from external authorities
- e) To set up and staff a recovery room, where appropriate

- f) To liaise with relevant external support agencies
- g) To record the incident and actions taken including post incident actions.

3.0 EMERGENCY RESOURCES

The nature of critical incidents is such that resources cannot always be provided in anticipation of events. For this reason, AVETA's Critical Incident Team must use their discretion to provide adequate resources, for both physical situations as well as AVETA staff members, or to meet the needs of specific situations.

AVETA's Critical Incident Team will access any of the following emergency resources, as required:

- Police (ph: 000)
- Fire Brigade (ph: 000)
- Ambulance (ph: 000)
- Phone-counselling services (Care Ring, 24 hours a day, ph: 136 169 OR Lifeline, ph: 131 114)
- Translating and Interpreting Service (ph: 131 450)

4.0 FOLLOW-UP AFTER A CRITICAL INCIDENT

- a) The outcomes of a critical incident response will be evaluated by the Critical Incident Team establish for a specific critical incident in the month following the critical incident (taking into account AVETA's Privacy Policy P.16.03).
- b) AVETA's Critical Incident Team will continue to monitor staff, student, visitor or contractor needs after the critical incident

- c) AVETA's Critical Incident Team will complete any reporting requirements as soon as practical.

5.0 DOCUMENTATION OF A CRITICAL INCIDENT

Any action taken in regard to a critical incident will be recorded to include outcomes or evidence if the critical incident is referred to another person or agency. When documenting the critical incident, it will be done taking into account AVETA's Privacy Policy P.16.03. A breach of an Australian Privacy Principle is an 'interference with the privacy of an individual' and can lead to regulatory action and penalties. This documentation will also assist with the evaluation phase of the critical incident. This should be completed on AVETA's Critical Incident Report Form F.03.10.

P.09.05

IT STUDENT ACCESS POLICY

1.0 AVETA STUDENT IT ACCESS

AVETA will allow students access to its electronic network during the course of their studies (which includes but not limited to application software and the Internet) so that they can utilise digital technology to enhance their learning experience.

2.0 USE OF COMPUTING EQUIPMENT

2.1 Access to Computers

AVETA's classroom computers and printers will be available for enrolled students during their timetabled hours.

2.2 Use of Computers/Printers

The following will apply to all students who wish to use these computers:

- Food and drinks will not be permitted in AVETA's computer rooms at any time
- Students are not permitted to load or copy any software, including games, onto AVETA computers or network
- Disciplinary action will be taken for any breach of this policy

2.3 Backup Discs/Memory sticks

AVETA will advise all enrolled students, at the time of enrolment and during the period of their studies, that they should purchase a USB memory stick in order to save their important data files or copies of student's assessments. Although there is room for student files to be stored on the network, these will be deleted at the end of each term. It is the student's responsibility to ensure that backup copies of their work are saved on to their memory sticks.

2.4 Use of the internet and the World Wide Web

The following will apply to all enrolled AVETA students who wish to use the internet and the World Wide Web:

- Students may only browse the internet for the purpose of Self-paced learning and/or Assessment activities.
- Sites known to contain material which is pornographic or illegal under International, Australian or State laws should not be visited.
- During any research activity, any site that is visited that displays any pornographic or illegal material should be immediately closed.
- Disciplinary action will be taken for any breach of these policies.

2.5 Breaches of Copyright

The following will apply to all students who breach copyright laws:

- Unauthorised use of software images or files is considered to be a breach of copyright
- Students must not copy or reproduce any licensed software to AVETA which is available on AVETA's computing network or drives
- Students must not hack into any application, files or drives that are normally not available to students
- Students who abuse the use of computer software images or files will be considered to have breach of copyright
- Students who copy content from the Internet, but must display the reference source
- Students must not copy information from the internet where this has been indicated by the author
- Students must not install, store or attempt to run any programs which are malicious or likely to slow down AVETA's network
- Students must not install, store or attempt to run any programs which are not required for educational services approved by AVETA (including games)
- Students must not store, view or distribute to others any illegal, offensive or unlicensed material
- Students must not share their login username and password or use another student's to access the network.

The onus is on the student for any breaches of this policy. Any breach will be considered a non-compliance with AVETA's IT Student Access Policy.

3.0 Non compliance

Non-compliance with this policy may result in any, but not limited to any of the following:

- Suspension of computing privileges, including the loss of access to AVETA's computer network
- A disciplinary review which may include suspension or expulsion from AVETA
- Legal action by AVETA to recover any costs involved with a breach
- Criminal action by the Victorian or Federal authorities

4.0 LOGON Procedures

All enrolled AVETA students will be required to confirm, when they logon to AVETA's network, that they will abide by the Telecommunications Act 1997 and the conditions set out in this Policy; specifically they will be required to declare that they will only use the Internet for educational purposes. At each login they will be required to confirm this before access is granted.

Once a student has confirmed that they will abide by this policy, AVETA will allow the student to access to a number of resources including, but not limited to:

- Application Software
- Internet
- Student personal storage space
- AVETA's antivirus monitoring
- Printing services.

5.0 Monitoring Access

AVETA's students will be advised that:

- AVETA's IT Network Administrator (under direction of AVETA's CEO) may open, read, modify or delete any files anywhere on AVETA's network that have been deemed unnecessary
- All AVETA's student computer activities can be monitored and viewed at the discretion of AVETA's CEO (but within the limitation of the Privacy Act 1988)
- Once a student has logged onto AVETA's Network the duty of care with regard to access and use of AVETA's IT network rests with the student who has logged on.

