



Australian Institute OF CAREER EDUCATION

RTO CODE: 52359 | CRICOS CODE: 04298M
A subsidiary of St Jude's Health Care Services



STUDENT HANDBOOK

WELCOME TO AICE

 aice.edu.au

 info@aice.edu.au

Welcome to AICE

At AICE (RTO Code 52359) we are committed to supporting you on your learning journey. It is important that you take the time to read this handbook as it contains vital information that is applicable to all students.

Here at AICE, we strive to ensure all students receive the highest quality of training, preparing you for work or further study.

AICE is a subsidiary of St Jude's Health Care Services. St Jude's story began in 1982 with supporting people with psychosocial needs, disability and the homeless. Today, St Jude's has expanded across Australia and includes services across the NDIS, aged care and home care services.

AICE was founded under the same driving mission to provide quality, effective and accessible training both within the health sector and beyond. It is our goal to provide students with the right tools, trainers, and opportunities to succeed with us and into the future.

We hope you will enjoy your time with us and wish you every success in your learning.

Regards,

Binu Joseph, CEO



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The Australian Institute of Career Education (AICE) acknowledges the Traditional Owners and Custodians of the Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to Aboriginal and Torres Strait Islander people, the cultures and the Elders past and present.



AUSTRALIAN INSTITUTE OF CAREER EDUCATION (AICE)

The purpose of this handbook is to provide you with a quick reference about our training programs, policies, procedures, roles and responsibilities to help guide you through your learning experience with AICE.

AICE aim to deliver high quality, innovative and engaging training that is relevant to our students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

Location:

- 'Mezzanine Level' 109 St Georges Terrace, Perth WA, 6000
- 'St Jude's Bethania Gardens' 187-91 Station Road, Bethania, QLD 4205

Service Commitment

AICE is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers that benefit the community and industry.

Course Information

Accredited Training Programs

AICE delivers a range of training programs, both accredited and non-accredited, which we conduct as public courses or customised for students and industry. Our holistic approach ensures students' needs are met.

Australian Institute of Career Education offers Nationally Recognised Training for the following Courses:

- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC52025 Diploma of Community Services
- HLT33115 Certificate III in Health Services Assistance
- HLT43021 Certificate IV in Allied Health Assistance
- SIT40422 Certificate IV in Hospitality
- SIT50422 Diploma of Hospitality Management
- HLTAID009 Provide Cardiopulmonary Resuscitation
- HLTAID011 Provide First Aid
- HLTINFCOV001 Comply with infection prevention and control policies and procedures.
- A range of short non-accredited courses

For more information, you can access and verify our full scope of registration via www.training.gov.au website. For a comprehensive list of the courses and our options we offer, please visit our website www.aice.edu.au.

Delivery Modes

Training and assessment methods used by AICE meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student. AICE offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, workplace –based, on-line learning, Recognition of Prior Learning (RPL) or a combination of these.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills.

Classroom / Face to face Delivery

Our classroom / face-to-face delivery option may be the suitable option for people who prefer the personal interaction and experience sharing that comes with attending a 'group' training programme. These sessions, led by committed and experienced Trainers, promise to be interactive, fascinating, stimulating, and excellent value for money.

Self-Paced / Online Delivery

Self-paced learning is ideal for learners who are existing workers who want to upskill, learner who are comfortable with self-directing their studies, or for candidate who unable to attend face to face classroom sessions. Candidates who choose self-paced learning option will receive a complete set of learning materials, workbooks, and associated assessment resources.

Learner will receive the support via email and phone then progress at their own pace, submitting completed assessments and associated evidence electronically.

Workplace Based Delivery

Workplace based delivery is suitable for the employer who wants to upskill their staff. This type of learning delivery will be combined training with working in a job and / or work placement with a supervisor or mentor. This provides significant advantage to learners and employers a major edge over traditional classroom based or distance learning programs. Our trainer and assessors deliver training at participant workplace and assist in the development of all work-related competencies, either directly with the participant or in collaboration with the employer.

Blended Delivery

Blended delivery mode offers students to access a combination of face to face and/or online, self-paced delivery options. This is an excellent option for learners who are organised and self-motivated yet still want to attend training on a regular basis to clarify and make certain they're on the right track and possibly interact with other students.

Other delivery methods may include, but are not limited to:

- Practical demonstrations
- Audio/visual presentations
- Group participation/ discussions
- Trainer/facilitator instruction
- Work placement / Practical activities
- Individual projects
- Case studies
- Workplace observation

AICE ensures the following resources are in place:

Course materials appropriate to the methods of delivery and assessment requirements.

- All necessary copyright authorisations.
- Appropriate equipment and facilities.

Student Enrolment Process

To enrol in a training program with AICE, simply visit our website to select a course. Click enquire now or contact office on 08 6373 2425 or email info@aice.edu.au to request an enrolment form and relevant course information.



Once you receive an enrolment form and relevant course information, make sure you include any supporting documents if there are any entry requirements for verified copies of previous qualifications, and supporting evidences.
Course eligibility will be confirmed via phone or email.



When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will arrange a pre-course meeting /discussion with you.
Your meeting may be in person or via phone call or online software such as Microsoft Teams or Zoom or Skype etc to discuss the Course and Workplace requirements, Payment Plan and LLN Test requirements.



