

# DOMESTIC STUDENT HANDBOOK

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## Contents

|   |    |
|---|----|
| WELCOME MESSAGE .....                                       | 4  |
| IMPORTANT NOTES .....                                       | 5  |
| QUALITY STATEMENT.....                                      | 5  |
| CODE OF PRACTICE .....                                      | 6  |
| 1. INTRODUCTION .....                                       | 6  |
| 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES.....       | 6  |
| 3. ISSUANCE OF QUALIFICATIONS .....                         | 7  |
| 4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs ..... | 7  |
| 5. MARKETING OF TRAINING AND ASSESSMENT SERVICES .....      | 7  |
| 6. FINANCIAL STANDARDS.....                                 | 8  |
| 7. PROVISION OF INFORMATION.....                            | 8  |
| 8. RECRUITMENT.....   | 8  |
| 9. SUPPORT SERVICES .....                                   | 8  |
| 10. COMPLAINTS & APPEAL MECHANISM.....                      | 9  |
| 11. RECORD KEEPING .....                                    | 9  |
| 12. QUALITY CONTROL.....                                    | 9  |
| 13. CHILDREN'S PROTECTION.....                              | 9  |
| USING THIS HANDBOOK .....                                   | 11 |
| ABBREVIATIONS USED IN THIS HANDBOOK.....                    | 12 |
| KEY ROLES AT AIBT.....                                      | 12 |
| FACILITIES & EQUIPMENT.....                                 | 13 |
| ATTENDANCE FOR FULL TIME STUDENTS* .....                    | 14 |
| ACCESS & EQUITY .....                                       | 14 |
| RECOGNITION 15  |    |
| CREDIT TRANSFER.....  | 15 |
| QUALIFICATION RESULTS .....                                 | 15 |
| FEE REFUND 16   |    |
| CHANGE OF CIRCUMSTANCES.....                                | 17 |
| PRIVACY AND THE PRIVACY ACT 1988 (COMMONWEALTH) .....       | 17 |
| ACCESSING YOUR PERSONAL FILE.....                           | 17 |
| CHILD PROTECTION .....                                      | 18 |
| COMPLAINTS PROCEDURE .....                                  | 18 |
| LANGUAGE, LITERACY AND NUMERACY (LLN) .....                 | 18 |
| COMPUTER LITERACY.....                                      | 18 |
| STUDENTS WITH SPECIAL NEEDS .....                           | 19 |
| FEEDBACK/EVALUATION .....                                   | 19 |

|   |    |
|---|----|
| APPENDIX 1: STUDENT CODE OF CONDUCT .....   | 21 |
| APPENDIX 2: CHANGE OF DETAILS FORM.....   | 24 |
| APPENDIX 3: AUTHORITY TO EXCHANGE INFORMATION .....   | 25 |
| APPENDIX 4: ACKNOWLEDGEMENT DECLARATION .....   | 26 |
| APPENDIX 5: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION.....  | 27 |
| APPENDIX 6: PRIVACY NOTICE .....  | 28 |
| APPENDIX 7: CONSENT FORM FOR USING PHOTOGRAPHY/VIDEO IN<br>PUBLICITY/TRAINING/ASSESSMENTS AND FUTURE SURVEYS..... | 29 |
| APPENDIX 8: UNIQUE STUDENT IDENTIFIER (USI) .....   | 30 |
| APPENDIX 9: COURSE INDUCTION .....  | 31 |

## **WELCOME MESSAGE**

Thank you for choosing Adelaide Institute of Business and Technology (AIBT) to help you train towards your career.

AIBT management, training and support staff are here to help you succeed. We provide the facilities, equipment and support services to ensure that not only are your expectations exceeded but that, when you complete your qualification, you feel confident.

However, our efforts will need to be supported by your dedication and best attitude to ensure your success.

In an adult learning environment, we emphasise the importance of the spirit of open communication and cooperation by both parties.

The Student Handbook has been produced to help you navigate through the day to day issues that you must be aware of and abide by.

It includes general information, guidelines, and policies and procedures that you should keep at hand at all times.

A number of attachments are included that you must read, sign and return to us before you commence your training.

I wish you an enjoyable and rewarding experience with AIBT and should you have any questions please do not hesitate to contact our Support Staff.



Kerrie Evans  
CEO

## **IMPORTANT NOTES**

- This handbook is a generic document and some sections do not apply to all students.
- The handbook assumes students are fulltime, however, External and Part-time students are not subject to the same attendance requirements as Full-time students and will not have a “timetable”
- The requirements for study hours for courses at different levels can vary
- The Terms and Conditions (including refund conditions) apply equally to all students
- Fees can change without notice. Current and correct fees are published on the website

## **QUALITY STATEMENT**

AIBT delivers nationally recognised training qualifications and is accredited as a Registered Training Provider under the Vocational Education and Training (VET) Quality Framework.

VET Quality Framework is supported by a strong quality assurance and continuous improvement process across all areas of AIBT’s operations and training.

As well as meeting VET Quality Framework (VQF) standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the VQF.

The prime focus of AIBT’s Quality Management System is continuous improvement that improves customer satisfaction with the marketing, recruitment, induction, delivery, assessment, evaluation and support services of AIBT’s training courses. The system also aims to reduce costs, and to make it easier to do business.

