



Student Handbook

Table of Contents

Welcome	4
Qualifications	
Locations	4
Training facility locations	
Contact Information	5
AGA training staff	
Enrolment	6
How to enrol	
Fees, Charges and Refunds	6
Withdrawals	
Eligibility Requirements (Skills First Funding - Victoria)	7
Eligibility Requirements (NSW Smart and Skilled)	8
Credit Transfer	8
Recognition of Prior Learning (RPL)	9
How to apply for credit or RPL	
The Victorian Student Number (VSN)	10
What is the Victorian Student Number?	
Unique Student Identifier (USI)	
Pre-Training Review	11
Language Literacy and Numeracy Assessment (LLN)	
Code of Conduct	11
Restricted Areas	
Classrooms, student break areas and amenities	
Equipment	
Attendance and course progression – online and on campus	
Cancellations of Students/Classes	
Student equipment and Personal Protective equipment	
Course Fees - General Information	
Training provider's responsibilities under this agreement	

Access & Equity	14
Training Plans	14
Changes of Personal Details	15
File Content and Retention of Records	15
Rights and Responsibilities	16
It is the responsibility of the student to	
It is the responsibility of the RTO to	
It is the responsibility of the employer to	
Assessment	17
Assessment principles Assessment	
Trainer and Assessor qualifications	
Assessment resources	
Conducting assessment	
Complaints and Appeals Process	19
Confidentiality	
Appeals process	
Student Welfare, Guidance and Support Services	21
Surveys and Feedback	22
Privacy	22
Legislation and Regulation Information	24

Welcome

AGA is a Registered Training Organisation (RTO) that delivers nationally recognised Vocational Education and Training (VET) across a wide variety of sectors and Qualifications. AGA specialises in apprenticeships and traineeships and is regulated by the Australian Skills Quality Authority (ASQA). To ensure all products and services are engaging, to a high standard, compliant and aligned to the relevant sectors, AGA has developed comprehensive internal policies, procedures and systems that guide day-to-day and strategic operations.

As an RTO, AGA has the responsibility to issue Australian Qualification Framework (AQF) certification documents in line with contractual obligations.

All VET programs are supported by high quality learning materials, and students can contact their Trainer and Assessor, or any of the RTO staff if they encounter difficulties.

Qualifications

AGA offers a range of qualifications from the following National and State Training Packages:

- Automotive, Construction, Plumbing and Electrotechnology
- Community Services and Education Support
- Information and Communications Technology and Business

Locations

AGA operates a network of training facilities throughout Metropolitan and regional Victoria and New South Wales. Our training services are built around flexible delivery to meet the needs of employers and students. The Training and Assessment team are experts in their field, with many highly qualified trades people with extensive, recent industry experience and training qualifications.

Victorian Training Facility Locations

- Bairnsdale
- Deer Park
- Korumburra
- Warragul

Please note that not all trades are available at each facility. To find out more and also about NSW delivery location please contact our Student Administration Staff.

Facilities operate Monday to Friday between 8.00am until 4.00pm. Training is only conducted between these hours.

Contact Information

AGA training staff

AGA have suitably qualified Trainers and Assessors and contracted staff responsible for training and assessment. AGA also have a team of student administration staff to assist with any enquiries.

RTO Training Managers

Teresa Densley

Phone: 0400 067 730

Email: teresa.densley@aga.com.au

Student Administration

Contact our team on rtoadmin@aga.com.au

Apprenticeship Programs

Automotive | auto@aga.com.au

Carpentry | carpentry@aga.com.au

Electrotechnology | electrical@aga.com.au

Plumbing | plumbing@aga.com.au

Traineeship Programs

Bicycle Operations | industrygraduates@aga.com.au

Business | business@aga.com.au

Education Support | edsupport@aga.com.au

Employment Services | employmentservices@aga.com.au

VET Delivered to Secondary Students

VDSS Programs | vdssadmin@aga.com.au

Short Courses

For existing students | shortcourses@aga.com.au

Electrical Supply Industry Training

ESI | esi.training@aga.com.au

Learning Management System

Learning Management System | lmshelp@aga.com.au

Enrolment

For students enrolling into a pre-apprenticeship program, a traineeship or an apprenticeship, the first step is a pre-enrolment conversation to discuss the course requirements, individual suitability for the program, funding eligibility and fees. An application form will be shared, and once completed, a pre-training review will be conducted, including an online LLN (Language, Literacy and Numeracy) assessment. If students are eligible for Recognition of Prior Learning (RPL) or Credit Transfers, Statements of Attainment and Certificates (where applicable) for previously completed studies can be submitted with a completed Enrolment Form and Recognition of Prior Learning or Credit Transfer application form.

How to enrol

Prospective students must complete an online enrolment form via VETenrol portal, which is issued via email. Ensure all sections are completed. If students are under the age of 18, it will also require signatures from a parent or guardian.

After the pre-training review has been completed and the application has been approved, students will then be provided with their commencement date and subsequent training dates along with a statement of fees and a training plan. Students who will be undertaking workplace-based training will be advised of monitoring and scheduled visits.

All enrolments for students studying at AGA through a VET Delivered in Secondary Schools (VDSS) program are coordinated through the schools, and questions regarding enrolments can be answered through the student's school VET Coordinator.

Any questions in relation to the enrolment process, please contact one of our Student Administration staff for assistance.