Your application than be processed and if you are successful, you will receive an email / letter to confirm your enrolment.
If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Carefully review your documents including the student handbook, course fees, duration and payment plan are correctly stated.
Read through all of the included policies and procedures and if you are in agreement, sign and return to us.



Once we have received your first payment, Administration staff will advise you for the course orientation and commencement of your studies at AICE.

To enrol in a training program with AICE, simply visit our website to select a course and contact office staff or complete an enrolment form at the office. You may wish to contact the administration team on 08 6373 2425 or email info@aice.edu.au to send out an enrolment form and the relevant course information. Alternatively, enrolment forms can be downloaded from student info section on our website, simply complete and send to us, either by email or post. Please ensure questions on the enrolment form are answered truthfully so that AICE staff may correctly advise your eligibility for your selected program.

Our friendly and experienced administration team are available to assist all students with their enrolment. Completed enrolment form must be received no later than two business days prior to the course commencement. Enrolments will be considered tentative until your application has been processed. Once we receive your enrolment form, your eligibility for your selected program will be confirmed via phone or email by administration team.

Administration staff will arrange a pre-course meeting/discussion with you at AICE office or over the phone or online software using Microsoft Teams or Zoom or Skype or any other compatible software to:

- Discuss the course in detail, including your responsibilities and answer any questions you may have.
- Confirm the course fees for fee for service and funding courses including any payment plans.
- Complete a language literacy numeracy test to determine your learning needs.
- Be informed about the requirements of work placement, including but not limited to;
 - A satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP) / NCC will be required for all practical placements.
 - Working with Children Check
 - Current Vaccination/Immunization Certificate and Proof of Immunity
 - NDIS Clearance check
 - Other licenses/clearances if required to obtain as per state and territory requirements.

Enrolment Confirmation

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program, they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Students must have the appropriate level of language, numeracy, and literacy.

The student must pay all applicable fees as outlined within their course enrolment. Proof of payment must be provided to the administration team prior to commencement in the chosen program. All students will receive a letter/email from the administration team to confirm their enrolment.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which AICE must abide.

Our course standard material contains written documentation and as required by the course there may be numerical calculations. We recognise that not all people are able to read, write and perform calculations to the same Standards. AICE makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.

Where there are entry requirements for courses e.g., literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information and students may be required to undertake an online language, literacy, and numeracy assessment through LLN Robot to enable AICE staff to identify additional support required.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills.

Unique Student Identifier (USI)

A USI - Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia. All Registered Training Organisations (RTOs) must ensure they must have a valid USI for any student that enrolls in Nationally Recognised Training from 2015. If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment.

The USI will give you access to an online record of your nationally recognised training in the form of a USI Transcript. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training.

Creating a Unique Student Identifier (USI) will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training provider you train with when you enrol. For more information about USIs including how to create your USI or exemptions, visit <https://www.usi.gov.au>

USI and myGov

From January 2024, students can access their USI in more ways by linking USI account within myGov. It is now easier than before to access the USI, whether you're updating your information or viewing and sharing the USI VET transcript. Students will need an active USI before they can link their USI to the myGov account.

By linking USI account, students can easily access other government services online including Centrelink, Medicare, and the Australian Taxation Office with just one secure sign-in.

Students can still login to the USI Student Portal using your USI sign-in the same way as before. For more information, visit <https://www.usi.gov.au/students/my-gov>.

Course Fees and Charges

Information about fees and charges is documented clearly on our website www.aice.edu.au or can be obtained by contacting our staff at info@aice.edu.au or call (08) 6373 2425. Student will be provided with relevant information for each qualification during the information session. All course fees are inclusive of Administrative Charges, Training Delivery and assessment, course materials (online materials). Please ensure you read our Fees and Charges Policy.

<u>Course Code</u>	<u>Course Name</u>	<u>Fees</u>
CHC33021	Certificate III in Individual Support	\$3000.00
CHC43015	Certificate IV in Ageing Support	\$4500.00
CHC52025	Diploma of Community Services	\$6000.00

HLT33115	Certificate III in Health Services Assistance	\$3000.00
HLT43021	Certificate IV in Allied Health Assistance	\$4500.00
SIT40422	Certificate IV in Hospitality	\$4500.00
SIT50422	Diploma of Hospitality Management	\$5500.00
HLTAID009	Provide Cardiopulmonary Resuscitation	\$145.00
HLTAID011	Provide First Aid	\$145.00
HLTINFCOV001	Comply with infection prevention and control policies and procedures	\$120.00

Payment options

AICE is authorised to accept the course fees up to \$1500 prior to any training being delivered. For the remaining amount, payment plans will be developed in conjunction with the student and AICE representative.

AICE offers payment plan options to students where the course fees are in excess of \$600. These shall be documented to ensure that all fees and associated payment schedules are fair and transparent to all parties. AICE will send out an invoice via email to make your payment online for the course and other service requested by the student. Please refer to our website for the cost of each qualification.

Fees for government funded courses

<u>Course Code</u>	<u>Course Name</u>	<u>Concession</u>	<u>Non-concession</u>
CHC33021	Certificate III in Individual Support (Ageing and Disability)	\$0.00	\$0.00
CHC52025	Diploma of Community Services	\$400.00	\$1200.00

AICE also offers a "Fee-Free Training" and "Lower Fee Lower Skills" government-funded CHC33021 Certificate III in Individual Support course to eligible students in Western Australia. For more information, please see the FAQs on Jobs and Skills, WA website to check your eligibility for funding.

