

Student Handbook 2023

OUR TRAINING. YOUR FUTURE



About Aurora Training and Professional Services Pty Ltd

Aurora Training and Professional Services Pty Ltd (RTO Code: 90966; ABN: 39 109 662 606) referred to in this document as “**Aurora Training and Professional Services**”, complies with the quality assurance and assessment standards agreed by Federal, State and Territory governments in Australia, under the Australian Quality Framework.

The registering authority, the Australian Skills Quality Authority (ASQA), monitors all RTOs and subjects each to regular external audits to verify adherence to these standards.

Aurora Training and Professional Services offers qualifications, skillsets or Statements of Attainment against their various scopes of registration across Australia. This allows Aurora Training and Professional Services to issue students that successfully complete the training programs with a nationally recognised qualification.

From time to time, Aurora Training and Professional Services may also offer short non-accredited training courses which do not provide a nationally recognised qualification. You will be advised of the type of course you are enrolled in through both the course’s promotional material and at the time of enrolment.

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Welcome

We are very pleased to welcome you to Aurora Training and Professional Services Pty Ltd (Registered Training Organisation Code: 90966). You would by now be either thinking about or have already enrolled with Aurora Training and Professional Services to undertake a training program.

This handbook covers all aspects of being a student at **Aurora Training and Professional Services Pty Ltd**. Our team is committed to providing a pleasant, friendly environment for the duration of your study.

This Student Handbook aims to answer frequently asked questions about our services, training and assessment, and our policies and procedures. The Aurora Training and Professional Services team hopes you have a productive learning experience during your time here, one that is also fulfilling and fun!

Please take the time to carefully read through this handbook. We are sure it will answer most, if not all, of your questions. If you still have questions after reading this handbook, please do not hesitate to come and speak with us.

The Aurora Training and Professional Services team is committed to ensuring you receive the training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are. If at any point during your course you require any assistance or support, please discuss these needs with your trainer or our staff to help you.

If you have any special needs including language, literacy and numeracy, learning, mobility, visual impairment or hearing, you need to let us know as soon as possible, preferably at the start of the course. This will allow us to cater, as far as possible, for any of these needs. We assure you that any information you provide us in relation to your needs will remain confidential and will only be used to support you in your learning journey.

If, for any reason, Aurora Training and Professional Services is unable to fulfil its agreement with you, we will issue a refund for any services not provided, as detailed in our policies and procedures on our website.

We wish you every success!

Simone Hopwood & Don Wilcox (Directors)

Learning and Assessment

Your Learning Journey

Working within a Competency-Based Training and Assessment Framework for Accredited Qualifications

As a provider of vocational education and training (VET) accredited programs, Aurora Training and Professional Services delivers competency-based training and assessment. This means that you are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and underpinning foundation skills, that a person needs to perform a task effectively in the workplace.

The student's ability to perform in a range of situations forms part of assessment and these skills are referred to collectively as the dimensions of competency, where the student must be able to demonstrate:

- **Task skills** – completing tasks to the required standard.
- **Task management skills** – managing several different tasks at once to complete the whole job function.
- **Contingency management skills** – appropriately responding to problems and unforeseen events when completing a task.
- **Job/role environment skills** – dealing with the responsibility and expectations of the work environment, such as working with others, interacting with clients and following procedures.
- **Transfer skills** – transferring the skills and knowledge to different contexts/environments.
- **Foundation skills** - a set of skills that also forms part of the assessment decision. Employability skills are those generic skills gained throughout work and life experiences that are required in most jobs by most of today's employers. A student must show they have these skills and can perform at a certain level as outlined in the competency standards. The employability skills are:
 - Communication
 - Teamwork
 - Problem-solving
 - Initiative and enterprise
 - Planning and organising
 - Self-management
 - Learning and technology.

Aurora Training and Professional Services offers vocational education in several disciplines, including Management and Business Services, Care Services and Transport and Logistics. Aurora Training and Professional Services has policies and procedures to create a safe and healthy learning environment that is friendly, diverse and non-discriminatory.

Our trainers are experienced industry professionals who are committed to supporting you in meeting your course requirements. All trainers are required to provide Aurora Training and Professional Services with evidence of industry currency, competency and professional development throughout the year.

Grades Description

The following grades will be issued on your final Student Record of Training as part of your course certification. Further information about each is available within this Student Handbook.

- **Competent:** awarded when a student demonstrates the ability to perform skills and tasks that meet the training package requirements and industry sector standards.
- **Not Yet Competent:** awarded when a student does not yet have the ability to perform/demonstrate skills and tasks that meet training package requirements and industry sector standards.
- **Credit Transfer:** transfer credit for unit(s) obtained from any other RTO
- **Recognition of Prior Learning (RPL):** granted when a student successfully completes an RPL assessment for the unit of competency through the skills recognition pathway.

Duration of Courses

All enrolments have a maximum duration and you need to complete the course within the specified enrolment duration to avoid additional fees. Students who do not complete all units within the maximum timeframe will receive a Statement of Attainment listing the units they have completed.

Course Progress

Aurora Training and Professional Services aims to see all students' successes and to stay on track. We encourage all Students to do the following:

1. Attend a minimum of 85% classes to learn from your trainer and fellow classmates
2. Actively participate in your learning by asking your trainer questions and seeking clarification on topics, where needed
3. Always undertake self-study where required. This will be assigned by your trainer and may require you to access Internet.

Attendance and Active Participation

A large amount of Aurora Training and Professional Services' delivery of learning is undertaken in a classroom environment, supported with a range of student-led activities that reinforce and supplement the classroom experiences.

Attendance does not only mean being present in a face-to-face class for the duration of class, but also means agreed engagement in directed and self-directed learning activities, tutorial groups, online interactive classrooms, work placements, and other situations which requires a physical presence by the student. For students enrolled in the LMS [online *Learning Management System*], attendance means students must log into the LMS on a regular basis to coincide with the nominal hours for each unit.

Active participation in learning involves the student's demonstrated commitment to the learning tasks and activities. This could be engagement in, and completion of, online learning tasks within agreed timeframes; evidence of research into a topic for online group discussions, projects, portfolios; the willingness to engage in group or trainer sessions (e.g. blogs) and workplace learning activities. This also includes completing directed, self-directed activities and homework outside the class.

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

All students at Aurora Training and Professional Services must abide by our Attendance Policy. Your attendance and active participation in all activities helps you to prepare for your assessments. Should you be absent from your class, it is your responsibility to contact either your Trainer/Assessor or Aurora Training and Professional Services office to advise on the day of being absent, or earlier where circumstances allow. If you are ill, you may be asked to produce a medical certificate. **It is your responsibility to catch up on your missed work.**

You are preparing for the world of work whilst you are studying with Aurora Training and Professional Services, so it is important to have made back-up plans to support you attending your training.

Assessment Procedures

During your study, you will be required to demonstrate you have gained the knowledge and skills required to receive the qualification. This process is broadly called “Assessment”.

You will be informed at the commencement of your course the types of assessment you must complete. Students are assessed in a Competency Based Training (CBT) mode and must satisfactorily complete all assessment items to be rated as competent in a unit. This will include, where applicable, all theory and practical assessments.

Qualified trainers and assessors will be responsible for assessing your competence.

