



# STUDENT HANDBOOK 2024

## Welcome to Australian Workforce Development Institute (Trading as AWDI and AWDI Training)

If you need to contact us during business hours for any reason, you can reach us via our, Head Office at Office 2, Level 1-46 Old Cleveland Rd, Stones Corner, Qld 4120.

Mobile phone number 0416 640 928.

or

Email [admin@awdi.edu.au](mailto:admin@awdi.edu.au)

## Rights and Responsibilities

The adult learning environment within AWDI encourages and supports the participation of people from diverse backgrounds. AWDI's aim is for each student to have an equal opportunity to learn in a supportive environment.

## Students' Rights

AWDI recognise that students have the right to:

- Expect AWDI to provide accurate information regarding course details including cost, estimated duration, location and mode of delivery, insolvency of third parties, any workplace arrangements, and implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the service.
- Expect AWDI to provide training of a high quality that recognises and appreciates their individual learning styles and needs that complies with the Standards For Registered Training Organisations (RTOs) 2015;
- Have access to all AWDI's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- To have access to fair Complaints and Appeal processes for complaints and appeals regarding conduct of or decisions made by AWDI and their affiliates and other students (see relevant policy and procedure below);
- Expect to achieve the published learning outcomes from their training program within thirty (30) days of completion or withdrawal, including the issuance of AQF certification documentation including Testamur, record or result and/or Statement of Attainment for Courses/units completed during enrolment period, whether the learner completes their study or withdraws prior to completion (If the learner withdraws prior to the completion of all units in a course but has completed one or more units then a Statement of Attainment for the completed units will be issued.);
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes as far as is reasonable, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect AWDI to be ethical and open in their dealings, their communications and their advertising;
- Expect AWDI to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees, concessions, refunds etc. (see refund policy below);
- Privacy and confidentiality, and secure storage of student records in accordance with AWDI's policies, to the extent permitted by law.

## Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise AWDI of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course, including if a loan it taken to pay the fees through VET FEE Help or any other means;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by AWDI;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas at least 5 meters from AWDI entrances.
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO;
- Respecting AWDI's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.
- In accordance with the Skills Assure Supplier Policy 2020-21 for Queensland VET Investment programs all students who's course funding is Subsidised under the Certificate 3 Guarantee or Higher Level Skills funding must complete a student training and employment survey within three months of completing or discontinuing training.

## Access and Equity

AWDI recognises and embraces diversity. Our goal is to ensure diversity is not a barrier for people engaging in higher education. AWDI welcomes all students and is an equal opportunity employer. Access and Equity policies are incorporated into operational procedures. AWDI prohibits discrimination towards any group or individuals in any form by staff or other students, inclusive of:

- Gender, gender identity or Pregnancy
- Race, skin tone, nationality, ethnicity or religious beliefs
- Marital status
- Physical, intellectual, or psychiatric disability or illness
- Sexual orientation
- Age

AWDI encourages students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

(Some restrictions to our ability to adjust assessment exist, for example, the first aid and CPR units require students to be able to conduct 2 full minutes of CPR on an infant and adult manikin on the floor.)

AWDI is adamant that all people feel safe while working or studying at our organisation. We have a zero-tolerance policy to bullying and people found to be bullying others will face disciplinary action which could include expulsion.

## Student support - Training that meets your needs

AWDI is committed to ensuring you receive 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 throughout your course you require any assistance or support please discuss these needs with AWDI staff and we will do our best to help. If you have any special needs, including language and literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater to your needs if possible. Information you tell us in relation to your needs will remain confidential and only be used to support you.

## Changes to Agreed Services

Where there are any changes to agreed services, AWDI will advise the learner, in writing as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements.

## Complaints and Appeals Policy and Procedures

AWDI understands that at times people will have issues with AWDI operations or not agree with assessment outcomes. This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with AWDI can be resolved, equitably and efficiently, in accordance with the principles of natural justice. Our Complaints and Appeals Policy is to be used by complainants and AWDI staff to manage and respond to allegations involving the conduct of AWDI, its trainers, assessors or other staff, a third-party providing services on AWDI's behalf and its trainers, assessors or other staff or student of AWDI.

### Policy

AWDI acknowledges that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally in writing as well as verbally.

Complaints may be made to AWDI regarding the conduct of:

- a. AWDI, its trainers, assessors or other staff
- b. A third party providing services on AWDI's behalf, and its trainers, assessors or other staff or
- c. a learner of AWDI.

Appeals can be made to request that a decision made by AWDI, its trainers, assessors or other staff or by a third-party providing services on AWDI's behalf, and its trainers, assessors or other staff is reviewed. This includes assessment decisions.

AWDI will manage all complaints and appeals as fairly, equitably and efficiently as possible in an attempt to ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

AWDI will encourage all parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, AWDI acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. AWDI seeks to protect the rights and privacy of all involved and to facilitate the return to a safe, fair and productive learning environment.

Where complaints or appeals have been received in writing or verbally, AWDI will acknowledge the

complaint, in writing. AWDI will keep evidence of how the matter was dealt with and the outcome (including the timeframes) in a Complaints Register. AWDI will use this information to review AWDI's processes and practices to ensure that issues are not repeated.

AWDI will respond, in writing, to acknowledge complaints and requests for appeal within 5 working days of receiving the complaint or appeal request.