Course fees for government-funded courses are determined by the nominal hours of the enrolled units or modules approved by the DTWD. These fees will be calculated in line with the applicable guidelines and policies regarding fees and charges.

Based on the eligibility criteria, concession and non-concession will be applicable to the student and will be charged as per the VET fees and charges policy.

Fees and charges are indicative and are subject to change based on individual student enrolment.

AICE do not charge any goods and services, material or resources fees. However, the below additional fees and charges will be applicable.

- Re-print of Certificate: \$30.00
- Re-print of Statement of Attainment: \$30.00
- Re-assessment for an activity: \$10.00
- Postage and handling: \$10.00

www.jobsandskills.wa.gov.au/skillsready

Other associated fees and charges

AICE is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced. We guarantee that all enrolled and commenced learners will be given every opportunity to complete their training and assessment within agreed training timeframe. You'll be provided with additional support by your trainer and assessor to stay on track through your learning journey. You will be responsible for submitting sufficient evidence and assessment requirements for each unit of competency. AICE will assist you to find some suitable alternative solutions if unable to deliver the training outlined in your course enrolment.

<u>Standard Associated Fees</u>	<u>Cost</u>
Recognition of Prior Learning (Per Unit)	\$150.00
Re-enrolment for a unit of competency	\$100.00
Re-assessment (after 3 rd attempts)	\$50.00
Re-print of Certificate	\$30.00
Re-print of Statement of Attainment	\$30.00
Re-assessment for an activity	\$10.00
Postage and handling	\$10.00

For any credit transfers application will not incur any additional fees and charges.

Induction and Orientation

AICE assigned staff member will conduct an induction and orientation session with you to ensure you are ready to commence and completely comfortable with the chosen course of study. Students will receive their login details for the aXcelerate student portal to access all learning materials and assessment resources. Staff will guide you through the program, provide information for accessing learning resources, and give you the opportunity to ask any questions and work with the trainer and assessor to identify your needs.

AICE has pre-determined delivery schedules and units that designed to suit the industry skills requirements to assist in gaining the required skills and knowledge for selected qualification. On the day, you'll be provided with the training plan to sign to reflect the skills and knowledge required. For any credit transfers that may also alter the course delivery.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical industry experience and maintain their currency through ongoing engagement in industry. You will be assigned to a trainer and assessor to train, guide and assesses your work. You are able to contact your trainer and assessor via email or office contact number if you require any assistance.

Course Assessment

Qualifications issued in the Vocational Education and Training sector certify the achievement of competency. Competency based training focuses on what the individual can do, and unlike other methods of learning, competency-based training is based on work-related skills and requirements, and the application and performance of the individual in the workplace. It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. To be deemed Competent in any Unit of Competency, the learner must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period.

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. Assessment is the process of collecting evidence and making judgement on whether competency has been achieved, to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards. There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

Various assessments tasks /activities may be involved including, but not limited to:

- Written Questions / Knowledge Tasks;
- Skills Tasks / Simulated activities;
- Case Studies / Research or Project Tasks;
- Role Plays / Oral Presentations;
- Workplace observation;
- On the job assessment by your supervisor;
- Portfolio of evidence (with explanation of the documents)
- Work placement Tasks

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.

AICE is required to meet stringent quality requirements in the conduct of all assessments.

AICE has carefully constructed and developed assessment resources to meet these quality requirements, as well as being user friendly to students.

Submitting your assessments

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

- All assessments must be done as per the training schedule and submitted online by accessing the student portal (aXcelerate) through the AICE website.

- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- If you are mailing an assignment, it must be received by the due date. AICE does not accept responsibility for any lost assignments. Please ensure you keep a copy of your assignment prior to submission.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 2 weeks / 10 working days of receipt.
- Students are entitled to one resubmit assessment. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee.

Attempts

There is a maximum of three (3) attempts per assessment, failing the last attempt will result to a failed assessment. A reassessment fee per activity is applicable to allocate an extra attempt or may be asked to re-enrol in the unit of competency and will be charged the fees as indicated. Please refer to the trainer feedback before re-attempting an assessment and do not hesitate to contact your trainer if you need further explanation or assistance.

Assessment Malpractice

Assessment malpractice includes cheating, collusion, and plagiarism. AICE regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. AICE has policies and procedures in place for dealing with assessment malpractice.

- **Cheating** - All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion** - Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.
- **Plagiarism** - Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work, which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.
- **AI Use** - All submissions must be your own work. Generating assessment responses using Artificial Intelligence (AI) tools and presenting them as your own original thought is considered a breach of academic integrity. Failure to disclose the use of AI or submitting AI generated text as your own work will be treated as assessment malpractice.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Assessment Results

Students have access to their own learning account, which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of competency assessment is indicated by either;

For the unit of competency	For the individual assessment task and / or activity
C = Competent; or NYC = Not Yet Competent.	S = Satisfactory; or NS = Not Satisfactory.

Results of assessment are provided to students as soon as is practical and are available through your login details on the student portal account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustments

Students are encouraged to discuss with AICE any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for AICE to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

AICE trainer and assessor applies reasonable adjustments to its assessment system to accommodate the individual needs of learners including with any type of disability, taking into account the Principles of Assessment.