The feedback that AIBT receives from you, completed program evaluation forms, customer complaints and verbal comments are used to improve our procedures, policies, methods of operation, materials, trainer/assessor performance, facilities and information services.

## **CODE OF PRACTICE**

### **FOR TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS**

#### **1. INTRODUCTION**

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by AIBT (known as AIBT) a Registered Training Organisation registered in South Australia by the Training and Skills Commission
- 1.2. For the purposes of this Code 'trainee' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training service

#### **2. PROVISION OF TRAINING AND ASSESSMENT SERVICES**

- 2.1. Where AIBT Students are directly from industry or the general public AIBT will conduct an appropriate assessment relevant to the qualification the trainee would undertake to ensure that the trainee has the greatest opportunity to successfully complete their qualification

Where an applicant trainee does not meet the requirements of the assessment and AIBT is unable to provide the learning required AIBT will assist the student to access a quality and appropriate provider

- 2.2. AIBT has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of Students and/or clients
- 2.3. AIBT maintains a learning environment that is conducive to the success of Students
- 2.4. AIBT has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of Students
- 2.5. AIBT monitors and assesses the performance and progress of its Students

- 2.6. AIBT ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of Students, and it provides training for our staff as required
- 2.7. AIBT ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses
- 2.8. AIBT is committed to access and equity principles and processes in the delivery of its services

### **3. ISSUANCE OF QUALIFICATIONS**

AIBT issues qualifications and Statements of Attainment to Students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook and the Quality VET Framework

### **4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs**

- 4.1. AIBT recognises the AQF qualifications and Statements of Attainment issued by other RTOs
- 4.2. Mutual recognition obligations are reflected in AIBT policies and procedures and information to staff and clients.

### **5. MARKETING OF TRAINING AND ASSESSMENT SERVICES**

- 5.1. AIBT markets and advertises its products and services in an ethical manner
- 5.2. AIBT gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials
- 5.3. AIBT accurately represents recognised training products and services to prospective Students and clients
- 5.4. AIBT ensures Students and clients are provided with full details of conditions in any contract arrangements with the organisation
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification

## **6. FINANCIAL STANDARDS**

- 6.1 AIBT has measures to ensure that Students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation
- 6.2 AIBT has a refund policy that is fair and equitable and this policy is made available to all Students and clients prior to enrolment
- 6.3 AIBT ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client
- 6.4 Documentation includes: the rights and responsibilities of Students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on Students or clients

## **7. PROVISION OF INFORMATION**

- 7.1. AIBT supplies accurate, relevant and up-to-date information to prospective Students and clients covering but not limited to the matters listed in Appendix 9
- 7.2. AIBT supplies this information to Students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance

## **8. RECRUITMENT**

- 8.1. AIBT conducts recruitment of Students at all times in an ethical and responsible manner.
- 8.2. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered
- 8.3. AIBT ensures that the educational background of intending Students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate

## **9. SUPPORT SERVICES**

AIBT provides adequate protection for the health, safety and welfare of Students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counselling providers



## **10. COMPLAINTS & APPEAL MECHANISM**

AIBT ensures that Students and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for Students to appeal against decisions which affect the Students' progress. Every effort is made by AIBT to resolve Students'/clients' complaint or appeal

For this purpose, AIBT has a policy where a member of staff is identified to Students and clients as the reference person for such matters. In addition, the complaint and appeal mechanisms as a whole are made known to Students at the time of enrolment

Where a complaint cannot be resolved internally, AIBT advises Students and clients of the appropriate body where they can seek further assistance

## **11. RECORD KEEPING**

AIBT keeps complete and accurate records of the attendance and progress of Students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to Students on request. Student and client records are managed in accordance with privacy legislation

## **12. QUALITY CONTROL**

AIBT seeks feedback from our Students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations

AIBT encourages and invites our apprentice employers and other industry experts' involvement as guest lecturers

AIBT's Learning & Assessment Committee oversees all learning and assessment activities and resources and includes industry representatives as part of its membership to ensure relevance and currency of learning and assessment for our Students

## **13. CHILDREN'S PROTECTION**

In the event that AIBT determines to engage minor children students AIBT will implement policy and procedure that will ensure the requirements of the Children's Protection Act 1993 and in particular 8B-8D Child Safe Environments and criminal history assessment for people working with children are met; ensure that only fit and proper people are employed in positions that have regular contact with children; enhance the opportunity to develop a child safe environment

AIBT's staff recruitment process includes Criminal History Check Assessments and reference checks utilising the services of Department Families & Communities and to conduct comprehensive reference checks

#### **14. UNIQUE STUDENT IDENTIFIER (AUSTRALIAN STUDENT NUMBER)**

From 1 January 2015, RTOs are required to meet standard 3.6 of the Standards for Registered Training Organisations (RTOs) 2015, which relates to implementation of the USI for all new and continuing students.

From 1 January 2015, under the Student Identifiers Act 2014, an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier.