Fees, Charges and Refunds

A copy of AGA Indicative Fees and Charges 2024 (VIC) are available [on the website](#) for all Non-Traineeship / Apprenticeship, apprenticeship, traineeship, concession and Fee for Service. Course Fees and Charges will be discussed at enrolment and during induction if applicable.

Fees and Charges may include tuition fees, material fees, learning management system (LMS) access, textbooks or student workbooks and other associated fees. Students will receive a Statement of Fees (if applicable) prior to enrolment which includes all relevant information as prescribed in the guidelines about Fees – Skills First Program and NSW Smart and Skilled Operating Guidelines. For more information on the Skills First eligibility criteria please visit www.skills.vic.gov.au and for Smart and Skilled eligibility requirements, please visit: <https://skills.education.nsw.gov.au/>. An individual's eligibility for government subsidised training will be assessed at the time of enrolment.

Students who are studying a VDSS program with us will pay any applicable fees directly to their school.

Students who are studying a short course or pre-employment program will have fees discussed prior to the course and be invoiced prior to commencement of the course.

A Copy of our Fees, Charges and Refund Policy can be accessed on our website:

<https://www.aga.com.au/wp-content/uploads/2020/02/Fees-Charges-Cancellations-and-Refunds-Policy.pdf>

Withdrawals

For all withdrawal requests, students should contact their trainer or Student Administration staff at RTOAdmin@aga.com.au.

Eligibility Requirements (Skills First Funding - Victoria)

To determine eligibility of an individual for government subsidised training, the AGA representative must, in conjunction with the student, complete Skills First Program Evidence of Student Eligibility and Student Declaration.

To be eligible, an individual must meet VET Funding Contract requirements as follows:

a. An individual must be:

- i. an Australian citizen; or
- ii. a holder of a permanent visa; or
- iii. a New Zealand citizen

b. The '2 Skill Sets in a year' and '2 AQF qualifications in a year' limits

In a calendar year, a student may only commence a maximum of two:

- i. Skills First subsidised Skill Sets; and
- ii. Skills First subsidised programs that are AQF qualifications.

The following scenarios are not counted when determining if a student meets these limits:

- i. transitioning from a superseded program to the current version of the same program; or
- ii. recommencing training in the same program (at either the same or a different provider); or
- iii. enrolling in an Apprenticeship (not Traineeship) after having participated in one of the programs identified as a 'Pre-Apprenticeship and Pathway Program' on the Funded Programs Report; or
- iv. participation in '22510VIC – Course in Identifying and Responding to Family Violence Risk'.

c. The '2 at a time' limit

- i. A student may only commence a maximum of two Skills First subsidised programs at any one time.
- ii. Participation in the '22510VIC – Course in Identifying and Responding to Family Violence Risk' will not be counted when determining if a student meets this limit.

Under 17 years old

All children and young people in Victoria aged 6 to 17 years are legally required to be at school unless they've been granted an exemption from school attendance.

Either a school principal or the department's regional director can grant the exemption. This depends on the student's circumstances.

You can only enrol a student who will be under 17 when their Skills First training starts if they have an exemption.

But, students under 17 don't need an exemption to enrol in Skills First training if they:

- a. are still enrolled in school and doing a Skills First-funded School-Based Apprenticeship/ Traineeship or Head Start Apprenticeship/Traineeship; or
- b. have a Year 12 or an equivalent qualification.

Program requirements

A student under 17 can only be granted an exemption if the training is:

- a. on a full-time basis of at least 25 hours a week; or
- b. a combination of training and employment averaging at least 25 hours a week.

Eligibility Requirements (NSW Smart and Skilled)

NSW Smart and Skilled Apprenticeships and Traineeships Program

AGA is an approved provider to offer funding via the Smart and Skilled Program to eligible students for selected courses on AGA's scope of registration.

- Students need to meet below requirements to be eligible for Smart and Skilled Entitlement Apprenticeships and Traineeships Program in accordance with 2024- 25 Smart and Skilled Student Eligibility Policy – Section 2.2:
 - at the time of Commencement is an NSW Apprentice or New Entrant Trainee and has an approved Training Contract in NSW; and
 - the qualification that is being undertaken is on the NSW Skills List; and
 - the qualification that is being undertaken is shown on their Training Contract.
- AGA will ensure to develop a Training Plan for each enrolled student who is an Apprentice or Trainee in accordance with the Apprenticeship and Traineeship Act 2001. The Training Plan will be developed in consultation with the Employer and Enrolled Student within in 12 weeks of approval of the Training Contract.
- AGA will inform and obtain consent from the students that the information supplied by the students (including their personal details and identification) will be used by the Department.

Evidence requirements

Proof of identity/ Date of birth

- USI data – Student must provide a valid USI at the time of enrolment
- Smart and skilled eligibility
- Living or working in NSW
 - Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident
 - Humanitarian visa holder and Partner visa holder (Refugee or asylum seeker)
 - Home schooled students- copy of Copy of current certificate of home-schooling registration
 - If under 17 - Year 10 completion or equivalent
 - Postcode for an Aboriginal or Torres Strait Islander Person who lives in specific defined interstate NSW border areas – an evidence of Any Commonwealth, NSW Government or local council issued document providing evidence of living location must be provided.