Students are encouraged to disclose or discuss any special needs or disability with trainer and assessors that they may affect their learning outcomes.

Extensions for Assessment

It is expected that all assessment tasks are submitted as per the due date. Should you require additional time to complete an assessment you must communicate with your assessor and request for an extension via email with supporting documentation.

Work Placement

AICE require students to undertake a practical placement in the workplace as part of the assessment requirements of the unit of competency and/or qualification. Student may wish to select their own work placement facility if the chosen work placement facility has fulfilled the conditions of assessment, equipment, and resource requirements.

Alternatively, AICE will facilitate suitable placement for each student. Students will complete their work placement at our partner organisation, St Jude's Health Care Services where possible or practicable. If placement cannot be found, we will assist in seeking placement with an alternative organisation with any applicable fees payable by the student.

For students, work placements (practical placements, clinical placements) are an opportunity to:

- Learn in a workplace relevant to their future career.
- Talk, listen and learn from experienced workers who will help students put theoretical learning into practice, and answer questions about wider areas of work and future opportunities in the industry.
- Practice skills over a period of time in real life situations, in different contexts and with different individual students
- Have access to real work technologies, equipment, students, and procedures.
- Have exposure to both normal operating procedures and unplanned contingencies.

During work placement, students are required to:

- Attend work placement facilities as per the schedule hours and timings
- Acts in a professional and courteous way and respects the rights of other people in the workplace including students



- Wear an AICE or organisation identification badge and uniform. This is to ensure students can easily identify as learners requiring supervision and support.
- Follow the policies and procedures of the host workplace including emergency procedures and the dress and nail code
- Be punctual at all times and advise the trainer assessor or workplace supervisor if late or unable to attend a service
- Keep information about the host business confidential unless agreed to by the employer
- Pro-actively seek to develop skills and knowledge during the placement to ensure readiness for workplace assessments
- Be appropriately equipped and prepared (e.g. assessment, pens, logbook etc.)
- Actively participate the work activities required and complete the student workbook or other documentation required by the training organisation
- Participate in a de-brief with the employer and work placement coordinator

A student undertaking work placement may be required to participate in a review at any stage to assess their suitability to participate or continue in the work placement.

Work placement Checks and Payment

The following checks maybe required prior to work placement. The student is response for any costs associated with obtaining the following:

- National Criminal History Record Check or National Police Certificate
- Working with children check
- Vaccination record check
- NDIS Clearance check

Fair Work Australia has a factsheet available referring to 'Vocational Placement', which makes it clear that under the Fair Work Act there are, conditions which must be met for a person to be recognised as on a vocational placement. These conditions can be summarised as:

- Must be a placement, arranged by the training provider or student as a course requirement
- Must be no entitlement to pay
- Placement must be done as a requirement of an education or training course
- Placement must be approved (all RTOs that are implementing the requirements of units of competency will meet this as they are 'approved' by their regulator to deliver the program)

Academic Records

In general, four types of academic records are issued by AICE. Certificates can only be awarded by AICE in accordance with our approved qualification scope. At the completion of all the assessments and confirmation by your trainer and assessor that you are competent, a qualification will be issued in your name. If you have not completed the program, yet you have completed some units of competency, a Statement of Attainment will be issued to you. All competencies and/or qualifications you achieve will automatically be linked to your USI profile.

- **Certificate** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a

cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

- **Certificate of Attendance/Certificate of Participation** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance/participation rate.

We are obliged to provide you with timely access to your academic records. Following submission and marking of your assessments, academic records will only be posted to students at their nominated postal address as shown in their student login account. The onus is on the student to ensure their address details are correct.

Academic records will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

Recognition of Prior Learning

Recognition of Prior Learning is the collective term and includes:

- Recognition of prior learning (RPL);
- Credit transfer (CT).

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

AICE believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

AICE aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by AICE may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard contact us on 08 6373 2425 or email info@alice.edu.au.

Recognition of Prior Learning Process

Recognition of Prior Learning is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence.

Recognition of Prior Learning is the determination, on an individual basis, of the competencies obtained by a student through:

- Previous formal training or learning
- Prior skills
- Work experience, and/or
- Life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor. Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition of Prior Learning (RPL) Decision

Assessors must be confident that the type of evidence you submitted meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

AICE is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- RPL Granted – Recognition of Prior Learning Granted for the unit/s of competency
- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency.
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

Credit Transfer

AICE recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Credit Transfer. Credit Transfer is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. If a course title and/or code are not an exact match, we will be conducting a mapping process to identify whether the unit requirements have been met.

Students are required to formally apply for Credit Transfer and must provide a copy of their USI Transcript along with original copies of Certificates. USI transcripts can be downloaded from your USI login portal. More information can be found on the link provided below or contact RTO administrator for further information and assistance.

<https://www.usi.gov.au/login>

Student Rights and Responsibilities

AICE offers its VET courses to suit student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

Student Support and Wellbeing Services

AICE understands that there may be times when personal issues may affect your ability to undertake your training. AICE has identified a number of support services for students who require additional support and assistance to undertake or complete their learning.