Students are encouraged to apply for their USI themselves. While RTOs are not required to apply for USIs on behalf of students, they can do so with students' permission through the USI Registry System. This may be the most appropriate option depending on your business model. Over 80,000 USIs have already been created. RTOs can access this service through the USI website or alternatively via a webserver interface with your Student Management System.

Information on the requirement for students to obtain a USI and how to do so is available on the dedicated USI website ([www.usi.gov.au](http://www.usi.gov.au)).



06/06/2018

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CEO

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Date

## **USING THIS HANDBOOK**

This Student Handbook has been designed to provide a basic understanding of the legal and quality assurance processes and obligations that AIBT has in place. The policies and procedures ensure that training that is delivered is consistent, relevant and of high quality. The document also outlines the roles and responsibilities of each party, that is, you the student, and AIBT as the training provider.

The Student Handbook is a guide only to assist with compliance with AIBT Policy & Procedure and day to day issues that will arise during the course of your training. The information contained is correct at time of printing. AIBT's quality management and continuous improvement process means changes may occur without notice. AIBT will endeavour to post to its website updates changes in a timely manner. If you are unable to access the website or are unsure as to the version, you have please ask our Support Staff.

A number of attachments are included at the back of this handbook. Please note that the following attachments **must** be read, acknowledged and your signature on the overall acceptance form returned to AIBT prior to commencement of your programme:

|            |  |
|------------|--|
| Appendix 1 | Student Code of Conduct  |
| Appendix 2 | Change of Details Form   |
| Appendix 3 | Authority to Exchange Information  |
| Appendix 4 | Disclosure of Disability or Medical Condition (Voluntary)  |
| Appendix 5 | Acknowledgement Declaration  |
| Appendix 6 | Privacy Notice   |
| Appendix 7 | Consent Form for Using Photography/Video in<br>Publicity/Training/Assessments and Future Surveys |
| Appendix 8 | Unique Student Identifier (USI)  |
| Appendix 9 | Course Induction   |

## **ABBREVIATIONS USED IN THIS HANDBOOK**

|             |  |
|-------------|--|
| <b>AQF</b>  | Australian Quality Framework. Framework under which training packages are developed and accredited   |
| <b>VET</b>  | Vocational Education and Training  |
| <b>VQF</b>  | VET Quality Framework<br><br>Framework of standards and conditions of registration under which Training Organisations and Group Training Organisations are accredited and registered |
| <b>ASQA</b> | Australian Skills Quality Authority Australian National Regulator for VET and International Training   |

## **KEY ROLES AT AIBT**

***THE CEO's** role is to lead and manage the AIBT team to enable them to deliver high quality training programs to their students. The CEO has overall accountability for management of projects and resources required to be able to deliver quality training for students Inclusive of:*

*Strategic Planning*

*Personnel Management*

*Organisational Management*

*Policy and Procedures*

*Risk Management*

***THE DIRECTOR OF VOCATIONAL EDUCATION** plans, organises and coordinates the training within AIBT and ensures education support to students undertaking courses. The role holds overall accountability for developing education programs based on an ongoing assessment of training needs and has the responsibility for:*

*Educational Leadership*

*Trainer & Assessor Guidance*

*Strategic Planning*

*Compliance – Learning & Assessment*

**THE STUDENT ADMINISTRATION OFFICERS** are responsible for the day to day administrative operations of AIBT. See them at reception if you have a problem, if you want information or need help filling out one of AIBT's forms. If you have any difficulty with the study or personal issues affecting your ability to study, please talk to the support officer who can assist you locating a service to help.

**TRAINERS AND ASSESSORS** are responsible for the delivery and assessment of course information to students and the review of learning materials and assessment tools within the organisation. These are the people who train you to excel in your chosen vocation.

## **FACILITIES & EQUIPMENT**

AIBT is centrally located in the Adelaide Central Business District close to cafes, shops and services. Public transport- buses, trains, trams and taxis are within metres of the entrance or a few minutes away.

AIBT's training venue includes all equipment and resources required to appropriately train our students in all courses offered:

- training rooms;
- library of resources and texts for reference on site;
- student's common room;

**ATTENDANCE FOR FULL TIME STUDENTS\***

You will be provided with a course schedule on your first day (Orientation) that will clearly identify the days and related Units of Competence you must attend to achieve the qualification'(s) you have enrolled for.

You will be required to liaise with the Director of Vocational Education to complete missed study.

To ensure all students gain the maximum benefit at AIBT, the AIBT reserves the right, through its staff, to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and the offending student(s) will be suspended or expelled from the course.

AIBT premises in their entirety deemed Non Smoking areas. Smokers must leave the building to smoke.

Each Unit of Competence must be assessed.

Result codes:

|                                      |    |          |    |
|--------------------------------------|----|----------|----|
| Competency Achieved                  | CA | Withdrew | W  |
| Competency Not Achieved              | CF | Credit   | ST |
| Studies Commenced, Not Yet Completed | CS |          |    |

If you don't pass an assessment, you will be given another opportunity to do so in consultation with your Trainer and/or the Director of Vocational Education.

*\*Attendance requirements are not relevant for External students*

**ACCESS & EQUITY**

AIBT is an equal opportunity employer and training provider. All people are treated equally and fairly regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or ethnicity.