Assessors are required to:

- Ensure assessments are fair, flexible, valid and reliable. Evidence collected is valid, sufficient, authentic and current
- Be proficient in the field of training, with relevant industry experience and to be up to date with assessment methods and appropriate procedures
- Be negotiable. Any request for reasonable adjustment needs to be justified and must uphold the integrity and the academic standard of the qualification. Reasonable adjustment may relate to the type of assessment and evidence required, assessment delivery mode, anti-discrimination principles, the needs and circumstances of the student
- Advise students, with sufficient time, regarding upcoming assessment(s)
- Provide students with the assessment criteria/context and purpose of the assessment
- Advise students of Recognition for Prior Learning (RPL) processes
- Make assessment decisions based on explicit evidence of competency
- Expedite assessment to avoid unnecessary delays, allowing for the readiness of the student.

Assessment Methods

The following are some assessment methods which may be used to confirm your competency in your course. The details of your actual assessment methods will be provided in your training plan.

Demonstration (role-play, simulations, scenario, on-the-job) – Students may demonstrate practical application of knowledge and skills either in a work environment or simulated setting. The assessor will use a competency or observation checklist to check the student’s demonstrated skills matching the essential performance criteria.

Multiple choice assessment (online or face-to-face) – this includes multiple choice, true/false and / or tick-a-box questions. They may be marked automatically by the LMS and provide the immediate feedback to the students; or to be marked by an assessor. These assessments focus on your learning topic knowledge which generally allow up to three attempts.

Written assessments including case studies (online or face-to-face) - This requires a written response to online or workbook questions. Responses may be entered on-line and sent to a queue in the LMS ready for an assessor to review; or assessors may mark the answers on person. The assessor will provide feedback to the student in the event of a response not being adequate to demonstrate complete understanding.

Documentary evidence – This includes spreadsheets/graphs, written or typed text documents, attached meeting minutes, sales results, emails, performance appraisals, projects or portfolios.

Interview/Oral – Responses provided to assessment questions; supplementary interview to fill any gaps in the assessment submission. Your assessor may need to supplement the assessment with appropriate additional interview or questions.

If you feel you are not ready to do the assessment at the assigned time, a future assessment date can generally be organised. You will need to consult with your assessor prior to the assessment date, along with your employer/supervisor if the assessment is to be conducted in the workplace.

Where your result in a unit is *'Not Yet Competent'*, you can discuss with your trainer/assessor the options of re-assessment or give you the further training opportunity.

Students are required to:

- Identify all requirements to be deemed competent in a unit of competency
- Be familiar with the mechanisms within Aurora Training and Professional Services for seeking assistance and advice in relation to problems in meeting assessment timeframes, withdrawal from a course and/or unit of competency and special consideration due to illness or other misadventure
- Understand practicing academic integrity - plagiarism, cheating or collusion will not be tolerated and can result in an academic fail
- Accept fair, helpful and timely feedback on assessment tasks, including performance evaluation and course progression or unit of competency
- Be familiar with the Complaints and Appeals Policy and Procedure which includes the procedures for appealing academic decisions, as outlined on our website or in the Student Handbook
- Bring pen, paper and folder to class and any other materials as directed by your trainer
- Be suitably dressed for work placement should this be required.

Flexible Learning Methodologies

Aurora Training and Professional Services recognises the principles and benefits of providing flexible approaches best suited to your individual learning style, job role and personal situation. Our programs are designed to maximise the opportunity for students to access learning content and assessments. Learning methodologies offered to enterprises are based on Industry/Employer consultation, enterprise training needs and are contextualised for individual enterprises as well as the required job role.

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

Self-paced, online learning - Individual log-ins for the Online Learning Management System (LMS) allows students to undertake their learning and assessments at own pace, and own time, to fit with their other study or work commitments. We provide both written and verbal instructions to support students in logging on and commencing the program. Our student support team also provides telephone and general (non-academic) support.

Each student will be allocated to a trainer/assessor for academic support. This provides you greater opportunity for immediate interactive feedback and allows trainers to adjust assessments to individual needs, where appropriate. The online LMS provides current information on each individual student's progress and automated updates on your training plan.

Facilitated training sessions - Facilitated training sessions, either face-to-face workshops or group sessions via electronic (e.g. Skype), may be offered to students as part of their course. A group setting facilitated by trainers provides opportunity for interactions and sharing learning experience in the workplace (including one-to-one visits and workshops).

Most our courses, in particular a traineeship, you will gain your practical work experience through on-the-job training and simulation. You will be assessed in relation to your workplace activities by your supervisor and our trainer.

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

Where there is a workplace training component, you will be issued with a Workplace Learning Log. You and your workplace supervisor will be required to regularly complete the Log to record the learning activities you complete in the workplace. It is essential that you complete the workplace component as part of your assessment.

If you are not employed, your study program may require you to undertake compulsory or voluntary

work experience to demonstrate practical skills and competence. You will be assigned or advised about suitable places in industry where you can undertake practical components of your training and assessment. This will also require recording of workplace activities into a workplace log to be considered as part of your assessment.

Re-Assessment of Units

A Student who is deemed '*Not Yet Competent*' in a unit has the right to be re-assessed. You are ensured to be satisfied with the fairness and accuracy of our assessment processes.

Students will need to repeat the unit where they have been deemed '*Not Yet Competent*' after a re-assessment attempt. To achieve competency after a re-attempt, an additional assessment is required, Aurora Training and Professional Services reserves the right to charge an additional unit re-enrolment fee.

Aurora Training and Professional Services provides students the opportunity of two (2) attempts to complete a unit of competency. However, if the student still deemed as 'Not Yet Competent' on the second attempt, he/she will be required to participate in further training and to be re-assessed. This will attract an additional fee as outlined on the website, see [Fees & Charges](#).

If a student has been advised after the second attempt to be '*Not Yet Competent*', but not satisfied with the result depending on the reasonable proof, the student may query or appeal (See [Grievances, Complaints & Appeals](#) on the website or this handbook).

Working with Children

Students participating in practical training in a workplace where they have direct contact with persons under 18 years of age in designated child-related employment areas, must complete a *Prohibited Employment Declaration* form on enrolment.

Eligibility for participation in some programs is based on information obtained through screening checks. Students participating in practicum placement which involves direct contact with children under 18 years of age without the presence of a qualified supervisor will be subject to a *Working with Children Check* as required by the State in which they are located.

National Police Check

There are various qualifications that require work placement as a compulsory component of training. It is now a mandatory requirement of Australian Skills Quality Authority (ASQA), state, territory and industry regulatory to have a clear and current National Police Check. In this circumstance, you will be required to undergo a National Police Check prior commencing work placement. **If you have a record of violent or sexual crime, fraud or theft, you will not be able to access the facilities and therefore would not be able to complete the qualification.**

Student Support, Welfare and Guidance Services

Our trainers and student support staff are available to guide you towards your learning success. If you are having difficulties with the course material, managing your time, commitment your course, or any other academic related matter, do not hesitate to speak with our staff.

Support is provided to all students. The aim of this support may, within reason, include monitoring your progress, assisting with any learning or technical issues that may be hindering your progress, reviewing your training plan timelines and discussing planned activities.

If you are away from your studies, our Student Engagement Officer will contact you, usually via telephone, to determine the reason. Please use the opportunity to advise them of any barriers or concerns that may be hindering your attendance. Remember, we are here to support you moving closer to achieving your career goal by completing this course.