Educational and support services may include, but are not limited to:

- Pre-enrolment materials
- Mentoring, coaching and guidance on course content, as well as effective learning and study techniques Language, literacy and numeracy (LLN) programs and digital literacy or referrals to these programs
- Information and communications technology (ICT) support e.g., Microsoft office and relevant software, learning management system and submission of assessments etc.
- Learning resource centres
- Mediation services or referrals to these services
- Flexible scheduling and delivery of training and assessment
- Counselling and mental health services or referrals to these services
- Payment of fees such as payment plans and guidance on other fee support that may be available
- Learning materials in alternative formats, for example, in large print
- Learning and assessment programs contextualised to the workplace
- Learning support for the students, English is a second language required additional support
- Any other services that the RTO considers necessary to support learners to achieve competency.

Access to Learning Materials

On the day of orientation / induction, students will receive an online portal login detail including instructions to access all the learning materials such as learning guides, study guides, assessment resources and templates etc. Students' learning management system enables students to access learning materials as part of the course fee and access to training schedule and due dates of assessments. Students are required to follow their training plan to achieve the timely outcomes. Should you lose or misplace the materials you are provided, additional fees for the late assessment submission or replacement of materials will be incurred as per the fees and charges policy.

Attendance

Student attendance in class is paramount to the successful completion of learning and assessment outcomes. Students are expected to attend all training sessions.

Attendance in training is recorded each day by the trainer. These records are required for both learning and health and safety reasons.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will allocate additional time for self-study to undertake additional reading and research.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or AICE administration staff. Other arrangements can be made, including self-paced learning or alternative training dates. It is your responsibility to catch up on any work missed or attend support sessions, if you are absent from any scheduled class.

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, although they may vary:

- 10 minutes' duration for - Morning and afternoon tea breaks
- 30 minutes' duration for - Lunch breaks

Update or Change of Personal Details

Students are required to ensure their personal details recorded with AICE are up to date at all times. Students must update their contact details within 7 days of any change. Should your circumstances or details change please update your record through your student login account.

Student personal details include the following but not limited to;

- Residential and postal address
- Contact number
- Email
- Emergency contact details

Duty of Care

Under Occupational Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so AICE can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by AICE in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of AICE;
- Ensure that you are not affected by the consumption of drugs or alcohol.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

AICE retains the right at all times to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements, which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Punctuality

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

Behaviour

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Inappropriate behaviour or misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating AICE property or equipment;
- Academic integrity such as copying, cheating and/or plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of privacy and confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Disciplinary Processes

AICE may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal or written warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

Dress & Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;



- Appropriate work attire or uniform, including personal protective clothing (PPE) for training in workplace or simulated environments;
- Appropriate uniform and footwear must be worn at all times;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is required.

Mobile Phones

All phones must be turned off or on silent mode during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your belongings. AICE accepts no responsibility for any belongings that may be missing or stolen.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note, it is your responsibility to do this.

To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Keep track of your progress;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Complete all tasks using clear and concise language, and submit all assessment on time;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Evaluation and Feedback

AICE values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

AICE has developed feedback systems and forms for you to provide feedback on a monthly basis and upon completion of your course. We appreciate for your feedback and specific comments to improve our overall training and assessment practices.

Policies

Enrolment Policy

Information to Prospective students

- a) Prior to enrolment each prospective student is provided with access to a Student Handbook, Course Information flyers, and relevant policies during the pre-course information session.

Student Pre-Course Information Session/Meeting

- a) AICE provides clients with a pre-course information session/meeting to ensure they have appropriate information to facilitate their interactions with AICE and their learning.
- b) Each client receives a copy of the course information and AICE Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All clients sign an acknowledgment that they have received, read and understood the course information, AICE policies and details within the Student Handbook.

Enrolment of Individual student

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the AICE Access & Equity Policy.
- b) Enrolments are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program).
- c) All prospective clients will be provided with information regarding the RTO and its courses, in accordance with AICE Client Information Policy.
- d) AICE will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- e) If a training program is fully booked at the time a client enquires about enrolment into that particular training program, they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- f) Clients on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- g) Enrolments will be considered tentative until all documents, payment, the Unique Student Identifier (USI) and USI Transcript has been received where applicable. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new client.
- h) All Clients enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- i) Course fees are payable in advance as per the fees and charges policy requirements.

Fees and Charges Policy

AICE has developed a fair and equitable process for determining course fees, refunds, and payment options. AICE accepts various methods of payment for course fees. Payment for courses can be made in the form of Visa or Master Card or Direct Debit options.

- AICE will strive to maintain highly competitive fair and reasonable fee structures.

- AICE adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- AICE provides details of course fees in all course information. (See Client Information Policy)
- Course fees including Recognition of Prior Learning (RPL) may be negotiated with individual clients, as approved by the RTO Manager of AICE and/or their delegate.
- The RTO Manager of AICE and/or their delegate may discount or waive course fees (for example in cases of severe financial hardship) at their discretion, and where such waiver falls into compliance with any “Funding body” policy (as relevant).
- Confidentiality regarding fee arrangements is expected from clients.
- Where course fees are subsidised by a “Funding Body” (for example an Australian Apprenticeship or other State / Federal /Territory funded program) these may include a non-negotiable “Student Course Fee”. AICE will ensure these fees are applied and communicated to clients at the time of enrolment, in accordance with the relevant Funding body” fees policy.