AIBT's Access and Equity Officer is the Director of Vocational Education. If you believe you are experiencing bullying, harassment or discrimination whilst at AIBT or whilst on vocational work placement refer the matter, verbally initially to the Director of Vocational Education or other member of staff you feel most comfortable with. Please refer AIBT's Access, Equity & Fairness Policy [www.aibt.sa.edu.au](http://www.aibt.sa.edu.au).

## **RECOGNITION**

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) provides students an opportunity to have their current skills and competencies recognised. These skills and competencies may relate to units that they are about to commence and as a result may exempt them from studying these units. Please refer to Fees section below for cost related to obtaining RPL or RCC. As the process requires students to gather evidence confirming their competency, it is essential that the assessor must hold a qualification at least one level above that which they are assessing. Please refer to AIBT's Recognition and Credit Transfer policy at [www.aibt.edu.au](http://www.aibt.edu.au)

## **CREDIT TRANSFER**

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the current course of study. It should be used when the student is seeking credit for a course or unit that they have already completed. Credit Transfer can also be across sectors e.g. Vocational Education and Training (VET) in School units credited against the relevant qualification offered through AIBT. There is no fee for Credit Transfer. Please refer to AIBT's Recognition and Credit Transfer policy at [www.aibt.edu.au](http://www.aibt.edu.au)

## **QUALIFICATION RESULTS**

To receive the qualification, you have enrolled in you must:

- Attend all scheduled training & assessment sessions
- Pay all outstanding course fees **where applicable**

If you leave the course without completing all scheduled sessions, you will be entitled to be issued with a Statement of Attainment and Record of Results. This is simply a list of those units that you have been resulted with an Academic Pass. Please note that a fee of \$20.00 currently applies for replacement Statement of Attainment. Please take into consideration that this fee may be greater as time passes.

## **FEE REFUND**

The request for refund is made in writing to the *Program Administrator* using the *Refund Request Form*.

**Table of Refunds and conditions**

| Scenario   | Refund  |
|--|---|
| Enrolment Fee (\$250)  | Non-refundable  |
| Material Fee   | Non-refundable after commencement date  |
| Withdrawal at least 28 days prior to agreed start date (other than Visa refusal reason)  | Refund of tuition fees paid less 10% administration fee (10% of tuition fees applicable for first term)     |
| Withdrawal less than 28 days prior to agreed start date  | 80% refund (less 10% Admin Fees)  |
| Withdrawal after the agreed start date   | No refund   |
| Course withdrawn by AIBT   | Full refund including enrolment fee   |
| AIBT is unable to provide the course for which the original offer was made   | Full refund   |
| Withdrawal from study after commencement of term (including where there has been low or no attendance)   | No refund of term fees  |
| Withdrawal from study and where fees have been pre-paid for terms not yet commenced  | Refund of unused tuition fees paid in advance by the student for the following term/s* (less 10% Admin Fee) |
| <b>Please Note:</b>  |   |
| * Refunds granted are related to tuition fees paid to AIBT in advance and not related to fees paid such as education agent's fees and Health Insurance.  |   |
| * If the student withdraws from the course after the course starts, the current terms' fees will be forfeited. Notification of Withdrawal from Studies form must be received 2 weeks prior to term commencement by Student Administration. |   |
| * <u>No refunds will be paid to a third party.</u> All refunds will be made by Direct Bank Transfer to the account of the person who made the original payment(s) within 28 days of receipt of application for refund.                     |   |
| * AIBT dispute resolution processes do not void the student's right to pursue other legal remedies.  |   |
| * This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.  |   |
| The refund policy is subject to review from time to time.  |   |

Further information and advice can be sought from: Australian Skills Quality Authority

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

POL 076 - AIBT Domestic Student Handbook V8.7 Jun 06-18



It is **your** responsibility and legal obligation to keep **us** informed of changes to your personal details at all times as these are important enrolment and contact information. A copy of our Change of Details Form is included as Appendix 2 and our Administration Support Staff will provide you with additional copies if required.

You must advise AIBT office as soon as you become aware of any change in:

- residential or email address,
- land line or mobile phone number,
- emergency contact
- any problems or issues you are experiencing which may affect your ability to complete your training successfully.

If you are unsure if you have to report something to AIBT please ask.

## **PRIVACY AND THE PRIVACY ACT 1988 (COMMONWEALTH)**

AIBT keeps your information private and only collects information that relates to your training success and takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and all student records may be made available to:

- any Commonwealth Government agency
- any State Government agencies and
- AIBT Administration and Training staff.

Please refer AIBT's Privacy Policy at [www.aibt.sa.edu.au](http://www.aibt.sa.edu.au) and the Authority to Exchange Information Attachment at the back of this handbook.

## **ACCESSING YOUR PERSONAL FILE**

You may access your personal training file and request that updates be made to information that you feel is incorrect or out of date. To request to see your records you need to apply in writing and normally, access can be provided within 48 hours of request. Note that identification will be required to access personal file information.

All records are technically owned by AIBT.