Credit Transfer

Credit transfers are limited to those Units of Competency that are currently listed on the National Register and are listed within the qualification outline that students wish to undertake. If the qualification/statement of attainment held has been superseded and is no longer on the National Register or is not the version required by the qualification, the credit transfer process does not apply. In such situations, Recognition of Prior Learning may be appropriate.

Any student who has completed accredited training after 2015 will have a Unique Student Identifier number and access to these records. A USI Transcript will need to be provided by the student, or the student will need to grant Admin access to their USI transcript as part of the Credit Transfer process.

Statement of Attainments are accepted if training was completed prior to 2015 or can be validated/ confirmed by RTO that delivered training.

There is no cost for applying for a Credit Transfer.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is formal recognition of existing skills and knowledge that are relevant to the Qualification or Units of Competency being enrolled into. Students may have obtained the relevant skills and knowledge through other forms of formal training, workplace experience or life experience.

Students wishing to apply for RPL for any of the competencies in a training program will need to provide evidence to demonstrate knowledge of said competency.

The types of evidence may include:

- Certificates/qualifications
- Reports
- References from paid or unpaid work experience
- Work samples from students
- A practical assessment or skill demonstration

All evidence will be assessed by a qualified assessor to ensure validity and currency before competency is recognised.

How to apply for credit or RPL

When applying for Credit Transfer, students will need to complete the Recognition of Prior Learning or Credit Transfer application form, and must provide access to the USI portal and transcript. If this cannot be provided due to training occurring prior to 2015, then students will be required to supply Statements of Attainment or evidence of this previous formal training for Credit Transfer to be granted.

A USI Transcript will need to be provided, or the student will need to grant Admin access to the USI transcript as part of the Credit Transfer process. Statement of Attainments are accepted if training was completed prior to 2015 or can be validated/confirmed by RTO that delivered training.

When applying for RPL it is the student's responsibility to gather sufficient evidence to support his/her application for Recognition. The student will need to complete an RPL kit that is assessed by the trainer to ensure enough evidence has been provided. This evidence may include letters of validation from employers, past academic results, resume, position descriptions, etc.

AGA strongly advises students to access the Australian Government Training website (www.training.gov.au) to obtain a copy of the relevant units of competency for the qualification in which they are enrolling. The student will need to align the competencies for the qualification with the competencies associated with previous education, training and workplace experience collecting any documentation, references and relevant examples to support the application providing proof of ownership of any examples of work.

All RPL's incur a cost of \$500 per unit unless undertaken as part of an internal transition from a superseded qualification. In this case, the fee is waived by AGA.

Any questions in relation to the application for Credits or RPL please contact Student Administration staff at RTOAdmin@aga.com.au.

The Victorian Student Number (VSN)

What is the Victorian Student Number?

The Victorian Student Number (VSN) is a unique student ID for all Victorian students in school or vocational training from Preparatory school to age 24.

Students must provide their VSN when they are under 25 years of age, studying in a Victorian school or participating in vocational training.

The question about the VSN number is included on the enrolment form. The RTO is required to collect this information and may share with the State VSN team if required. This process ensures that each student is always allocated the same VSN over time, regardless of the education or training provider attended by the student.

Technical and other VSN information

- The VSN must be used in a manner consistent with privacy and VSN usage protocols.
- The VSN 9-digit format includes a check digit. Refer to the VSN website for further details including the check digit algorithm.

How can I find out more?

For further information about the VSN, visit the Victorian Education website at www.education.vic.gov.au/management/governance/vsn/parentsx.html

Unique Student Identifier (USI)

What is a USI?

All students must provide AGA with their USI prior to any accredited training being delivered. The USI is a reference number made up of ten numbers and letters. It's free, easy to create and is a consistent number applied to training throughout a student's lifetime.

You'll need a USI if you are a:

- New or continuing student undertaking nationally recognised training
- A higher education student in a Commonwealth supported place or graduating in 2024 and beyond

For VET students, the USI gives you access to an online record of your nationally recognised training in the form of a VET transcript. This can be used when:

- applying for a job
- seeking a credit transfer
- demonstrating pre-requisites when undertaking further training

Get a USI

A USI is your lifelong education number – you only need to create it once.
<https://www.usi.gov.au/students/get-a-usi>

Already have a USI?

If you have undertaken any Vocational Education and Training (VET) since 2015, you may already have a USI.

Identification requirements

You need one form of identification to create a USI. You can use several different types of ID.

There is no minimum age requirement to create a USI. Creating your USI should take less than 5 minutes.

Pre-Training Review

The Pre-Training Review is completed by every student as part of the application in VETenrol.

For all apprentices, trainees and pre-apprenticeship students this is explained in detail during the pre-enrolment phone call.

Students will be asked a variety of questions for us to consider:

- The student's objectives for training and whether the development of new competencies and skills is likely to result in a job or an option for further study
- Whether the student has previously acquired competencies
- The student's existing educational attainment and capabilities, literacy and numeracy skills, and digital capability
- Whether the proposed learning strategies and materials are appropriate for the student, and whether any steps need to be taken to help them overcome any barriers.
- If the pre-training review finds that accredited training is not suitable for the student, AGA will consider whether a pathway program would be a good first step. This could include pre-accredited training in a supported environment.
- If the training is suitable, but the student requires additional, AGA will provide support options, in line with regulatory standards. For example, modifying training materials or methods, or offering additional foundation skills subjects.
- Students will be informed of any third-party arrangements.