Government Funded Courses

- Course fees for government-funded programs provided by Jobs and Skills WA are established annually in accordance with the existing VET Fees and Charges Policy released by the Department of Training and Workforce Development.
- Course fees for government-funded courses are determined by the nominal hours of the enrolled units or modules approved by the DTWD. These fees will be calculated in line with the applicable guidelines and policies regarding fees and charges.
- Students seeking a government-funded training position are required to fulfill the eligibility criteria established by DTWD. Based on the eligibility criteria, concession and non-concession will be applicable to the student and will be charged as per the VET fees and charges policy.
- As a requirement under the Department of Training and Workforce Development guidelines, AICE is required to charge a Training Fee for persons undertaking trainings that attract state funding.
- The training fee is based on a per nominal hour rate as per the below table.

Category of enrolment	Fee Rate Per Nominal Hour
Non-concession Student	
Category 1 — Diploma and Advanced Diploma courses*	\$5.79
Category 2 — Apprenticeships, traineeships**and priority industry qualifications (up to Certificate IV)	\$3.25
Category 3 — General industry training (up to Certificate IV)	\$4.88
Category 4 — Foundation skills and equity courses	\$0.21
Category 5 — Targeted fee relief courses	\$1.62
Category 6 — Fee-free courses	\$0.00
Concession Student	
Category 1 — Concession-eligible Diploma and Advanced Diploma courses***	\$1.74
Category 2 — Apprenticeships, traineeships**and priority industry qualifications (up to Certificate IV)	\$0.97
Category 3 — General industry training (up to Certificate IV)	\$1.47
Category 4 — Foundation skills and equity courses	\$0.21
Category 5 — Targeted fee relief courses	\$0.48
Category 6 — Fee-free courses	\$0.00

* Excludes Diploma and Advanced Diploma qualifications that are targeted fee relief, equity, or FEE-FREE courses.

** Excludes existing worker traineeships, targeted fee relief, equity, or FEE-FREE apprenticeships and traineeships.

*** Refer to the policy section of the Department's website for a list of qualifications for 2025.

Fees and charges are indicative and are subject to change based on individual student enrolment.

AICE do not charge any goods and services, material or resources fees. However, the below additional fees and charges will be applicable for students enrolled in the government funded course approved for AICE.

- Re-print of Certificate: \$30.00
- Re-print of Statement of Attainment: \$30.00
- Re-assessment for an activity: \$10.00
- Postage and handling: \$10.00

Other Fees and associated charges

- Student will be charged for other associated fees and charges.

Standard Associated Fees	Cost
Enrolment Administration	\$250.00
Recognition of Prior Learning (RPL) per unit	\$150.00
Re-enrolment for a unit of competency	\$100.00
Re-assessment (after 3 rd attempts)	\$50.00
Re-print of Certificate	\$30.00
Re-print of Statement of Attainment	\$30.00
Re-assessment for an activity	\$10.00
Postage and handling	\$10.00

Fee Payment Arrangements

- All deposits are payable in advance.
- AICE will not accept fees greater than \$1500 before training is commenced and no more than \$1500 is held in advance at any time during training.
- Flexible payment arrangements/options will accommodate individual circumstances.
- Fees must be paid in full before certification will be issued.
- If payment instalment / arrangements is in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, AICE reserves the right to suspend the student's learning or assessment (or both) until all fee payments are up-to-date.
- Flexible payment arrangements, such as instalments, credit card and EFT remittance are acceptable to accommodate the diverse financial situations of the student.
- Overdue invoices may be forwarded to Debt Collection Agency for recovery.

Refund Policy

Payment of all refunds, to students who are entitled to a refund, are in accordance with the following refund policy.

AICE will strive to maintain its highly competitive fee structure, as well as its fair and equitable refund.

- a) Payment of all refunds is made within one week (seven days) of application for refund.
- b) AICE do not provide cash refunds.
- c) With regard to all withdrawals, AICE will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- e) There is no refund applicable where a student has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- h) AICE does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- i) AICE provides a full refund to all students, should there be a need for AICE to cancel a course. In the first instance AICE will (where possible) provide an opportunity for the student to attend another scheduled course.
- j) If a student fails to arrive as per the course start time and without appropriate notice, course fees will not be refunded or allocated to another course. Strict course starts times apply, and students will not be permitted entry or provided a refund if they are late
- k) If AICE cancels a course, students do not have to apply for a refund, AICE will process the refunds automatically.

Qualifications / Accredited Courses

Reason for Refund/Cancellation	Notification requirements	Refund/Cancellation Fee
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	Enrolment Administration Fee \$250.00 less of the full course fee. Enrolment cancellation fee (RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation).
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	Enrolment Administration Fee \$250.00 less of the full course fee. Enrolment cancellation fee (RTO administrative processes for processing of enrolment, reporting and other



		administrative actions related to cancellation).
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by AICE	After course commencement, due to inappropriate behaviour	Nil Refund
Non-attendance/participation	Day of training/As per required timeframes for completion	Nil Refund
Assessment deemed Not Yet Competent or Not Satisfactory	--	Nil Refund
Any course cancelled by AICE	--	100% of the course fee (paid by the student)