AIBT policy ensures that it complies with the requirements of Child Protection Legislation which means that before staff are employed they must undergo a Federal Police Check and AIBT must monitor the safety and well-being of minor students. AIBT's Child Protection Officer is the CEO. Please refer to Children's Protection Policy at [www.aibt.edu.au](http://www.aibt.edu.au)

## **COMPLAINTS PROCEDURE**

It is the policy of AIBT that all stakeholders will be treated in a fair and equitable manner and receive quality service at all times.

A complaint arises when:

- a stakeholder is not satisfied with an aspect of AIBT's services and requests action be taken to resolve the matter;
- a stakeholder believes they have been treated unfairly or have been discriminated against.

If a student chooses to access our complaints and appeals processes, AIBT will maintain the student's enrolment while the complaints and appeals process is ongoing.

AIBT commits to a complaints process is open, transparent and accessible to everyone. Please refer to Complaints Policy at [www.aibt.edu.au](http://www.aibt.edu.au)

## **LANGUAGE, LITERACY AND NUMERACY (LLN)**

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, the Director of Vocational Education will contact the Student to discuss their requirements.

## **COMPUTER LITERACY**

All students studying at AIBT are required to have basic computer literacy to a level required to achieve satisfactory completion of the program i.e. must be able to use the internet for research and have word processing skills adequate to produce assessments.

Students will also need to evidence computer literacy to the level required by the industry for vocational competency. *Please refer to relevant AIBT qualification brochure or our website.*

Students who do not meet the minimum computing skills requirements will be provided assistance in locating an appropriate computing training course

## **STUDENTS WITH SPECIAL NEEDS**

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other Student. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt reasonable adjustments for particular flexible learning and assessment methods as appropriate.

To assist AIBT to provide the best possible learning and assessment strategies we ask that students requiring special assistance identify their needs by completing the **Disclosure of Disability or Medical Condition form (Appendix 4)**. This form is optional; however, it will enhance the learning experience if AIBT is aware and can prepare specific support services. Please refer Student Support Services Policy and Intervention Strategy Policy at [www.aibt.edu.au](http://www.aibt.edu.au)

Please note that AIBT or any of its representatives do not accept responsibility for either undisclosed conditions that are exacerbated during the course of training or for unsuccessful learning where appropriate supports have not been identified.

## **FEEDBACK/EVALUATION**

AIBT actively seeks your feedback and regularly undertakes evaluations of all courses and activities. We will be providing to you with an Evaluation Form which will take a few minutes to complete. It can be anonymous, however, if you identify yourself it would assist us to be able to speak with you to clarify what the suggestions or issues are and how we might resolve them.

**If you would like any further information, please do not hesitate to contact us.**

Please read the following appendix carefully, initial alongside each one that you have read and understood the contents then sign below along with an AIBT representative.

|  | <b>Appendix</b>   | <b>Students Initials</b> |
|--|---|--------------------------|
| 1  | Student Code of Conduct   |                          |
| 2  | Change of Details Form  |                          |
| 3  | Authority to Exchange Information   |                          |
| 4  | Acknowledgement Declaration   |                          |
| 5  | Disclosure of Disability or Medical Condition   |                          |
| 6  | Privacy Notice  |                          |
| 7  | Consent Form for Using Photography/Video in Publicity/Training/Assessments and Future Surveys |                          |
| 8  | Unique Student Identifier (USI)   |                          |
| 9  | Course Induction  |                          |
| <p><b>Publicity permissions</b> – you agree to the following being used for PR and advertising purposes for a period of 5 years</p> <p>Name                      Yes <input type="checkbox"/>                      No <input type="checkbox"/></p> <p>Testimonial              Yes <input type="checkbox"/>                      No <input type="checkbox"/></p> <p>Image/photograph      Yes <input type="checkbox"/>                      No <input type="checkbox"/></p> <p>Student Survey          Yes <input type="checkbox"/>                      No <input type="checkbox"/></p> |   |                          |

|                            |          |
|----------------------------|----------|
| Student Signature          | Date     |
| <b>AIBT Representative</b> |          |
| Name                       | Position |
| AIBT Rep Signature         | Date     |
| Witness Name               | Position |
| Witness Signature          | Date     |

## **APPENDIX 1: STUDENT CODE OF CONDUCT**

As you have chosen to undertake training it is assumed that you will take personal ownership and responsibility for your success and behaviour.

### **Unacceptable behaviour includes:**

Continuous interruptions to the trainer whilst delivering the course content

- Smoking in non-smoking areas
- **Being disrespectful to other participants**
- Harassment, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc.)
- Sexual harassment
- Acting in an unsafe manner placing yourself or others at risk
- **Refusing to participate when required in group activities**
- **Continued absence at required times**
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Other objectionable behaviour
- **AIBT internet/laptops are solely for study purposes ONLY**
- **When in class mobile phones are to be used for study purposes ONLY**

### **You have the right to:**

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- work in a safe, clean, orderly and cooperative environment;
- have personal property (including computer files and your work) and AIBT's property protected from damage or other misuse;
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- learn in an environment that is conducive to success;
- work and learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);

- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within twenty days of receiving notification of any decision made about late or missed assessment;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- express and share ideas and to ask questions