Trainees undertaking their training in the workplace will be regularly monitored by their trainer or supervisor. Trainers may conduct over-the-phone oral interviews or assessments and may schedule face-to-face workplace visits.

We allow reasonable adjustments within ASQA guidelines. Adjustments may be made for students with:

- English as a second language
- Language, literacy or numeracy needs
- Sensory diminished capacity
- Physical or intellectual disabilities.

Modification or adjustments may be made to the:

- Learning materials and methods suitable to the student
- Physical environment and equipment
- Procedures for conducting assessment
- Evidence gathering techniques
- Number of opportunities to submit assessments and sit exams
- Timing of assessment or exam.

If you require support during your learning journey, please contact Aurora Training and Professional Services office or your trainer as soon as possible.

Provision for Language, Literacy & Numeracy Assessment and Support

The term '*language, literacy and numeracy*' (LLN) is defined as an individual's ability to read, write and speak in English, compute and solve problems at levels of proficiency necessary to function in the workplace and in social, to achieve one's goals, develop one's knowledge and potential.

As LLN skills are essential for workplace performance, students are asked to undertake an LLN pre-assessment to identify any needs that may impact on their course progress or outcomes. LLN assessment is conducted at the appropriate qualification level. LLN may be assessed in writing, online and/or by interview. The outcome of LLN assessment remains in the student's file as evidence. Should a student demonstrate the needs for assistance, further detailed assessments may be made.

Where the level of LLN skill identified the student at risk of unsuccessful completion of the course/program, a discussion will be held with the student to advise them if it is considered necessary to defer the enrolment until further skill development is undertaken, or if a different course may be more applicable. If the student is in a traineeship the employer will also be consulted.

Time Management

Whether you are undertaking online flexible learning or face to face training, well-developed time management skills are the foundation of good study habits. We will assist you by establishing a program timetable (Training Plan) at the beginning of the course and supporting you to achieve this. Here are some hints to help you manage your time:

- Think about and identify the chunks of wasted time in your daily or weekly activities
- Set a realistic goal of what you want to achieve and by when you want to achieve it (it may be to complete workbook exercises or an online assignment). Let your trainer know if your program timetable is not realistic for your circumstances
- Write a To Do list of the things you need to do to achieve your goal
- Schedule a set time (preferably at least weekly) to complete each of the tasks
- Gather information you need to complete the tasks
- Allow some time for creative thinking and brainstorming
- Don't be distracted by new unplanned task which comes along
- Recognise the causes of procrastination and keep this under control
- Put your ideas and decisions into action – execute the plan – seek feedback to make improvement

- Keep a time log to show where your time management plans went astray
- Evaluate how you went and where you can make further time management improvements.

Student Support Services – Important Contacts

For assistance, please contact Aurora Training and Professional Services' staff:

Support to achieve your study goals. e.g. Study skills, Language/Literacy/ Numeracy Support	Aurora Training and Professional Services Student Engagement Officer Phone 1300 818 172 (Mon - Fri 9:00am – 4:00pm)
Making a complaint	Chief Executive Officer Phone 1300 818 172 (Mon - Fri 9:00am - 4:00pm)
Requesting an assessment appeal	Speak to you trainer and request a review. Alternatively, contact Aurora Training and Professional Services office. Phone: 1300 818 172 (Mon - Fri 9:00am - 4:00pm)

Students with LLN needs may also wish to contact:

- Australian Council of Adult Literacy on (03) 9469 2950. <http://www.acal.edu.au> or email acal@pacific.net.au
- NSW Adult Literacy and Numeracy Council on 1300 655 506
- Reading Writing Hotline 1300 6 555 06 <https://www.readingwritinghotline.edu.au/>

Students requiring urgent non-academic help when Aurora Training and Professional Services is closed, may consider accessing the following services:

- Emergency Services (Police, Ambulance, Fire) on 000
- 24-hour Telephone Counselling Distress Call on 1300 364 454
- Lifeline on 131 114
- Salvo Care Line on (02) 9331 6000 or outside Sydney 1300 36 3622
- Salvo Prevention Crisis Line on (02) 9331 2000
- Men's Line Australia on 1300 789 978
- Sexual Assault Helpline on 1800 010 120
- Domestic Violence DV LINE on 1300363 550
- Alcohol and Drug Information Service on 1800 177 833
- Victims of Crime Support Line Victims Support Service on (02) 8688 551/1800 633 063 (8am – 5pm)
- Mental Health Services telephone the Mental Health Access Line on 1800 636 825 (free call)
- Centrelink 13 10 21 or <http://www.centrelink.gov.au>

Government Funded Training

Students (or their employers) may be eligible for funding support from the State or Commonwealth Governments under a range of training support and incentive programs. Applicants for Aurora Training and Professional Services courses are made aware of funding opportunities and what funding is provided by the Government accordingly, as well as exemptions/concessions that may apply.

Aurora Training and Professional Services available government funding schemes (which change from time to time) includes:

- Smart and Skilled Program (NSW only)

Your RTO representative will discuss the eligibility criteria, fees and Refund Policy and any further funding information for these schemes with you prior to your enrolment.

Supporting Australian Indigenous Students

The following services may be of assistance to Indigenous students:

<p>Link-Up NSW https://www.linkupnsw.org.au/</p> <p>Link-Up (NSW) Aboriginal Corporation was founded in 1980 to assist all aboriginal people who had been directly affected by past government policies. Link-Up (NSW) runs five programs:</p> <ul style="list-style-type: none"> ○ Reunification Program (https://www.linkupnsw.org.au/reunification/) ○ Family-Link (https://www.linkupnsw.org.au/family-link-2/) ○ Hidden Carers (https://www.linkupnsw.org.au/hidden-carers/) ○ Community Builders (https://www.linkupnsw.org.au/community-builder/) ○ Royal Commission Counsellor (https://www.linkupnsw.org.au/royal-commission-counsellor/)
<p>Department of Human Services – Indigenous Australians</p> <p>https://www.humanservices.gov.au/individuals/indigenous-australians</p> <p>Payment and Service finder is found at this link to help you locate services such as:</p> <ul style="list-style-type: none"> ○ Centrelink ○ Medicare ○ Child Support
<p>Nepean Community Centre</p> <p>https://www.nepeancommunity.org.au/</p> <p>Email: info@nepeancommunity.org.au</p> <p>Facebook: https://www.facebook.com/NepeanCommunity/</p> <p>Koolyangarra Aboriginal Child & Family Centre, 1 Kington Place, Cranebrook NSW 2749</p> <p>Ph: 02 4729 3907.</p> <p>Postal Address: PO Box 17, Cranebrook NSW 2749</p>
<p>Aboriginal Employment Strategy (AES)</p> <p>AES offers a unique service to support Aboriginal and Torres Strait Islander people into careers and walks along with them during their employment journey to provide advice, mentoring and other specialist support.</p> <p>Address: Suite 3, 295 High Street, Penrith NSW 2750</p>

Phone: 9852 2700

Facebook: <https://www.facebook.com/AESPenrith/>

Aurora Training and Professional Services Student Engagement Officer can assist and support you in your learning journey with us. Phone: 1300 818 172 between the hours of 9:00am-4:00pm

Student Selection, Enrolment and Induction

Aurora Training and Professional Services is committed to ensuring that student selection processes are fair, equitable and consistent with workplace performance, competency level, the requirements of the government specified Training Packages and relevant curriculum requirements. Depending on the program, we will also review your eligibility to access a government subsidised place, as each funded program has differing eligibility criteria. If you are not eligible, the Aurora Training and Professional Services team will advise you of other fee payment options, for your consideration.