Language Literacy and Numeracy Assessment (LLN)

As part of the Pre-Training Review, students are required to undertake a Language, Literacy and Numeracy (LLN) Assessment. The student will be emailed a link to an online LLN Evaluation.

AGA uses the 'LLN Robot' tool developed by the Learning Resources Group. This tool provides online LLN assessment, identifies LLN and core skill levels of courses and provides LLN support programs.

The LLN evaluation will assess the student's working level across the five core skills within the Australian Core Skills Framework (ACSF). This will assist the training and assessment team to understand the areas in which students may need support. The LLN Robot also suggests methods of learning to assist a student in reaching higher levels against each of the 5 core skills of the ACSF where applicable.

Code of Conduct

The AGA Code of Conduct applies to all students studying with AGA. All students attending training on campus will receive an initial site induction prior to commencing training. The induction is to be delivered by a member of the training staff who will discuss the points as outlined in the Induction and Emergency Checklist and the Code of Conduct, both of which are to be signed by the student and maintained on the student file.

Restricted Areas

Administration areas are restricted to staff only.

Classrooms, Student Break Areas and Amenities

Everyone is responsible for the upkeep of facilities, students are required to tidy up after themselves and follow all reasonable instructions from AGA staff at all times. No food or drinks are to be consumed in training areas/classrooms (water is permitted), no energy drinks are to be consumed on campus.

Classroom access is restricted to training times and be under the supervision of a trainer. Workshop

areas must only be entered under trainer supervision. Classrooms located within the workshop can only be accessed with a trainer present. No student bags are permitted in the workshop. Sites that have onsite lockers can be used by students.

Equipment

Use of equipment only after safety training & approval from trainers. The facility and equipment are to be used for the purpose they are designed for. No willful damage to facilities or equipment will be tolerated, this may result in student suspension or withdrawal from the course.

Attendance and Course Progression – Online and on Campus

Attendance at scheduled training is compulsory unless special arrangements are made in collaboration with the student's employer and the AGA Training Team. Attendance will be taken at the beginning of each class, and any lateness will be reported to the employer / school. Consistent lateness and lack of attendance may result in withdrawal from the course.

Any student who leaves early without permission/collaboration with their trainer will have their employer / school notified. Students are required to keep up to date with their assessments in line with their training plan. Student are expected to complete additional homework in their own time if required.

Students who do not stay up to date, or do not complete the required assessments may be withdrawn from the program in consultation with the School / Australian Apprenticeship Support Network and their employer.

If a student is absent due to illness or other valid reasons, they can request access to missed units by contacting their trainer. Access to units during absences is typically granted within a reasonable timeframe.

NB: Their trainer must deliver this unit to the student prior to this unit being released.

Reasonable adjustments may be made to accommodate students with disabilities or specific needs.

Cancellations of Students/Classes

In the event of class cancellations, students will be notified in advance through appropriate channels. Make-up sessions may be scheduled to ensure students do not miss essential content.

Student Equipment and Personal Protective Equipment

Students are required to bring / wear the following every week:

- Computer / Laptop - Any student who fails to bring a laptop to class will be required to complete their work on paper and transfer work into the Learning Portal in their own time.
- Writing paper / pen
- Appropriate work wear to be supplied by the student and worn when on campus.
- Students are to supply own safety boots (steel capped) and must be worn at all times
- Long or short sleeved work shirt – High Vis
- Work pants, khaki for carpentry, black/blue for other trades
- Long hair tied back
- No jewelry i.e. rings or necklaces
- Performing practical tasks
- Other personal protective clothing (PPE) e.g. eye, ear and hand protection etc. will be provided by the AGA training team and left on site each day.
- Students without safety boots will not be able to enter the workshop
- Hoodies, track pants and runners are not permitted for safety reasons.

Mobile Phones

Mobile phones are not permitted in class and must be on silent and left in bags. Earbuds or any other electronic devices are not to be used in any training area.

Safety & Respectful Behavior

AGA has a ZERO tolerance for horseplay / rough play and physical violence. Students who breach this policy will face disciplinary action and may result in being withdrawn from their course.

All students must make every effort to avoid any situation that endangers them or any other person in the workplace.

Equipment/tools must only be used under the direct instruction and supervision of a trainer. All safety checks and training must occur prior to use. Any student found to be misusing equipment or tools will face disciplinary action and may be withdrawn from their course.

Stealing or vandalism will not be tolerated.

All power equipment/tools must be inspected for damage before turning on power. Damage is to be reported to the trainer immediately.

Bullying and Harassment

AGA will not tolerate any form of bullying or harassment to any staff member or student. Below is AGA's definition of Bullying and Harassment.

Workplace bullying is repeated and unreasonable behavior directed towards a person, or group of people, that creates a risk to health and safety. Harassment involves unwelcome behavior that intimidates, offends or humiliates someone because of a particular personal characteristic, such as age, race or gender. Unlike bullying, harassment does not have to be repeated. It is acknowledged that harassment and bullying are a risk to the physical and mental health of our employees and other people.