**You have the responsibility to:**

1. participate in and complete fully all learning and assessment tasks as scheduled, honestly and to the best of your ability;
2. comply with the requirements of your student visa;
3. attend and participate fully in work experience or work placements if they are arranged for you; (if applicable)
4. provide medical certificates or evidence of extenuating circumstances in support of absenteeism;
5. advise AIBT **prior** to commencement of the training or work experience/placement day of absenteeism; (if applicable)
6. informing AIBT if you have any concerns or need for support related to the successful completion of your qualification;
7. treat staff and fellow students with respect and fairness. This includes but is not limited to:
8. following reasonable directions from a member of staff;
9. not behaving in any way that may offend, embarrass or threaten others;
10. not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
11. taking care of facilities by not damaging, stealing, modifying or misusing property; and
12. acting in a safe manner that does not place you or others at risk.
13. ensure personal details are current and correct and provide an update to AIBT every 6 months;
14. not to smoke in non-smoking areas;
15. not to be under the influence of alcohol or illicit drugs; and
16. follow normal safety practices.

Note AIBT maintains zero tolerance in:

1. the consumption of or being under the influence of alcohol or illicit substances that affect a person during training or placement times;
2. discriminatory, harassing, abusive, threatening or violent behaviours of any kind whether physical or verbal

Breach of 1 and/or 2 will result in suspension and/or expulsion from your training program

Failure to meet any or all of AIBT standards or policies may result in suspension and/or expulsion from your training program.

I have read, understand and accept the conditions of the above Code of Conduct. I understand that a breach of the Code of Conduct may result in suspension and/or expulsion from my training program with AIBT.

**APPENDIX 2: CHANGE OF DETAILS FORM**

Information is within the guidelines of the Privacy Principles contained in the Privacy Act 1988 and will be used solely for AIBT training activities.

|  |  |                              |  |
|--|--|------------------------------|--|
| <b>1. PARTICIPANT</b>  |  |                              |  |
| Name   |  |                              |  |
| Address  |  |                              |  |
| Suburb   |  | Postcode:                    |  |
| Phone Number   |  | Email:                       |  |
| Mobile Phone No  |  | Date of Birth:               |  |
| <b>2. PARENT/GUARDIAN (If Participant is under 18 years of age)</b>  |  |                              |  |
| Name   |  |                              |  |
| Address  |  |                              |  |
| Suburb   |  | Postcode:                    |  |
| Phone Number   |  | Email:                       |  |
| Mobile Phone No.   |  | Fax No:                      |  |
| <b>3. EMERGENCY CONTACT</b>  |  |                              |  |
| Name   |  | Relationship                 |  |
| Phone Number   |  | Mobile                       |  |
| <b>4. QUALIFICATION/COURSE DETAILS</b>   |  |                              |  |
| Course Title   |  |                              |  |
| Course Code  |  |                              |  |
| Commencement Date  |  | Termination/Completion Date: |  |
| Payment Method   | Cash <input type="checkbox"/> Credit Card <input type="checkbox"/> |                              |  |
| <b>5. AUTHORISATIONS</b> Completion of this section is mandatory   |  |                              |  |
| <p>I _____ authorise AIBT to collect, store and use my personal information within the limitations of the Privacy Principles contained in the Privacy Act 1988.</p> <p>Participant/Guardian Signature _____ Date / /</p> |  |                              |  |



### **APPENDIX 3: AUTHORITY TO EXCHANGE INFORMATION**

For purposes directly related to my training and/or training contract and assessments as student / employee

I authorise AIBT to:

1. share information directly related to my training and assessment with my employer;
2. gather information from previous employer's/training provider which will assist in developing the most appropriate training plan or RPL process;
3. share academic or previous training information with other learning institutions I have attended;

I authorise AIBT to discuss my training, progress and information with my mother, father or legal guardian up to my 18th birthday at which time authority to communicate with them will cease:

- › I give permission for AIBT to allow access of my records to State and Government Departments and Authorities as may be required from time to time.
- › I acknowledge that AIBT is required to retain my training records for a period of 30 years. I acknowledge and agree that in the event that AIBT ceases to operate or is under new ownership that those records will be transferred to either ASQA or its equivalent at the time or to the new owners who will maintain equivalent levels of security and privacy in regards to those records.
- › I agree to my photograph being taken and securely stored by AIBT with the understanding that the photograph will be used solely for AIBT internal reference purposes. Additional permission must be sought prior to any photograph of myself being used for any other purpose.
- › I understand that AIBT will comply with the Privacy Act 1988 and subsequent amendments.

**APPENDIX 4: ACKNOWLEDGEMENT DECLARATION**

- I have read and understand the policies, procedures and guidelines contained and referred to in the Student Handbook, and I agree to abide by these and any other policies which are provided to me for the duration of my enrolment for courses including any applicable work experience through AIBT.
- I acknowledge and accept the conditions of the fees and refunds policies.
- I understand that, where applicable, as a Student my work experience or work placement employer will also provide policies and procedures pertaining to their business and workplace. If a policy duplicates a AIBT policy I understand that I must abide by the policy and procedure which is of the highest level/quality. I accept that if I am in doubt I will consult either my work experience/placement employer or AIBT representative.
- An AIBT representative has been available for discussion and clarification of the contents.