We do not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.

Enrolment criteria in selected courses or programs may have entry or pre-requisite requirements which are clearly publicised. Pre-entry assessment are used to determine whether applicants have appropriate LLN skills to enable a successful outcome in their chosen course.

Selection into training programs is based upon the student:

- Satisfying applicable funding body criterion or opting for fee-for-service arrangements
- Meeting required pre-requisite qualifications and experience, including LLN skills
- Agreement to abide by the organisation policies, procedures and code of conduct, as outlined in this Student Handbook
- Payment of any initial and agreed fees and charges.

Admission Refusal

Applicants refused admission to the course can submit an appeal. Applicants should contact Aurora Training and Professional Services office directly or refer to the grievance and appeals process located in this handbook.

Enrolment and Course Orientation

Students are required to complete an Enrolment Application form. When your enrolment application is received, it is assessed, and you will be advised of your acceptance or non-acceptance into the course. Induction and orientation are provided to students at enrolment.

All students must participate in course induction or orientation prior to starting their training program either in person or over the phone. Induction includes a brief review of information contained in this handbook – it is important that you have read through this handbook and are ready with any questions. Other information provided will include enrolment details, terms and conditions, course/program structure, training plan (where an accredited course is undertaken), training facilities, resources, attendance/participation requirements, assessment procedure and the additional support services we provide. Training plans are your study contract and these may be updated as you proceed through your course, but only with your permission. If you have any questions or are not sure about any aspect of your course before you begin your training, please ask your trainer or Student Engagement Officer for further information. You will most likely meet your trainer/s either face-to-face or through online communications.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, it will show student achievements from 1 January 2015 onwards.

As an RTO, Aurora Training and Professional Services cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Consumer Protection

Aurora Training and Professional Services is committed to ensuring the protection of its students' rights as consumers in providing accurate information in the marketplace. We apply a systematic approach to our consumer protection strategy, we have processes and systems in place for the transparency of operations to protect our consumers.

Aurora Training and Professional Services will provide the necessary training and support to allow the students achieve competency, quality training and assessment experience for all customers, a clear, accessible feedback and consumer protection system including an identified Consumer Protection Officer (Aurora Training and Professional Services' CEO), maintain procedures for protecting consumers' personal information.

Aurora Training and Professional Services Consumer Protection Policy covers the following strategies:

- The provision of information
- Protection of fees paid in advance
- Withdrawal from your course and refunds
- Complaints and appeals system
- Customer feedback
- Protecting personal information
- Discontinuance of training

Provision of Information

Aurora Training and Professional Services provides transparent and accurate information to its students and clients. Students can make informed decisions about their training and assessment requirements, enter a training pathway that is suitable and free from discriminatory barriers.

Prospective students are provided with pre-enrolment information including any pre-requisites and eligibility requirements, census dates, fees for the training program.

Students are provided with a variety of modes in accessing information required to protect their consumer protection rights, including induction sessions, physical materials and online materials.

Where a student is under the age of 18 years, a Parent or Guardian is encouraged to attend information sessions and must co-sign all enrolment forms. For more information, see the Student Selection, Enrolment and Induction section.

Protecting Fees being Paid in Advance

Aurora Training and Professional Services acknowledges that it has a responsibility to protect fees paid by students. To meet our responsibilities Aurora Training and Professional Services will not accept payments over \$1,500 (no GST applies) from each individual student prior to the commencement of the course. More information about Aurora Training and Professional Services Fees and Charges and Refund Policies are in this Student Handbook.

All students will receive an itemised invoice which clearly outlines the fees and any additional charges. This invoice is issued as part of the application process and it is the student's responsibility to check and clarify any unclear items.

Withdrawing from your Course and Refunds

Should you decide that this is not the course for you, Aurora Training and Professional Services has in place a [Student Withdrawal](#) procedure, available on website. Should you decide to withdraw, you will need to follow this procedure, by completing the Aurora Training and Professional [Services Withdrawal Form](#), which is available on our website or by contacting our office. As part of your withdrawal, you may be eligible to receive a refund, in line with Aurora Training and Professional Services [Refunds Policy](#) in this Student Handbook.

Complaints and Appeals

Aurora Training and Professional Services strives to provide its customers with quality services and outcomes, if a complaint does arise, Aurora Training and Professional Services has in place a [Grievance, Complaints and Appeals Policy and Procedure](#). We are committed to acting on each substantiated complaint, concern or appeal. This policy is available on our website.

Aurora Training and Professional Services use a systematic approach to deal with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias, in a professional and fully documented manner.

Students may make a complaint about both academic and non-academic matters which may include (but are not limited to):

- Post-enrolment processes (including induction, orientation and enrolment)
- Quality of training offered (trainers/assessors, resources and facilities)
- Academic issues (intervention strategy, assessment and attendance)
- Access and handling student records
- Treatment received from staff including trainers/assessors and other students.

A written record of all complaints and appeals is maintained, including the details of lodgement, response and resolution. The nature of the matter will be used as part of Aurora Training and Professional Services continuous improvement process and as part of its commitment ensuring high level training services are maintained.

Note that a student's enrolment will be maintained while the complaints and appeal process is ongoing and will not be jeopardised in any way. **Any complainant must commit to acting in good faith throughout the process and be willing to work towards a resolution as promptly as possible.**

All complaints are to follow Aurora Training and Professional Services [Complaint Policy](#) found on our website. If a student requires help with understanding this process, they should contact Aurora Training and Professional Services office for assistance.

Complaints and Appeals Lodgement

- Students **should** attempt to resolve the matter locally and the person involved. Please advise your trainer/assessor of your concern and seek their advice
- If the complaint is about your trainer you should in the first instance, bring the complaint to their attention and try to resolve the issue amicably. If this is not possible, you may escalate your complaint – refer to the next step
- Where an issue cannot be resolved in the first instance, it may be escalated by sending/emailing a completed Complaint Lodgement Form. This form can be provided by your trainer/assessor, Aurora Training and Professional Services office or through our website: Complaint Lodgement Form. The completed form should be emailed to Aurora Training and Professional Services info@auroratps.edu.au and addressed to the Chief Executive Officer (CEO)
- Where an assessment result cannot be resolved with your assessor, it may be escalated by emailing a completed Assessment Outcome Lodgement Form to info@auroratps.edu.au. The form can be provided by your trainer/assessor, Aurora Training and Professional Services office or through our website: [Assessment Outcome Appeal form](#)
- You will receive confirmation of receipt of your complaint within 48 hours
- Aurora Training and Professional Services will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from receipt of notice of complaint

- Where more than 30 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be notified in writing including reasons why more than 30 calendar days are required. Updates will be provided to the complainant or appellant on the progress of the matter.