Harassment and bullying may include, but are not limited to, behaviors such as threats; verbal abuse and offensive language; physical violence and abuse; sexual harassment or unwelcome sexual advances; exposure to offensive material; being given meaningless or impossible tasks to do; excluding or isolating employees including withholding information needed for effective work performance; intimidation and being humiliated by such actions as hurtful teasing, jokes, or practical jokes

If you are a victim of bullying or harassment notify your trainer immediately

Students found guilty of bullying & harassment will be suspended or withdrawn from their training program. All written complaints will be investigated as per the AGA Grievance policy

Cheating and Plagiarism

Cheating is an attempt to benefit from another person's work in order to achieve an outcome, for which the participant has not produced the required work.

Plagiarism is taking another person's work/idea and representing it as the participant's own. This may result from deliberate and intentional copying of information. Plagiarism may also be accidental and arise from a lack of knowledge or awareness. Sources which can be used for plagiarism include Artificial Intelligence software (ChatGPT) social media, books, magazines, TV, radio, newspapers, internet sites, photos, recordings, etc. AGA staff will actively take steps to detect plagiarism, cheating or collusion which may include the use of electronic or manual methods of detection.

Students who are suspected of cheating or colluding will be asked informally to discuss the issue with their Trainer and then may be asked to re-sit their assessment.

Students are encouraged to use electronic research and search engines in completing their studies. Sites

such as ChatGPT can be a useful research tool, however students found to be using this technology will also be required to demonstrate their understanding.

Smoking, Vaping, Alcohol and Drugs

AGA premises are 'Smoke Free' environments. Students are required to refrain from smoking and/or vaping on site.

The consumption of alcohol or the use of illicit drugs on site will not be tolerated and will result in the student being withdrawn from their course.

Students who arrive at AGA sites under the effects of alcohol or drugs will be excluded from class for the day and their school and parents will be notified.

Course Fees - General Information

All course fee information is published on the AGA website.

Training Provider's Responsibilities under this Agreement

- AGA will provide all learning material and workbooks for each student/trainee
- AGA will offer training for each unit of competency where required under the current qualification
- AGA will provide Certificates to students who successfully complete the Qualification and a Statement of Attainment to students who partially complete the qualification
- AGA will abide by its RTO Privacy and Personal Information Policy.
A copy of this policy is available on the AGA website.
- AGA will provide, at no additional cost, a formal Statement of Attainment on withdrawal, cancellation or transfer prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Access & Equity

AGA will meet the needs of individuals and employers through the AGA integration of access and equity guidelines into all aspects of AGA business. AGA will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. AGA will abide by all relevant legislation regarding Equal Opportunity and Anti-Discrimination.

Training Plans

Training Plans are developed by AGA, together with the student and the employer, (where applicable), and are consistent with the qualification to be obtained and may be customised (if required) to reflect the outcome of the Pre-Training Review.

The training plan is established together with all stakeholders. These may include: student, apprentice/trainee, the trainer and assessor, secondary school and the employer during the enrolment process. This document acts as a guide for the student outlining the following items:

- Identify the units of competences to be achieved – both core and electives units.
- Location and mode of delivery

- Sequence for delivery and assessment of each unit of competency and expected timeframes.
- Identify the assessment details and arrangements
- Identify which units can be completed on-the-job and which can be completed off-the-job
- Determine the types of assessment to be carried out
- Any other specific requirements to be met in accordance with the Training Agreement and Training Package

The Training Plan is signed and dated by:

- The student or apprentice/trainee
- The employer
- The RTO
- For School Based Apprentices/Trainees, the Training Plan must also be signed by an authorised representative of the school
- Training Plans are to be completed and signed within 4 weeks from the commencement of the training.

At the commencement of each new calendar year of training AGA may issue updated Training Plans that require approval to ensure currency of the training plan and any updates in relation to progress and completion.

Any questions about training plans should be directed to the student's relevant trainer and assessor in the first instance.

Changes of Personal Details

If students change address, get a new postal address, phone number (such as a new mobile number) or email address, or there is a change of employer, a change of details form is to be completed and forwarded to AGA Student Administration immediately so that records can remain up to date at all times and where required arrange for a new training plan to be negotiated and signed by new employer.

Please reach out to your trainer who will be able to assist with this process.

File Content and Retention of Records

Privacy is assured by different access levels of staff to each server and online system. Physical files are stored in lockable areas which are managed by the Systems & Administration Manager.

Physical files will be destroyed in a safe and secure manner by a reputable company, to ensure privacy of document content and in accordance with any specific instructions provided by the relevant regulatory body this is the responsibility of the Systems and Administration Manager. Physical storage media for electronic

records are destroyed upon decommissioning (considering the retention period from completion) of the hardware in a manner which does not permit the reconstruction of data stored on that media. This is the responsibility of the IT Manager.

Access to records will be immediately made accessible to relevant government authorities including taking any number of copies in the following circumstances:

- In accordance with any applicable legislation;
- To the Victorian Auditor-General or Victorian Ombudsman on request in writing;

- To a government representative on request in writing; and
- To the Department or an authorised representative of the Department for any purpose connected with this VET Funding Contract
- to relevant regulatory body upon request

For more detailed information, please refer to AGA Records Management Policy and Procedure, and AGA RTO Privacy and Personal Information Policy located on the website.