**APPENDIX 5: DISCLOSURE OF DISABILITY OR MEDICAL CONDITION**

**CONFIDENTIAL**

Persons who consider that they have an illness, disability or other condition that might require special arrangements or assistance should complete this form.

Completion of this form is not compulsory but it will permit AIBT to make appropriate arrangements. Failure to notify AIBT of an illness, disability or other condition will make it difficult for AIBT to exercise appropriate duty of care and may well endanger safety.

No liability is accepted by AIBT or its employees, volunteers or representatives in regards to assistance provided to a student for illness, accident or emergency.

No liability is accepted by AIBT or its employees, volunteers or representatives in regards to a student's undisclosed physical or mental illness or disability being exacerbated in the course of the normal progress of training, excursion or placement.

The completed form should be forwarded in a sealed envelope marked to the attention of the Program Administrator who will determine the appropriate Trainer/Assessor to assist you. The Trainer/Assessor will be pleased to discuss appropriate arrangements with you in confidence. The form will then be placed on your secure client file.

NAME: .....

COURSE: ..... COURSE DATE: .....

CAMPUS/ON-JOB: .....

TYPE OF CONDITION:.....

.....

ASSISTANCE REQUIRED (if any):.....

.....

EMERGENCY CONTACT/PERSON WHO MAYBE CONTACTED IN AN EMERGENCY:

NAME: .....RELATIONSHIP TO

SIGNATORY.....

ADDRESS: .....

Phone (Work): ..... (After hours) .....

NAME: .....SIGNATURE:..... DATE:.....

Thank you for helping us to keep you safe.  
 Should your circumstances change please complete a new form to provide us with details

## **APPENDIX 6: PRIVACY NOTICE**

I understand that:

- (a) Adelaide Institute of Business and Technology Pty Ltd will collect my personal information for the purposes of training and assessment, reporting, administration and evaluation of my progress in my selected educational Program;
- (b) Adelaide Institute of Business and Technology Pty Ltd may disclose my personal information to the following:
  - The Department of Home Affairs;
  - The Department of Industry
  - the contractors or agents of the above organisation; and/or
  - State training authorities, where applicable.
- (c) The purposes of the above disclosure may include:
  - Reporting, administration, and evaluation of the educational program; and
  - Verifying or reporting on my progress in the educational program.
- (d) Adelaide Institute of Business and Technology Pty Ltd, and the Australian Government Departments may also disclose my personal information to another party without my consent where authorised or required by law.

**APPENDIX 7: CONSENT FORM FOR USING PHOTOGRAPHY/VIDEO IN PUBLICITY/TRAINING/ASSESSMENTS AND FUTURE SURVEYS**

I give permission to the **Adelaide Institute of Business and Technology** to use my: Name, Testimonial, Image/photograph in publications and advertisements produced by or for the **Adelaide Institute of Business and Technology**.

I understand that these publications will also be placed on web sites managed by the **Adelaide Institute of Business and Technology** for public relations and advertising purposes.

I also give permission for the **Adelaide Institute of Business and Technology** to use the above information relating to me in any **future** publications and websites produced by or for the **Adelaide Institute of Business and Technology** **My contact details will not be published**

I understand that:

The publication **may** appear on the Internet/World Wide Web (WWW);

The publication **may** appear in print, electronic, or video media;

The publication **may enable readers to identify me**.

**Important – please note:**

I understand that if my personal information (name, image or video) is published on the Internet/WWW then it will be accessible to users from all over the world.

My information can also be searched for using an identifier such as my name, and may be copied and used by any other person using the Internet/WWW.

Most importantly, I understand that once my personal information name has been published on the Internet/WWW, the **Adelaide Institute of Business and Technology** has no control over its subsequent use and disclosure.

We may at times send you a student survey relating to your career path after graduating from AIBT.

**Office Use Only**

File number: ..... Photo/image ID number: .....

**APPENDIX 8: UNIQUE STUDENT IDENTIFIER (USI)**

From the 1<sup>st</sup> of January 2015 all students enrolled in nationally recognised training in Australia will be required to have a Unique Student Identifier (USI).

A USI is a reference number that is different for every student. The number will allow you to access your records of training for all of the courses you undertake, online at any time.

You can create your own USI by going to [www.usi.gov.au](http://www.usi.gov.au) and creating your own account and when you receive your USI you can advise AIBT of your USI. We will also need your permission to view this in order to verify qualifications or transcripts.