Complaints Resolution/Assessment Appeals Resolution

- The Grievance, Complaints and Appeals Policy and Procedure is located on our [website](#). Please read this document as it explains the complaints resolution process and your right to appeal a decision made
- In the case of an assessment appeal, an internal review of the assessment will be initially undertaken by one of Aurora Training and Professional Services' qualified assessors within ten (10) working days upon receiving the formal appeal lodgement in written. Students who are not satisfied with the complaint/appeals handling by Aurora Training and Professional Services may refer their complaint to National VET Regulator, ASQA, on 1300 701 801; or if enrolled in a NSW Smart and Skilled funded qualification, you may contact the Department's Customer Support Centre on 1300 772 104.

Feedback

Aurora Training and Professional Services is committed to providing quality training, students' feedback and evaluation are important to us. Students are encouraged to provide their feedback to trainers informally or in writing through the Contact Us page on the website. In addition, students are asked to provide feedback through a number of internal and external surveys including ASQA Learner Questionnaire and NCVET Student Outcome Survey.

Protecting Personal Information

Aurora Training and Professional Services collects personal information for the purpose of: employment or education, satisfying legal obligations, administration, to keep employers informed of the student's course progress, allow Aurora Training and Professional Services to discharge its duty of care and in order to meet government reporting requirements.

Aurora Training and Professional Services abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation. Under the Australian Privacy Principles, the student or staff member can access their personal information and may correct or update on them.

For more information, please see the [Privacy Policy](#), on our website, in this Student Handbook or please contact our office.

Discontinuance of training

In the event Aurora Training and Professional Services can no longer deliver the qualification or the class cannot continue, we will advise the learners of alternate arrangements.

Change of Address, Name or Contact Details

Aurora Training and Professional Services provides students with course updates and other related activities through emails, phone and formal letters. It is essential that we have your correct name and contact details while you enrolling with us.

If you change address, name or contact details after enrolment, please notify Aurora Training and Professional Services within seven days. Our contact details can be found at the first page of this handbook. If a certificate or Statement of Attainment is lost in the mail due to failure of updating your contact details, a reissuance fee will apply. See our website, [Fees & Charges](#) for details.

Course changes

Deferment of Studies

Once you have enrolled and commenced in a course, generally you cannot defer, except on compassionate grounds or compelling circumstances with evidence provided.

In some circumstances, trainees may also apply for an extension or temporary suspension with the consent of their employer. The appropriate application form must be submitted to the State Training Authority for approval. Your trainer, our Student Engagement Officer or Australian Apprenticeships Support Network (AASN) provider can advise you about the process and provide you the form.

Every effort will be made to assist you to continuing training where possible, deferment cannot be longer than 12 months from the date of lodgement. Transfer to another program or deferment can only be done through written request and negotiation with Aurora Training and Professional Services.

To request a deferment, email your request to info@auroratps.edu.au. You will receive a formal response within five (5) working days.

Please note – Aurora Training and Professional Services has the right to refuse a student's deferment request. Should this occur, the student has the right to follow Aurora Training and Professional Services' Complaints and Appeals procedure (as outlined within this Student Handbook and on our website).

A deferment will not trigger a refund. However, no further payment will be required during the approved deferment period. Students do not recommence training within a 12- month period of deferral will be reported as discontinued in accordance with state contractual requirements.

Course Transfer

Transfer from one course to another will result in the initial course being cancelled and a new enrolment in the transferred course. Further details and implications will be explained by your trainer or our staff.

We are required to notify third parties (AASN, employer for trainees, and government Departments) on the subject of your transferring. Should the transfer be likely to incur additional course fees and charges, you will be advised at the lodgement time. There is no administration/application fee for a course transfer.

From time to time, accredited qualifications being updated to meet industry needs, the old qualifications become superseded. This is a government initiative which Aurora Training and Professional Services must follow.

If you are enrolled in a superseded course/qualification, Aurora Training and Professional Services may transfer you across to an updated one.

Sometimes, the updated course/qualification duration may be longer. If this does not suit your current circumstances, please talk to your trainer or contact Aurora Training and Professional Services.

Transferring from a superseded course/qualification to an updated one is free of charge.

Obligation to Recognise Qualifications and Statements of Attainment (Credit Transfer)

It is our obligation to recognise qualifications and statements of attainment issued by other RTOs align to your proposed course. This is known as Credit Transfer (CT). However, you must provide us with permission to verify your achievements with the issuing RTO if we are unable to verify your qualifications with the USI portal.

To apply for Credit Transfer, you will need to complete the Credit Transfer Application Form and submit to Aurora Training and Professional Services with the required documentations and permission.

Credit Transfer processing is free of charge. Once your credit transfer being approved, relevant fees and charges will be deducted from your overall course. Your course duration may be shortened as well.

Recognition of Prior Learning (RPL)

The term RPL (*Recognition of Prior Learning*) applies to the recognition that you have acquired skills and knowledge previously through formal training, work experience and/or life experience. This skills acquisition can be measured against the competency performance that you are expected to demonstrate in your current course. If you look into your course competency criteria and believe you already have part or all of the required skills, knowledge and ability, you can apply for recognition of prior learning.

Knowledge and skills can be acquired in a variety of ways, through:

- A formal learning process, such as attending school or completing a short course
- Working experience, such as on the job training
- Life experience or personal experience, such as a hobby or experience at home. There are no restrictions on where or how you acquired the skills.

You will be asked to complete a formal application and provide evidence as part of your application. This evidence may take a variety of forms and could include certifications, references from past employers, testimonials from clients or work samples. Aurora Training and Professional Services ensures the evidence is authentic, valid, reliable, current and sufficient.

The RPL process as follows:

- The applicant is informed of the course content and RPL process prior to/or at the time of enrolment
- Applicants are invited to verbally discuss their RPL application. The purpose of this is to ensure the potential RPL applicant is fully aware of the RPL process
- If the applicant decides to proceed with RPL, upon payment of the prescribed fee, they will be issued with an RPL kit, containing:
 - an RPL application form, outlining the information about the application and the units of competency they are making claim for
 - a guide of evidence that the student will need to provide to support his/her PRL application.

There is a cost to administering an RPL process, based on the review of the applicant's portfolio and, in some instances, practical skills. RPL fees are charged based on the actual cost of services to be provided and are determined on a case by case basis. Applicants are advised of the fees at the time of application.

For any subsidised or funded program, you should discuss arrangements prior to applying for an RPL as RPL is not funded by such bodies.

Fees and Charges, including Refunds and Exemptions

To ensure students and employers are well informed of course fees and refund arrangements, you will be provided with details prior of enrolment. At least one tax invoice will be provided to you.

Irrespective of the funding methods, it is a requirement of Aurora Training and Professional Services that where course fees, enrolment fees or other charges are applicable, these must be paid by the specified due dates based on a tax invoice and paid in Australian dollars.

Aurora Training and Professional Services does not accept over \$1,500 upfront fees (no GST applies). A payment plan will be provided if the course fee is over \$1,500. The balance must be paid before course completion. Aurora Training and Professional Services accepts the following payment methods:

- Credit Card
- Direct Debit (by Ezidebit)
- Direct Bank Transfer

Please contact Aurora Training and Professional Services for details.

Traineeships

Where tuition fees are applied to traineeship training, the employer may be charged the tuition fee on behalf of the student according to the Training Proposal Agreement signed between Aurora Training and Professional Services and the employer.

Conditions of Eligible Refunds and Payment

Please refer to our website, for the [Student Fees, Charges and Refund Policy](#). Refund will be paid directly to the student or the person originally making the payment.