Rights and Responsibilities

It is the responsibility of the student to:

- Accept all instruction and training as detailed in the Training Plan to achieve competence
- Make all reasonable efforts to acquire the skills and knowledge indicated in the Training Plan and maintain satisfactory progress
- Regularly submit any required evidence of on-the-job workplace performance and make all reasonable efforts to maintain copies of records of both on and off-the-job training
- Attend any required off-the-job training with the RTO at its nominated location
- Comply with the employer's and statutory occupational health and safety requirements governing apprentices and trainees
- Complete all forms and provide relevant information to the RTO as requested
- Acknowledge that AGA shall monitor and report student attendance and progress to their employer

It is the responsibility of the RTO to:

- Conduct a pre-training review, ascertain current competencies of a student, apprentice or trainee including language, literacy and numeracy
- Prepare and sign in conjunction with the apprentice/trainee and employer (where applicable) a Training Plan determined by the qualification to be attained and customised (as required) for the needs of the student, apprentice, trainee and the employer
- Ensure that all off-the-job training and assessment is undertaken by appropriately qualified staff in accordance with the requirements of the Training Plan
- Have in place an occupational health and safety policy and advise the student, apprentice, and trainee of obligations under the policy
- Provide on an annual basis, or upon request, a progress report which contains the details of the units of competence within the training plan and the student's results of training undertaken
- For Apprentices and Trainees - report student non-attendance and progress to the employer
- Confirm with the employer / host employer, a minimum of 4 times per year, to ensure that those units assessed as competent in the training center or during workplace-based training, can be performed to industry standards in the workplace environment
- At induction, provide students with further information on their responsibilities under the training plan as an apprentice/trainee, as well as information about our commitment to the student

It is the responsibility of the employer to:

- Take all reasonable steps to ensure that the apprentice/trainee will be instructed in workplace skills and knowledge (training) and assessed in accordance with the training plan
- Ensure that the apprentice/trainee receives the necessary supervision by a suitably qualified person if undergoing instruction and training in the workplace
- Provide all the necessary assistance to the RTO to meet quality assurance arrangements required by the RTO, including supporting the apprentice/trainee in gathering evidence of workplace performance
- Complete and return to the RTO, a minimum of 4 times per year, student progress reports confirming that those units assessed as competent in the training center or during workplace-based training, can be performed to industry standards in the workplace environment
- Complete and return to the RTO the Employer Notification of Completion
- Have in place an occupational health and safety policy and advise the apprentice/trainee of their obligations under the policy

As a matter of course, trainers make all their students/apprentices aware of the behavior expected of them whilst attending an AGA Training Facility.

Assessment

Trainers and Assessors at AGA adopt a range of assessment tools developed under the AGA Training and Assessment Strategy. The assessment tools determine a student's achievement of the units of competency for any accredited course.

Assessment tools are available for each unit of competency and are kept on file.

AGA ensures its assessment tools:

- Are valid, flexible, fair and reliable
- Support the collection of evidence that is valid, authentic, sufficient and current
- Are reviewed against analysis of requirements of unit of competency (Performance and knowledge evidence, assessment conditions)
- Undergo regular assessment validation sessions
- Have input from trainers, assessors and subject matter experts
- Have regular and thorough industry inputs
- Comply with and are updated to reflect any legislation changes
- Utilise technology and online learning where appropriate
- Are consistent with the assessment guidelines of any course where nationally endorsed units of competency are used

Assessment principles

AGA ensures that all assessments conducted are reliable, flexible, fair and valid.

- **Reliable** - All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.
- **Flexible** - Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via Recognition of Prior Learning/Recognition of Current Competence.

AGA will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.

- **Fair** - Assessment methods and procedures will not, under any circumstance, disadvantage any student.
- **Valid** - Assessment activities will always meet the requirements as specified in the unit of competency/module. Sufficient evidence will always be collected and will be relevant to the unit/module being assessed.

Trainer and Assessor qualifications

The requirements of trainers and assessor are set by the Standards for RTOs 2015, Clauses 1.13 – 1.16.

As part of the Standards, an RTO's training and assessment may only be delivered by trainers and assessors who have:

- the vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided, and
- current knowledge and skills in vocational training and learning that informs their training and assessment.

In addition, training and assessment may only be delivered by persons who have:

- Certificate IV in Training and Assessment TAE40116 or TAE40122 Certificate IV in Training and Assessment (or its successor) or
- a diploma or higher level qualification in adult education.

As per RTO Skilled Trainer and Assessor Policy.

Assessment resources

When designing assessment resources, AGA ensures that all aspects of competence are covered, including:

- Task skills (performance of individual tasks)
- Task management skills (managing a few different tasks within the job)
- Contingency management skills (responding to problems, breakdowns and changes in routine)
- Environmental skills (dealing with the responsibilities and expectations of the workplace)

All assessment reporting systems will indicate the units of competency that the individual has attained.

Conducting assessment

AGA ensures that the personnel conducting assessments utilise appropriate methods for recording, storing and accessing outcomes. Assessment activities undertaken by AGA always follow the methodology outlined below:

1. Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition of Prior Learning/Recognition of Current Competence and Credit Transfer are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process are also outlined.
3. The assessment requirements of the unit(s) of competency/module(s) are outlined, and any arrangements for the workplace/training environment are arranged.
4. All evidence gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, AGA trainers/assessors record individual student assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to students.