Non-accredited, Individual Units of Competency and Skills sets

Reason for Refund/Cancellation	Notification requirements	Refund/Cancellation Fee
Student withdraws	In writing, course enrolment may be cancelled in writing up to three (3) working days prior to commencement of course	Enrolment Administration Fee \$200.00 less of the full course fee.
Student withdraws	In writing, less than three (3) working days prior to the course commencement.	Nil Refund
Student withdrawn from the course by AICE	After course commencement, due to inappropriate behaviour	Nil Refund
Non-attendance/participation	Day of training/As per required timeframes for completion	Nil Refund
Entry not permitted due to late arrival	Day of training	Nil Refund
Assessment deemed Not Yet Competent or Not Satisfactory (This includes online pre-tests)	--	Nil Refund
Any course cancelled by AICE	--	100% of the course fee (paid by the student)

Government funded course

Reason for Refund/Cancellation	Notification requirements	Refund/Cancellation Fee
Student withdraws	In writing, course enrolment may be withdrawn/cancelled in writing up at least one (1) working day prior to commencement of course; Including where; <ul style="list-style-type: none"> a unit is cancelled or re-scheduled to a time unsuitable to the student a student is not given a place due to the maximum number of places being reached. 	Full Refund of the applicable course fee. Resource and other fees refund is not applicable as we do not charge.
Student withdraws	Withdrawal prior to one (1) day of the commence of a unit	A full refund of course fees for the unit <ul style="list-style-type: none"> Full refund of resource fee for Diploma and Advance Diploma level 50% of the resource fee for below Diploma level
Student withdraws for reasons of personal circumstances beyond their control	At any time during the course of delivery. For e.g., compassionate and compelling circumstances etc.	Pro-rata refund will be applicable for the course fees and charges
Student requests for re-mark within 4 weeks of publishing results	Result changes from Not Yet Competent to Competent	Student is entitled for the refund of additional charges for re-assessment.
Any course cancelled by AICE	--	100% of the course fee (paid by the student)

Commencement date

Commencement date for a classroom or online based learning mode is the first day of the class/training of the course.

Monitoring attendance and course progress policy

The purpose of this policy is to ensure that AICE has a structured process for monitoring course progress to track domestic students' performance throughout the course and identify additional support to achieve timely outcomes for students.

The following principles underpin this policy. In monitoring attendance and course progress, AICE will ensure that:

- I. The monitoring attendance and course progress policy is available to all enrolled students and staff.



- II. There is a procedure for monitoring attendance and course progress for staff to follow all times.
- III. The duration of the course and course requirements will be notified to all students and staff during the induction / or prior to the course commencing using the training and assessment strategy.
- IV. Identifying students who are at risks of not attending regular scheduled classes
- V. Identifying students who are at risks of not meeting the satisfactory course progress by submitting assessments as per the due date of each unit.
- VI. All clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services or outcomes.
- VII. All complaints are acknowledged in writing and finalised as soon as practicable.
- VIII. Final decisions will be made by the RTO Manager of AICE and/or their delegate or an independent party to the complaint.

Complaints Policy

AICE has a fair and equitable process for dealing with student complaints. All students have the right to express a concern or problem they may be experiencing when undergoing training.

The following principles underpin this policy.

- All complaints are acknowledged in writing and finalised as soon as practicable or within seven (7) calendar days of incident using the complaint form.
- Complaints are treated seriously and dealt with promptly, impartially, sensitively, and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Director of AICE and/or their delegate or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise AICE will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents, or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current of future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer /assessor/RTO Manager and/or their delegate. The student completes a Complaints and Appeals Form to commence the process.

Appeals Policy

AICE ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process are an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

The following principles underpin this policy.

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is available, via the AICE website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Appeals, where possible, are to be resolved within 14 calendar days of the initial application
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.
- The student will be advised in writing of the outcome of their appeal, within seven (7) days of resolution.
- If the outcome is not to the satisfaction of the student, they may seek an appointment with the RTO Manager of AICE and/or their delegate.
- If the student is not satisfied with the decision, they have the option to seek outside assistance to pursue the appeal.
- If the appeal will take in excess of 60 calendar days to finalise AICE will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- AICE strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;
- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with AICE assessment policy the student will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

The student is required to submit a Complaints and Appeals Form to commence the process.

Privacy policy

AICE abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy.

As an RTO, AICE is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

AICE collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. AICE may use personal information to advise students of upcoming events and training course, for marketing and research purposes.

AICE will only disclose information to other parties, as required by law, or as otherwise allowed under the *Privacy Act 1988*.

In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

The Privacy policy is available on the website.

Student Records

AICE maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, and any records of training and assessment activities undertaken and completed.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked storage area and fireproof filing cabinet. Only those AICE personnel who need to have access to your file for training and assessment purposes can access it.

No other person/student can and will have access to your personal student file without your prior written permission. If you would like access to your personal records simply contact the CEO or RTO Manager.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral

Students who wish to withdraw/cancel/defer/amend their course are required to complete AICE Enrolment Withdrawal form available from the RTO Administrator.

Student Transfers

- a) **Transfer to another “Course date”** – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another “Delivery mode”** – Should a student, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An enrolment administration fee is applicable for all transfers to another course.
Note: The transfer is subject to course availability and intakes.

Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

Cancellation of courses by AICE

AICE reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. AICE has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by AICE.

Access and Equity Policy

AICE is committed to promoting, encouraging, and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. AICE will ensure services offered are provided in a fair and equitable manner to all students, free from bias. AICE provides welcoming, inclusive and safe environment to all students including students from different culture and the First Nations people.