Non-payment of Fees

Late payment may incur a penalty. Failure to pay the course fees within 14 days of the final notice by either the student or their employer may result in any or all the following, until the full amount is paid:

- Suspension from attending/participating in the course
- Inability to receive your Certificate or Statement of Attainment
- Report of breaching a Training Contract (Trainees and Apprentices).

Where a student's payment is overdue more than thirty (30) days, Aurora Training and Professional Services reserves the right to suspend the training until payment is made.

Recovery of Outstanding Fees

For overdue fees, Aurora Training and Professional Services will undertake the following cost recovery steps:

- Contact the student via phone, email or mail with a courtesy reminder of outstanding fees
- If there is no response from the student, Aurora Training and Professional Services will issue an overdue payment reminder to the student with the amount owing
- The student will be contacted with a final notice if still no payment being received by Aurora Training and Professional Services
- Aurora Training and Professional Services will send the student a formal letter of demand if all the above attempts failed
- Aurora Training and Professional Services may use a debt collection agency if fees still outstanding. The student may also be required to pay additional fees associated with the debt collection process.

Aurora Training and Professional Services Safe Learning Environment for Students and Staff

Aurora Training and Professional Services provides an adult learning environment and all staff and students are expected to act responsibly.

It is expected all the staff, trainers and students respect each other and ensuring a safe working/training environment.

Staff, trainers and students must comply with Australian laws, state laws and the regulations of statutory bodies.

The Policies and Procedures of Aurora Training and Professional Services also form an important part of the Code of Conduct. It is expected that all students to:

- Be punctual at training, notice your leave or absence at the earliest convenience
- Keep training venues clean and tidy
- Understand the course requirements
- Check holidays, business commitments etc. do not clash with assessment dates
- Notify Aurora Training and Professional Services of any change in contact details
- Maintain the training equipment in good conditions
- Refraining from disrupting or interfering the training
- Focus on work safety requirements, including wearing personal protective equipment (PPE) and dressing properly
- Be responsible of identifying and informing your trainer or Aurora Training and Professional Services staff of your individual learning needs
- Inform your trainer or Aurora Training and Professional Services staff of any difficulties may interfere your learning or extra assistance needs
- Check the assessment requirements for each subject including due dates and number of assignments
- Be aware of, and meet, the trainers' expectations in relation to submitting assignments, attendance, communication, negotiation and problem-solving strategies
- Comply with Aurora Training and Professional Services' policies and procedures.

Breaches of the Code of Conduct shall be dealt under Aurora Training and Professional Services' Disciplinary Policy and Procedure.

Should a student believe that another student, staff member or related person is not behaving in accordance with this Code of Conduct, the student has the right to commence the Complaints and Appeals process, as outlined on our website. The Code of Conduct is listed on page 26 - 30 in this Student Handbook.

General Health and Well-Being

Aurora Training and Professional Services is committed to providing a safe and healthy work/training environment. We endorse and practice current legislation, encourage workplace improvements through hazards control.

When a training is being delivered in the workplace, the workplace management is primarily responsible for safety issues. Aurora Training and Professional Services staff will review the workplace if required.

Students must take care of their own health and safety follow all safety rules, procedures and instructions. Be aware of your environment especially during online learning.

Smoking is not permitted inside buildings, near entrances or exits of public buildings. Be aware of *NSW Smoke-free Environment Act 2000* and smoking permitted areas. If you have any concerns regarding

safety and health, you should immediately report the situation to your trainer or supervisor.

Turn your irrelevant electronic devices OFF during training. For exemptions, please discuss with your trainer prior the class.

Alcohol and Other Drugs

Aurora Training and Professional Services endorses a substance-free learning environment. Possession, consumption and/or provision of alcohol and/or illicit drugs is not permitted in the classroom. You cannot not come to class if you are affected by alcohol and/or drugs (whether legal or illegal) as this presents a WHS risk to yourself and others in the class. You cannot return to class if you have consumed illicit drugs and/or alcohol during a class break (including lunch).

Accidents and Critical Incidents

In the event you have accident or injury whilst undertaking your training in the workplace, this **must be reported** to your supervisor or trainer immediately. All injuries in a workplace **must be reported**, no matter major or minor. This is to ensure adequate protections. Complete an Accident Report Form which should be available at worksites. Should the injury require medical treatment, the medical practice must be advised that the injury occurred in the workplace.

Critical Incidents

Aurora Training and Professional Services has policies and guidelines designed to ensure appropriate actions being taken in critical incidents. Critical incidents could include but not limited to:

- Death/suicide, severe injury or any threat of these
- Serious accident, injury or illness
- Missing student
- Deprivation of liberty, domestic violence, threats of violence, assault, rape/sexual assault, drug or alcohol abuse, aggravated burglary, biological or chemical weapons
- Fire, bomb-threat, explosion, gas/chemical hazards, discharge of firearms
- Threat of widespread infection or contamination
- Students or staff lost or injured during fieldwork excursions
- Disrupt operations of Aurora Training and Professional Services
- Serious damage to facilities
- Serious Workplace Health and Safety risk
- Severe verbal or psychological aggression
- Natural disaster.

If the incident is on training premises, the first action is to contact emergency services: fire, ambulance or police.

The Aurora Training and Professional Services' CEO should be contacted immediately when an incident involves serious injury, threat to life, property or death.

Should you experiencing any personal difficulties, Aurora Training and Professional Services will make every attempt to accommodate your needs.

Aurora Training and Professional Services has a compassionate and understanding approach to the difficulties of our participants. If your needs exceed our capacity, Aurora Training and Professional Services will refer you to an appropriate external agency.

Studying and Learning in an Ethical Manner

Our everyday relationships and practices are based on ethical standards. When you study and learn in an ethical environment your learning experience is enhanced through honest, transparent and fair interactions with your trainer/assessor and fellow students.

Unethical behaviour such as academic dishonesty (cheating, copying, plagiarism, fabrication or

falsification, sabotage of another's work) is not acceptable and will be dealt with in accordance with Aurora Training and Professional Services policies and procedures. Unethical behaviour can result in your enrolment being cancelled, and/or in the enrolment of the person who assisted the unethical behaviour being cancelled.

Unethical behaviour includes:

- Copying or attempting to copy someone else's work
- Knowingly allowing someone else to copy your work
- Submitting work of another person as your own
- Using information prohibited for use such as copyright material, intellectual property (IP), business restricted materials, etc, except where permitted for study purposes and the source of the information is fully disclosed
- Plagiarism, which includes:
 - o Copying or quoting from a source such as a book, an article or the Internet without acknowledging the source of the information
 - o Handing in someone else's work as your own
 - o Stealing or passing off another person's words or ideas as your own
 - o Giving incorrect information about the source of your work
 - o Downloading and using information from the Internet without acknowledging the source
 - o Copying another person's work (either published or unpublished) and submitting it as your own
 - o Presenting as a new and original idea something derived from an existing source.

If you are unsure if your work may breach ethical standards, discuss this with your trainer/assessor who will provide guidance on this issue.

Privacy and Freedom of Information

Aurora Training and Professional Services collects personal information for the purpose of employment or education, satisfying legal obligations, administration, to keep employers informed of the student's academic progress, allow Aurora Training and Professional Services to discharge its duty of care and to meet government reporting requirements.