7. A fair and impartial appeals process is always available.
8. Evaluation of assessment processes and procedures is gathered on an ongoing (informal) basis.
9. Evidence gathering methods commonly utilised by AGA include, but are in no way limited to:
 - demonstration
 - written or verbal questioning
 - workplace performance
 - role-play
 - case studies
 - simulation
 - oral presentation
 - graphic presentation
 - projects/assignments
 - audio/visual display
 - written tests
 - skills portfolio

Complaints and Appeals Process

Complaints, appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework. A fair and impartial appeals process is available to students of AGA.

A copy of AGA's complaints and appeals policy is available on the website.

Confidentiality

AGA regards assessment as a confidential matter. No person involved in the process shall divulge to any unauthorised person any information about results in any subject.

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework. A fair and impartial appeals process is available to students of AGA. If a student wishes to appeal their assessment result, they may first discuss the issue with the trainer and assessor. If they wish to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

This is forwarded to the RTO Training Manager who will take responsibility for implementing a formal process and will record the appeal in writing.

Appeals of assessment outcomes are to be lodged within twenty eight (28) days of when the assessment outcome is communicated to the learner.

Students are encouraged to resolve issues informally by speaking to the Trainer or any other AGA staff with whom they have a complaint.

If not satisfied, students are further encouraged to speak to the Training Coordinator of their enrolled course or Training Manager and present their complaint. The Training Coordinator or Manager will try and resolve the issue and come to a satisfactory solution. If not satisfied, the student can follow the formal complaints process.

Formal Appeals Process

1. Students not satisfied with their complaint's resolution may submit an appeal within 20 working days after the date the original decision or finding is communicated to the student. A formal appeal must be lodged in writing, using the AGA appeals form available on the website or in any other suitable format – e.g. email, letter, etc.
2. The Appeal is recorded in the Student Complaints and Appeals register and in the Appeals folder.
3. AGA will provide a written acknowledgement of the appeal receipt to the appellant within 3 days.
4. AGA Quality and Compliance Manager will convene an appropriate panel including relevant independent persons to investigate the appeal and decide to uphold or dismiss the complaint's outcome. If a senior manager is party to the complaint, they will not be included in the panel, to ensure procedural fairness.
5. The appellant will be given a chance to formally present their case to the panel and can be accompanied/assisted by a nominee (such as a family member, friend, or counsellor) if they so desire.
6. The appellant will be notified with the outcome of the appeal within thirty (30) working days after the receipt of the appeal, via email, and the outcome will be recorded in the Complaints and Appeals register, and in the appeals folder.
7. If the appeal has been successful, the appellant will be advised in writing of further actions to be taken by either party.
8. If the appeal has been unsuccessful the appellant will be advised in writing that they may use an independent mediator if they are not satisfied with the outcome of their appeal.
9. The appellant will need to contact AGA Quality and Compliance Manager in writing within 20 working days after the date of the unsuccessful outcome letter, to organise the external mediation with Resolution Institute, a mediation service.

External Review

1. AGA is committed to provide students with a fair and equitable process for resolving any complaints or appeals they may have, and even refer the complainant to the Resolution Institute as the external review body once its internal grievance system has been exhausted. This includes provision of an independent mediator, who is not part of the RTO.

2. Please note, although the referral service is free of charge, the mediator's fees is payable per the schedule of fees published by the Resolution Institute, available at:

<https://resolution.institute/Web/Web/Public-In-Dispute/What-are-the-Dispute-Resolver-schemes/Student-mediation-scheme.aspx>

If the student is dissatisfied with the resolution proposed by AGA, they can access the Student Mediation Scheme provided by the Resolution Institute

Contact details of Independent Mediator:

Resolution Institute

+61 2 9251 3366

1800 651 650

infoaus@resolution.institute

(In accordance with NSW Smart and Skilled Operating Guidelines, Clause 3.2.)

- The steps below need to be followed for student application for external review:

Download and complete the Student Application for External Review Form.

Advise AGA within twenty (20) working days about decision to proceed with the external appeals process.

Lodge the Student Application for External Review Form with the Institute and pay their own share of the application fee and attach any supporting documents.

- The Resolution Institute will liaise with the student and AGA to facilitate mediation proceedings.

3. If a complainant is still not satisfied after the external mediation, they can contact relevant higher/regulatory bodies as given below:

- ASQA the national regulator accepts complaints and feedback about training providers from all members of the community.

However, in most cases learners must exhaust the RTO's complaints and appeals process first and provide evidence to ASQA that they have completed this process before submitting a complaint to ASQA.

Feedback or complaints about an RTO can be submitted directly on ASQA's community space **asqaconnect** at <https://asqaconnect.asqa.gov.au/>

Training related complaints can also be lodged on the National Training Complaints Hotline at <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

- Complaints about apprenticeship or traineeship can be lodged with the Victorian Registration and Qualifications Authority at vrqa.apprenticeships@education.vic.gov.au Phone: 1300 722 603
- Complaints about issues involving monies, service agreements or fair business practices can be lodged with: Consumer Affairs Victoria <https://www.consumer.vic.gov.au/businesses/fair-trading>

Please refer to the RTO Complaints and Appeals Policy and Procedure on AGA's website.

Student Welfare, Guidance and Support Services

All AGA students/student are treated as individuals and are offered advice and support services which assist them in achieving their identified outcomes. AGA does not offer formal welfare or guidance services, but every effort will be made to assist students to access appropriate support agencies. AGA students have access to the Apprentice/Trainee Mentor whose role is to help identify support services that are available either indirectly or directly.