Alternatively, you can give AIBT permission to create a USI on your behalf. If we do this, we will ad

**Please complete part A & B**

| <b>A: Personal Details</b> |  |                      |  |
|----------------------------|--|----------------------|--|
| Given Name                 |  | Family Name          |  |
| Gender                     |  | DOB                  |  |
| Country of Birth           |  | Town / City of Birth |  |
| Passport Number            |  | Phone                |  |
| Email                      |  |                      |  |
| Address                    |  |                      |  |
| Suburb                     |  | Postcode             |  |
| AIBT Student ID            |  | USI                  |  |

|  |
|--|
| <p><b>B: Permission</b></p> <p>Student Name: _____</p> <p>I ..... (insert name) will create my own USI and advise AIBT. I also give permission for AIBT to verify my records by viewing them via the USI. I understand my enrolment cannot be confirmed until I provide the USI</p> <p>Signature _____</p> <p>Date _____</p> |
|--|

Please return the form to the student services officer or email to [info@aibt.edu.au](mailto:info@aibt.edu.au)

More information about USI and how to create it can be found at [www.usi.gov.au](http://www.usi.gov.au)

**Office Use Only (this section is only to be completed by AIBT)**

|              |  |              |  |
|--------------|--|--------------|--|
| Student ID:  |  | Student USI: |  |
| Created Date |  | Created by   |  |

**APPENDIX 9: COURSE INDUCTION**

This form is to be completed by an AIBT representative and Student during the progress of the Course Induction by initialling the 'Completed' column to indicate that portion of induction has been completed.

| INDUCTION ITEMS   | Completed |
|---|-----------|
| <b>Student Handbook</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Handbook Distributed to all students</li> <li><input type="checkbox"/> Handbook use</li> </ul>  |           |
| <b>Emergency Procedures:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Evacuation Procedure</li> <li><input type="checkbox"/> Location of First Aid Kits</li> <li><input type="checkbox"/> Location of Fire Extinguishers</li> <li><input type="checkbox"/> Location of Emergency Exits</li> <li><input type="checkbox"/> Location of Evacuation Points</li> <li><input type="checkbox"/> Critical Incident Policy – includes Accident &amp; Emergency</li> </ul>   |           |
| <b>Housekeeping:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Amenities, Water, Tea &amp; Coffee</li> <li><input type="checkbox"/> Smoking</li> <li><input type="checkbox"/> Littering &amp; Cleanliness of classroom and Learning Facilities</li> </ul>   |           |
| <b>Mobile Phones:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> switched off or silent and cannot be used during sessions</li> </ul>  |           |
| <b>AIBT History &amp; Practice:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> History</li> <li><input type="checkbox"/> Philosophy</li> <li><input type="checkbox"/> Code of Practice</li> <li><input type="checkbox"/> AIBT Contact Details</li> <li><input type="checkbox"/> Staff &amp; Roles including Role of the Trainer/Assessor</li> <li><input type="checkbox"/> Administration Hours</li> <li><input type="checkbox"/> Security</li> </ul><br><b>Student Rights &amp; Responsibility</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Student Code of Conduct and Responsibilities</li> <li><input type="checkbox"/> Children's Protection</li> <li><input type="checkbox"/> Dress Code</li> <li><input type="checkbox"/> Access &amp; Equity</li> <li><input type="checkbox"/> Privacy</li> <li><input type="checkbox"/> Complaints</li> <li><input type="checkbox"/> Appeals</li> <li><input type="checkbox"/> Confidentiality</li> <li><input type="checkbox"/> Copyright, Cheating &amp; Plagiarism</li> <li><input type="checkbox"/></li> </ul> |           |

| INDUCTION ITEMS  | Completed |
|--|-----------|
| <p><b>Student Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Support Services &amp; Intervention</li> <li><input type="checkbox"/> Phone Access</li> <li><input type="checkbox"/> Photocopying</li> <li><input type="checkbox"/> Messages</li> </ul>   |           |
| <p><b>Fees &amp; Refunds</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Course Fee Payment Dates</li> <li><input type="checkbox"/> Payment of Fees</li> <li><input type="checkbox"/> Refunds</li> <li><input type="checkbox"/> Exiting from a course</li> </ul>   |           |
| <p><b>Course Purpose and Vocational Outcomes:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Course Overview</li> <li><input type="checkbox"/> Course Group &amp; Student Identification Number</li> <li><input type="checkbox"/> Content</li> <li><input type="checkbox"/> Schedule including Important Dates relevant to specific course</li> <li><input type="checkbox"/> Student Support Notes</li> <li><input type="checkbox"/> Break Times</li> <li><input type="checkbox"/> Academic Progress</li> <li><input type="checkbox"/> Attendance &amp; Punctuality</li> <li><input type="checkbox"/> Missed Sessions</li> <li><input type="checkbox"/> Repeating Sessions</li> <li><input type="checkbox"/> Repeating Assessments</li> <li><input type="checkbox"/> Methodology</li> <li><input type="checkbox"/> Competency Based Training</li> <li><input type="checkbox"/> Informal &amp; Formal Training</li> <li><input type="checkbox"/> Recognition of Prior Learning</li> <li><input type="checkbox"/> Credit Transfer</li> <li><input type="checkbox"/> Assessment Results</li> <li><input type="checkbox"/> Learning Strategies</li> <li><input type="checkbox"/> Assessment Strategies</li> <li><input type="checkbox"/> Evaluation and Feedback – including QI Learner Questionnaire</li> <li><input type="checkbox"/> Issuance of Parchments</li> <li><input type="checkbox"/> Qualification</li> <li><input type="checkbox"/> Statement of Attainment</li> </ul> |           |

*I confirm that the above topics were covered in the Induction Process and that I understand the content and agree to the conditions, responsibilities and policies. I also confirm that I have received a copy of the Student Handbook and that I will contact AIBT within a maximum of 5 working days if I have concerns or do not understand any of the contents.*