Aurora Training and Professional Services abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and staff in line with state and federal legislation.

Under the Australian Privacy Principles, students or staff can access his/her personal information and may correct them.

These principles include:

- Non-disclosure of your personal details to any unauthorised person, and
- Non-disclosure of student details to any unauthorised person.

Aurora Training and Professional Services is required to provide Commonwealth and State Government Authorities with student and training activity data which may include information provided in your enrolment form. Information is required to be provided in accordance with the VET Quality Framework.

Government authorities may use the information provided for planning, administration, policy development, program evaluation, resource allocation, data reporting and/or research activities. For these and other lawful purposes, Government Authorities may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

Access to Records

Aurora Training and Professional Services will retain records of AQF certification documentation and/or

statements of attainment for a period of 30 years. Students will have access to all information held on them. Aurora Training and Professional Services will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or whom the student has given permission.

Students who request access to their information will be given full access to the details they want. No cost will be charged for them accessing their information whilst they are enrolled students. You may request Participant Record Request Form from Aurora Training and Professional Services.

For records accessing, student must provide identification (such as driver license, passport) either in person or a certified copy along with the completed form. For more information, please see the [Privacy Policy](#) at our website.

You have the right to access your current academic records and any personal information. Depends on the information being sought, we can provide:

- Training records including certificates and statements of attainment
- Assessment results including workbook or practical assessments.

We aim to provide you up to date records within five (5) working days of receiving your request.

Issuing & Re-issuing Certificate or Statement of Attainment

Upon successful completion of your coursework and all fees paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days. This meets the Standards for RTOs 2015.

If Aurora Training and Professional Services ceases operation during your enrolment, a statement of attainment will be issued to you including all the units you completed.

Should you require a certificate/statement of attainment replacement, please contact Aurora Training and Professional Services. Requests for certificate/statement of attainment replacement will incur an administrative charge as detailed on our website, [Fees & Charges](#). Strict identification requirements are in place to ensure authenticity of the student. Certificate/Statement of Attainment reissuing will be processed within five working days, once all the checks are undertaken.

Legislation and regulation governing Aurora Training and Professional Services

Aurora Training and Professional Services is subject to a variety of legislative and regulatory requirements. Current legislation effects our operations includes but not limited as below:

Harassment and Discrimination Policy

Aurora Training and Professional Services is required under Australian law to ensure we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying).

Harassment can be any form of verbal or physical behaviour which is unwanted, unwelcome or improper.

If you consider you have been harassed, you should let the other party know that their behaviour is unacceptable. In an instance where you do not feel comfortable talking to the other party or that party continues with the behaviour, you should speak to your your trainer or Aurora Training and Professional Services staff.

The right to lodge a formal complaint of misconduct against the harassing person is available. All staff at Aurora Training and Professional Services are made aware of their responsibilities in relation to discrimination and harassment. All forms of harassment and unacceptable behaviour, both overtly and covertly, are not tolerated in Aurora Training and Professional Services, which includes:

Racial Harassment

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

Sexual Harassment

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

Discrimination

Discrimination is identified as treating someone unfairly or unequally. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious, political conviction, gender history, impairment, age or sexual orientation.

Bullying

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

Victimisation

It is against the law for anyone to hassle you or treat you unfairly because you have made a complaint or for providing evidence or information for a complaint. This is known as victimisation.

Victimisation is unacceptable and will not be tolerated. It is under the Discipline Policy and Procedure.

Anti-Discrimination Legislation

The following Acts describe the illegality to discriminate against people in employment based on gender, gender preference, race, skin colour, disabilities and religious:

- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.

For information on the Acts and State/Territory specific information, please refer to the table on page 29 - 30.

Harassment and Complaints Reporting Processes

When Aurora Training and Professional Services being informed of any harassment or discrimination, we have the responsibility to take immediate and appropriate action to address it.

- In dealing with all complaints, the privacy of all individuals should be respected, and their confidentiality maintained
- Whenever possible, all complaints will be resolved by discussion, cooperation and conciliation
- Both the person making the complaint, and the person against will receive information, support and assistance in resolving the issue
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by Aurora Training and Professional Services or trainer
- Students should not make any frivolous or malicious complaints
- If deemed appropriate, Aurora Training and Professional Services has the right to report offences to police.

National Vocational Education and Training Regulator Act 2011

(Administered by the Australian Skills Quality Authority)

This Act sets out the constitutional roles and functions of the Australia Skills Quality Authority, including those relating to the registration of training organisations, and course accreditations.

Privacy Act 1998 as Amended

For further information concerning the release of “personal information” please see below.

Freedom of Information Act 1982

The *Freedom of Information Act 1982* gives the public the right to request access to documents held by most commonwealth government departments and agencies including the Department of Education and Workplace Relations. The public are also able to ensure that records held by the Government concerning their personal affairs are not incomplete, incorrect, out of date or misleading. Individual states and territories also have state-based freedom of information legislation that applies to those state or territories.

Code of Conduct

Introduction

Aurora Training and Professional Services is committed to providing a level of service to its clients that demands high ethical behaviour at all times. Training is a personal service that requires staff and sub-contractors to act in a responsible manner at all times. The rights, needs and wishes of clients must always be respected.

Application of the Code of Conduct

Aurora Training and Professional Services has a code of conduct for its staff and students that must be adhered to at all times. The Chief Executive Officer has the responsibility to bring this code of conduct to the notice of all staff and students, and ensure it is adhered to. The management of Aurora Training and Professional Services will deal with breaches of the code of conduct. Performance appraisal, where implemented, will include consideration of the code of conduct.

Basic Principles of Conduct

It is expected that staff and students will work in a manner which displays respect for others and for personal and company property. It is also expected they will show diligence in their work, honesty in all dealings with each other and other parties, and respect for the privacy of others. Staff and students will conduct themselves in a manner which respects the laws of Australia, including the states and the regulations of statutory bodies. The policies and procedures of Aurora Training and Professional Services also form an important part of the code of conduct.

It is expected that all staff and contractors will:

- Communicate with all students, colleagues and stakeholders in a manner that displays professionalism, courtesy and respect
- Work to the best of their ability at all times
- Take reasonable steps to ensure there is adequate protection of confidential information
- Comply with intellectual property guidelines
- Ensure the safety of colleagues and students by reporting any matters that may threaten the safety of others or that may pose a risk of damage to property
- Conduct their assessment and training duties in accordance with the requirements of their position and in accordance with the learning materials, training package requirements and other guidelines for the qualification
- Deliver training fairly and courteously to all students without bias or prejudice
- Provide assessment and feedback in accordance with Aurora Training and Professional Services' policies and procedures
- Provide support and educational guidance to students in a timely and responsive manner
- Perform their work duties diligently and provide reports and feedback to the manager as requested
- Be available for staff meetings, professional development and training updates
- Provide for the accurate retention of records as required by the training organisation
- Act in accordance with relevant laws and agreements that are applicable to Aurora Training and Professional Services
- Comply with any lawful and reasonable direction given by a person who has authority to give such a direction
- Report fraud or corrupt conduct to the Chief Executive Officer of Aurora Training and Professional Services or external authorities

- Observe legislation and Aurora Training and Professional Services policies in relation to discrimination on the grounds of gender, sexuality, race, religion, age, disability and/or marital status
- Provide a safe workplace free from bullying and intimidation. If bullying is experienced or witnessed, it should be reported to Management of Aurora Training and Professional Services as soon as possible
- Take reasonable steps to avoid any conflict of interest (actual, perceived or potential) in connection with the operation of Aurora Training and Professional Services and its delivery of training
- Conflicts of interest, actual, perceived or potential, cannot always be avoided. Where this is the case, the Code of Conduct requires employees/subcontractors to disclose details of any material personal interest of the employee/contractor in connection with the operations of Aurora Training and Professional Services and its training delivery.