P.19.04

Student Identifier Scheme Policy

In line with ASQA Standards for RTO's 2015 - Clause 3.6 AVETA will meet the requirements of the Student Identifier scheme, including:

- a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose. (AVETA enrolling Officer will undertake this activity at the time of enrolling a student in a course of study at AVETA).
- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- c) ensuring that where an exemption described in clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar
- d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

The Student Identifier scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET outcomes. The online system provides each student with a USI. Unless the student or the training the student undertakes is exempt, AVETA will only issue a Qualification or Statement of Attainment to a student after the student has provided AVETA with a verified USI, or AVETA has applied for a USI on behalf of the student.

AVETA will protect the security of all information related to USIs; it will retain this information on the Student's File which will be stored in lockable cabinets on AVETA's premises. In addition records of all AQF certification documentation issued by AVETA will be kept for 30 years. Where a qualification or Statement of Attainment is recorded in the Student Identifier scheme, AVETA will not need to retain additional records to demonstrate this, as the records required will exist within the Student Identifier scheme.

P.13.01

MANUAL HANDLING POLICY AND PROCEDURES

1.0 INTRODUCTION

This policy applies to all AVETA staff, students, contractors and visitors.

In accordance with the Occupational Health and Safety Act 2004 and Occupational Health and Safety Regulations 2007 (OHS Regulations) AVETA has a specific duty to make all AVETA's workplaces safe, this includes duties or activities that require manual handling.

Accordingly AVETA will identify all tasks that involve manual handling and if these tasks potentially pose a risk of musculoskeletal disorder, then AVETA will eliminate where practicable, or reduce the risk to a point where the risk is considered acceptable by implementing one or any combination of the following (but not limited to):

- provide information, training or instruction to all AVETA staff, students, contractors and visitors on the safe practices and the correct techniques required when manual handling
- provide mechanical lifting aids
- change the workplace layout, the workplace environment or the systems of work
- change the objects used in the task

In addition to the above, AVETA will review (and, where necessary, revise) AVETA's risk controls, if there is a report of a Musculoskeletal Disorder at any AVETA workplace, or on request by AVETA's staff, students, contractors and visitors or an AVETA Health and Safety Representative.

Finally, AVETA will obtain, from any manufacturer and supplier of goods and products to AVETA, information on the safe use, manual handling if applicable, and maintenance of their product/s at the time of supplying their product/s, so that AVETA can implement the required procedures to eliminate where practicable or reduce any risks associated with manual handling of their product/s.

2.0 REFERENCES

2.1 Occupational Health and Safety Act 2004

2.2 Occupational Health and Safety Regulations 2007 (OHS Regulations)

3.0 DEFINITIONS

Manual Handling means a task having one or a combination of any of the following characteristics that are known to be one of the main sources of musculoskeletal disorders:

- a) Repetitive or sustained application of force by using force repeatedly over a period of time
- b) Repetitive or sustained awkward posture where any part of the body is in an uncomfortable or unnatural position
- c) Repetitive or sustained movement by using the same part of the body to repeat similar movements
- d) Application of high force where the task is difficult to perform due to the effort that is required
- e) Exposure to sustained vibration transferred from tools or machinery to the operator's body
- f) Handling loads that are heavy or unstable / unbalanced or difficult to hold (particularly if the load can move, change suddenly or is uneven)

4.0 PROCEDURE

4.1 Responsibilities

AVETA's management shall:

- a) Ensure compliance with the act and regulations by identifying, assessing and controlling risks associated with manual handling tasks which have the potential to cause musculoskeletal disorders
- b) Conduct assessments for all identified manual handling tasks
- c) Implement and manage risk management controls to ensure that the level of risk associated with all manual handling tasks is either eliminated or reduced to a point where the risk is acceptable. The identified risk management controls will be assessed for their short, medium or long term viability.
- d) Consult with AVETA staff and Health and Safety Representatives on any task involving manual handling

Provision of information or training in manual handling techniques shall NOT be used as the sole or primary means of controlling the risk(s) unless the following controls are not practicable:

- a) Altering the workplace
- b) Altering the systems of work used to carry out the task
- c) Changing the objects used in the task
- d) Using mechanical aids
- e) Altering the environmental conditions, such as heat, cold and vibration

AVETA's Staff shall:

- a) Cooperate in reducing the risk of manual handling injuries by following information, training or instruction they may have received in correct manual handling techniques and where required using mechanical aids
- b) Participate in the identification, assessment, implementing and ongoing management of AVETA's risk control processes relating to manual handling at AVETA

4.2 Training

AVETA's management will provide, where deemed necessary, training to AVETA staff, students, and contractors in correct manual handling techniques

4.3 Injury

If a manual handling task results in an injury to AVETA staff, students, contractors or visitors, AVETA's CEO will ensure a risk assessment is conducted in accordance with the requirements of this procedure and "Reporting of Injuries".



The ESOS framework

Providing quality education and

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course, and
- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and

Contact details

Who?	Why?	How?
Your provider	For policies and procedures that affect you	<ul style="list-style-type: none"> • Speak with your provider. • Go to your provider's website.
Department of Education	For your ESOS rights and responsibilities	<ul style="list-style-type: none"> • ESOS Helpline 1300 615 262 • Online enquiry form https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx
Department of Immigration and Border Protection (DEPARTMENT OF HOME AFFAIRS)	For visa matters	<ul style="list-style-type: none"> • www.homeaffairs.gov.au • Phone 131 881 in Australia • Contact the DEPARTMENT OF HOME AFFAIRS office in your country

Study Melbourne Student Centre



They are here to help overseas students. You can visit the Centre from 9am to 5pm to access free support, information and contacts to help you enjoy living and studying Melbourne.

Location: 599 Little Bourke Street Melbourne

Phone: 1800 056 449