Surveys and Feedback

AGA is committed to the continuous improvement of its training and assessment system, strategies and practices, products and resources to ensure ongoing quality delivery and compliance with the Standards for RTOs.

AGA uses a variety of surveys and student feedback forms along with industry consultations to determine the need for improvements to training and assessment. We encourage all employers and students to provide regular feedback both good and adverse to enable us to know what we do well and what we can improve on.

Students are encouraged to provide written feedback through the AQTF Learner Engagement Questionnaire completed at the mid or the end point of their course.

AGA student administration team will ask the student to provide feedback by completing a midpoint training evaluation questionnaire. Students are also encouraged to provide feedback at any time.

RTOs are required to collect and use data on Quality Indicators:

- Student engagement
- Employer satisfaction

Registering bodies are bound by relevant legislation in their capacity to share data and will not release to other parties any Quality Indicator data provided by RTOs.

Survey Participation

You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs.

Please note you may opt out of the NCVET Survey at the time of being contacted.

Privacy

Collection and use of personal information

AGA will only collect personal information from individuals by fair and lawful means which is necessary for the functions of AGA. AGA will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of AGA.

VIC - Consent from the individual is obtained via the Enrolment Form where the individual recognises the Victorian Government Student Enrolment Privacy Notice and declares their agreement with its terms.

NSW - Consent from the individual is obtained via the Enrolment Form where the individual signs or electronically accepts (including by ticking a check box) a consent form that includes the wording set out in Schedule 1 of Smart and Skilled Operating Guidelines.

The information requested from individuals by AGA will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, and to report to government agencies as required by law. If an individual chooses not to give AGA certain information, then AGA may be unable to enroll that person in a course or supply them with appropriate information.

Disclosure of personal information

Personal information about students studying with AGA will be shared when requested with the following regulatory bodies:

Department of Jobs, Skills, Industry and Regions

NSW Department of Education

The Australian Skills Quality Authority (ASQA) in line with the following 2015 RTO Standards-
Standard 3.4, Schedule 5 (Clause 4 & 8, 3.6 d) Standard 8.1 (f).

Security and integrity of personal information

AGA is committed to ensuring the confidentiality, security, and integrity of the personal information it collects, uses, and discloses.

AGA will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

AGA will store securely all records containing personal information for a period of up to seven years (unless a lesser period is specified) and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification, or disclosure.

Where AGA has no further use for personal information for any purpose disclosed by AGA, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

AGA ensures that all operations are in line with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs (National Privacy Principles) govern the way in which AGA collect, use, disclose, store, secure and dispose of Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

A copy of the AGA RTO Privacy and Personal Information Policy is available on the website.

Legislation and Regulation Information

AGA is committed to complying with Commonwealth and State legislation and all regulatory requirements (as per RTO Governance Policy) particularly in relation to (please see below table):

Act/Legislation/Regulation	Relates to	Federal or State/territory
A New Tax System (Goods and Services Tax) Act 1999	SFP	Commonwealth
Age Discrimination Act 2004	RTO	Commonwealth
AQTF essential conditions and standards for continuing registration	VRQA	Victoria
Audit Act 1994	SFP	Victoria
Australian Human Rights Commission Act 1986	RTO	Commonwealth
Charter of Human Rights and Responsibilities Act 2006 (Vic)	SFP	Victoria
Child Safe Standards 2016	RTO	Victoria
Child Wellbeing and Safety Act 2005 (Vic)	SFP	Victoria
Children and Community Services Act 2004	RTO	Western Australia
Children, Youth and Families Act 2005	RTO	Victoria
Competition and Consumer Act 2010	RTO	Commonwealth
Copyright Act 1968	ASQA	Commonwealth
Corporations Act 2001	SFP	Commonwealth
Disability Act 2006	SFP	Victoria
Disability Amendment Act 2012	RTO	Victoria
Disability Discrimination Act 1992	RTO	Commonwealth

Act/Legislation/Regulation	Relates to	Federal or State/territory
Disability Standards for Education 2005	RTO	Commonwealth
Electronic Transactions (Victoria) Act 2000	SFP	Victoria
Equal Opportunity Act 2010	RTO	Victoria
Evidence Act 2008 (Vic)	SFP	Victoria
Fair Work Act 2009	RTO	Commonwealth
Financial Viability Risk Assessment Requirements 2011	RTO	Commonwealth

Freedom of Information Act 1982	SFP	Victoria
Health Records Act 2001 (Vic)	SFP	Victoria
National Vocational Education and Training Regulator Act 2011	ASQA	Commonwealth
Occupational health and safety Act 2004 & Regulations	RTO	Victoria
Ombudsman Act 1973	SFP	Victoria
Privacy and Data Protection Act 2014 (Vic)	SFP	Victoria
Privacy Act 1988	SFP	Commonwealth
Public Records Act 1973 (VIC)	RTO	Victoria
Racial and Religious Tolerance Act 2001	RTO	Victoria
Racial Discrimination Act 1975	RTO	Commonwealth
Sex Discrimination Act 1984	RTO	Commonwealth
Standards for Registered Training Organisations (SRTOs) 2015	ASQA	Commonwealth
Standards for Registered Training Organisations (SRTOs) Amendment 2017	ASQA	Commonwealth