A trainer or assessor is expected to:

- Be aware of current trends and practices in the industry in which they deliver
- Provide students with information about requirements for assessment in each unit or subject and give feedback to students about their progress
- Be prepared to negotiate assessments in recognition of the diverse needs of learners
- Refer to, and adhere to, the policies and procedures of Aurora Training and Professional Services for all dealings with clients and stakeholders
- Keep clear and accurate records of all training and assessment and make them available to the Trainer Manager at any time
- Attend staff meetings and professional development, as required
- Maintain current knowledge of the Vocational Training Industry as it applies to trainers and assessors
- Report any issues arising through dealings with students or stakeholders that Aurora Training and Professional Services should be aware of
- Monitor the currency of the Training Package that they work with to ensure delivery is compliant
- Not gain, or seek to gain, a benefit or an advantage from an employee, contractor or any other person associated with Aurora Training and Professional Services.

Students and Clients:

In assisting with the provision of a conducive learning environment for all course participants, the following rights and responsibilities are to be observed by all students:

- Ensure arrival on time for any face-to-face teaching, to return by the stated times after breaks and not to leave early without prior notice and good reason
- Leave training facilities clean and tidy
- Ensure an understanding of the course or unit assessment requirements
- Check holidays, business commitments etc. do not clash with examinations
- Notify Aurora Training and Professional Services of any change in address or personal details
- Maintain a high standard of behaviour whilst undertaking educational activities and refraining from any activities that may result in damage to property or unduly interfering with the comfort or convenience of other participants
- Refrain from behaviour that may disrupt or interfere with the teaching or learning of others

- Observe all safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment
- Take responsibility to identify and tell staff about any individual learning needs they have
- Keep the trainer and coordinators informed of any difficulties that may be interfering with their learning or where they may need some extra assistance
- Check the assessment requirements for each subject including due dates and number of assignments
- Be aware of, and meet, the trainer's individual expectations in relation to submitting assignments, attendance, communication, negotiation and problem-solving strategies
- Be aware of, and comply with, the Aurora Training and Professional Services' policies that may affect students
- Conduct themselves appropriately at all times whilst a student is with Aurora Training and Professional Services.

Unacceptable behaviour

Unacceptable behaviour from Aurora Training and Professional Services staff, contractors and students includes:

- Disobeying any reasonable direction by a management or Aurora Training and Professional Services' approved representative (e.g. Trainer/Assessor)
- Discrimination, harassment and victimisation
- Bullying and intimidation. This includes malicious gossip, demeaning remarks or consistent sarcasm or spiteful comments directed at other individuals in the workplace or classroom. This includes comments or posts in social media that are aimed at colleagues, students or management
- Behaving in a manner that is disruptive or unacceptable. This includes yelling at another person, making threatening gestures or using offensive language (including swearing) that is inappropriate or may cause another person to feel unsafe, frightened or threatened
- Making racist or sexist comments
- Disrupting the workplace or classroom in a way that causes unnecessary stress or distress to others and reduces harmony within the workplace or classroom
- Viewing or distributing offensive material via the internet, email or other means
- Illegal use of drugs or alcohol
- Vandalism or causing willful damage to property of Aurora Training and Professional Services or other organisations
- Endangering the safety of self or others.

All students who enrol with Aurora Training and Professional Services are bound by Aurora Training and Professional Services' policies and procedures and Code of Conduct. Any breaches to the policies, procedures and Code of Conduct are dealt with under Aurora Training and Professional Services' Disciplinary Policy and Procedure, which each student must obey as a condition of their enrolment.

Students must follow all safety rules, directions and instructions given by any person acting on behalf of Aurora Training and Professional Services. Where a threat or a risk is identified, this may result in a temporary exclusion from a class until the threat or risk is negated.

National Legislation / Regulator Act	Link
Age Discrimination Act 2004	https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.
Apprenticeship and Traineeship Act 2001	NSW - http://www.legislation.nsw.gov.au/maintop/view/inforce/act+80+2001+cd+0+N QLD - https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FurtherEdTrngA14.pdf
Competition and Consumer Act 2010	https://www.legislation.gov.au/Series/C2004A00109
Copyright Act 1968	https://www.legislation.gov.au/Series/C1968A00063
Disability Discrimination Act 1992	https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.
Disability Standards for Education 2005	https://www.legislation.gov.au/Series/F2005L00767
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	https://www.legislation.gov.au/Series/C2004A03429 For State/Territory specific information please go to http://www.business.gov.au/business-topics/employing-people/Pages/equal-employment-opportunity-and-anti-discrimination.aspx and select the relevant State/Territory
Fair Trading	http://www.business.gov.au/business-topics/selling-products-and-services/fair-trading/Pages/fair-trading-laws.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page
Freedom of Information Act 1982	https://www.legislation.gov.au/Series/C2004A02562
Freedom of Information Amendment (Reform) Act 2010	https://www.legislation.gov.au/Series/C2010A00051
Higher Education Support Act 2003	https://www.legislation.gov.au/Series/C2004A01234
National Vocational Education and Training Regulator Act 2011	https://www.comlaw.gov.au/Series/C2011A00012
Privacy Act 1988	https://www.legislation.gov.au/Series/C2004A03712
Privacy Amendment (Enhancing Privacy Protection) Act 2012	https://www.legislation.gov.au/Series/C2012A00197
Racial Discrimination Act 1975	https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.

Safe Work Australia Act 2008	https://www.comlaw.gov.au/Details/C2014C00495 For State/Territory Specific Regulator information please go to http://www.safeworkaustralia.gov.au/sites/SWA and select the relevant State / Territory
Sex Discrimination Act 1984	https://www.ag.gov.au/RightsAndProtections/HumanRights/Pages/Australias-Anti-Discrimination-Law.aspx For State/Territory specific information please select the relevant State/Territory listed at the bottom of the above-mentioned page.
Specific legislation noted in course materials	
Student Identifiers Act 2014 Student Identifiers Regulation 2014	https://www.comlaw.gov.au/Details/C2014A00036 https://www.comlaw.gov.au/Details/F2014L01204
Unique Student Identifier (USI)	www.usi.gov.au
Vocational Education and Training (VET) Quality Framework	Standards for Registered Training Organisations (RTOs) 2015 https://www.comlaw.gov.au/Details/F2014L01377 Australian Qualification Framework www.aqf.edu.au Financial Viability Risk Assessment Requirements https://www.comlaw.gov.au/Details/F2011L01405 Data Provision Requirements 2012 https://www.comlaw.gov.au/Details/F2013L00160 ASQA general directions http://asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html
Work Health and Safety Act 2011	https://www.legislation.gov.au/Series/C2011A00137 For State/Territory specific information on WHS Acts, Regulations and Codes of practice please go to http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx and select the information you seek as per the State/Territory listed.