AICE abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction, or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

Equal Opportunity

AICE has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

AICE is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

AICE is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. AICE is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

AICE will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor, or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor, or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the RTO Manager and/or their delegate should be contacted.

As a student of AICE, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. AICE will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc. are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and “ganging up”. Repeated “put-downs”, aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

Sexual harassment

AICE will not tolerate sexual harassment in the learning or work environment.

AICE deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Diversity and Inclusion Policy

AICE recognises that diversity and inclusion bring a broad range of perspectives, enriching the learning experience. We are committed to:

- Promoting and supporting diversity in all its forms, including but not limited to race, ethnicity, gender, disability, age, sexual orientation, socioeconomic status, religious beliefs, people from culturally and linguistically diverse background, the First nations people, and people who may identify as LGBTIQ+.
- Encouraging an inclusive environment where everyone is treated equitably and has the opportunity to contribute to training and assessment.

Inclusive operational environment

We ensure to provide a safe and inclusive learning environment by:

- Using inclusive and gender-neutral language in our course information, enrolment process, and training and assessment activities.
- Communicating our values and zero tolerance to discrimination or harassment verbally on the first day of any training,
- Identify and providing additional support to students who need it;
- Showing empathy and understanding to students;
- Promoting equity, respect and inclusion for children and young students;
- Being flexible to different student needs; and
- Addressing any breach of our access and equity policy on discrimination and harassment immediately with all those involved.

Inclusive learning resources

- We will ensure to review our learning materials and incorporate information specifically to the first nations and other group of people by regular validation activities.
- Consider reasonable adjustments for student who required additional support of have special needs or learning requirements.

Cultural inclusion and safety

- AICE will ensure to establish and support a culturally safe learning and work environment for First Nations people
- People from different culture, communities, under-represented groups (including people with disability and First Nations people) are encouraged to apply for course listed on our website as approved on the scope of registration.

Occupational Health & Safety (OH&S)

AICE is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

AICE encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

AICE recognises its responsibility under the Occupational Safety and Health and related regulations. AICE has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate OSH into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check OSH system compliance via ongoing auditing.

- Integrate continuous improvement into OSH performance.

Duty of Care

AICE is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

AICE Management:

- Are responsible for the effective implementation and regular review of this OSH policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to OSH and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the OSH management policies and procedures. Outcomes of OSH monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to AICE Continuous Improvement processes
- Are responsible for ensuring that a OSH management system is implemented.

Staff, contractors, students and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all OSH processes.
- Have a responsibility to comply with relevant AICE OSH management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for OSH purposes.
- Must report any unsafe conditions which come to their attention to the RTO Manager and/or their delegate.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

AICE will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will conduct an investigation to reasonably prevent a recurrence.

AICE is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The RTO Manager and/or their delegate is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the RTO Manager and/or their delegate will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.

- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the RTO Manager and/or their delegate.
- Once action is approved, communicates outcomes and planned actions.

Legislative Requirements

AICE is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- The Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014

Furthermore, AICE is abide by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination Act 1997
- Apprenticeships and Traineeships
- Australian Consumer Law 2011
- Children and Young People
- Copyright Act 1968
- Corporations Act 2001
- Employment and Workplace Relations
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Fair Work Act 2009
- Income Tax Assessment Act 1997
- Privacy Act 1988
- Work Health and Safety Act 2011

Useful contacts to Support Wellbeing

Emergency Services

Police, Fire & Ambulance Phone: 000

Police General Enquiries (24 hour) Phone: 131 444

On campus

Building Alarms OR other Emergencies

In the Event of Fire – dial “000”

Alert other occupants and evacuate Do not use the elevator, use the stairs.

A First Aid kit is located at the reception.

Student Support Services

AICE students have access to staff for counselling and advice on appointment of various counselling support available to students.

Metal Health Support

SNAN Australia

SNAN Australia provides support for complex mental health related counselling services at no cost to clients.

You can connect with them directly by phone on [1800 187 263](tel:1800187263) or webchat (Mon-Fri, 10am-8pm, AEST/AEDT).

Support Line 1800 187 263

<https://www.sane.org/contact-us>

Helping Minds

Providing mental health support for families and carers

WA Metro Phone: (08) 9427 7100

WA Regional Free Call: 1800 811 747

<https://helpingminds.org.au/>

Life Line

Providing Personal Crisis and Counselling Support

13 11 14

www.lifeline.org.au

Headspace

Mental Health and Study Support Services to age group 12 – 25 years.

1800 650 890

<https://headspace.org.au/>

Community Support Services

The following is a list of specialised support students available to students outside the college. Students can also use any of the Community counselling services available as listed below.

Community Legal Centres (WA)

CASE for Refugees

245 Stirling Street, Perth WA 6000

Ph.: (08) 9227 7311

Fax: (08) 9227 7188

Consumer Credit Legal Service (WA)

Level 1, 231 Adelaide Terrace

Perth WA 6000

Ph.: (08) 9221 7066

Fax: (08) 9221 7088

Disability Discrimination Unit

Sussex Street Community Law Service

Ph.: (08) 9470 2676

Free call: 1800 642 791

TTY: (08) 9470 2831

Fax: (08) 9470 1805