## Procedure

Should a person have a complaint or appeal request, the following steps are to be followed:

1. The Complainant should discuss the issue/ complaint with the person involved or another AWDI staff member to try and resolve the issue. AWDI staff are to engage active listening and attempt to resolve the issue with a win/win outcome if possible, without compromising fair and valid results and legislative requirements.
2. The staff member who received the complaint is to email the Complainant acknowledging the complaint and outlining the complaint, discussion and outcome if one was reached.
3. If no acceptable resolution is reached through the informal process above, the Complainant should put the following information relating to the complaint or appeal in writing using the Complaints and Appeals Form and email it to [ops@awdi.edu.au](mailto:ops@awdi.edu.au)
  - A description of the complaint or appeal for review;
  - Steps taken thus far to deal with issue / complaint;
  - Effects on the Complainant of the event or action that caused the issue;
  - What outcomes they would like to fix the problem & prevent it from happening again.If you require assistance to complete the form, please ask an AWDI staff member not involved in your complaint to assist you.
4. On receipt of a formal complaint, AWDI management will investigate the complaint which will include;
  - Investigating all evidence
  - Sighting CCTV evidence
  - Consultation with relevant parties including seeking legal guidance
  - Interviewing any relevant parties; including the complainant, persons mentioned in the complaint, other staff and students, witnesses and any other relevant persons,
  - Referring to legislative and organisational requirements
5. AWDI management will attempt, to the best of their abilities, and within legal and organisational requirements, respond to the complaint in a manner that results in a win/win outcome for both the complainant and AWDI.
6. AWDI management will inform all parties of the outcome of the investigation within seven (7) days of raising the complaint. Where the investigation will take longer than seven days AWDI management is to inform the complainant in writing of the reasons why and an expected date that an outcome can be expected.

## Appeals

7. If the complaint is not dealt with to the complainant's satisfaction within a thirty (30) day period from raising the complaint or a learner disagrees with an assessment outcome, the complainant is encouraged to lodge an appeal using the Complaints and Appeals form and email the form to [ops@awdi.edu.au](mailto:ops@awdi.edu.au). The Complainant should outline the following, What decision the complainant disagrees with and reasons for disagreement, any new relevant information and the outcome requested.

If you require assistance to complete the form, please ask an AWDI staff member not involved in your complaint to assist you.

8. On receipt of an appeal form, AWDI will have a person who is not involved in the assessment or complaint decision review the complaint assessment decision. For example, a person who conducted the investigation of the complaint and responded to the complaint cannot conduct the review investigation and the assessor who made the initial assessment decision cannot be involved in the review, another assessor (including of another RTO) will be required to make an independent assessment. The result of the appeal must be given in writing to all parties within a thirty (30) day period. Where the investigation will take longer than 30 days AWDI management is to inform the complainant in writing of the reasons why and an expected date that an outcome can be expected.
9. If a decision cannot be reached amicably between the parties, court mediation can be sought with 2 hours of mediation provided at AWDI's cost, further time required is payable by the complainant.
10. Where an acceptable outcome has not been reached the complainant can escalate to civil court to have the matter dealt with. Please note that court costs and fees for the legal representative are payable by the Complainant unless ordered otherwise by the court.
11. All documentation relating to complaints or appeals are to be recorded in the Complaints Register, discussed during a staff meeting to implement policies to prevent the situation occurring again if necessary and stored securely for internal improvement and audit purposes.
12. AWDI is responsible for the implementation and maintenance of the policy.

### **Complaints can also be made via the following avenues:**

#### National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday-Friday, 8am to 6pm nationally.
- Email: [ntch@employment.gov.au](mailto:ntch@employment.gov.au)
- Website link: <https://www.employment.gov.au/national-training-complaints-hotline>

#### Australian Skills Quality Authority (ASQA):

Complainants may also complain to Australian Training School's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage: <https://www.asqa.gov.au/complaints>

### **Flexible Forms of Assessment**

AWDI has facilities to provide flexible forms of assessment as required for students in proven extenuating circumstances. The student must apply in writing to the CEO with details of the circumstances. The CEO will assess the application, and the student notified in writing.

## Access to Students Records and Participation

AWDI is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in your study, please arrange a time with your trainer/assessor or the CEO and they will be more than happy to help you.

## Money Matters

### Fees

Course fees are outlined on our website.

AWDI courses are, in general, funded by the student or their employer (fee for service), however, we are proud to be a Queensland state Government approved Skills Assure Supplier and are able to offer training to eligible applicants that is subsidised by the QLD Government's Department of Education, Small Business and Training (DESBT). For student information and to check if you are eligible please click [HERE](#) for Certificate 3 Guarantee Student Fact sheet

Funding Co-contribution fee schedule can be found at the end of this document.

Course fees vary according to the course required and can be found on our website [www.awdi.edu.au](http://www.awdi.edu.au) and at the bottom of this document.

AWDI accepts bank transfer, cash and EFTPOS. Course fees under \$1500 are to be paid in full on enrolment unless other arrangements have been made with AWDI management.

Any fees over \$1500 can be paid on a payment plan made between AWDI and the student with a \$1500 initial payment and the remainder of the fees to be paid in regular installments until finalised. This payment plan will be documented and signed by the student and an AWDI representative on enrolment.

As AWDI's qualification and units of competency are required for participation in the relevant jobs all fees are GST free.

Receipts will be issued at the time of payment.

### Refund Policy

Australian Consumer Law dictates that AWDI is not required to offer a refund for change of mind about the course that you chose to enrol in. Refunds or partial refunds may be offered, however, under some circumstances.

### Processing of Refunds

Applications for refunds are to be submitted in writing. The applicant is required to submit their full name, date of birth, name and course/unit code, and reason for the refund application.

Refunds required for an error, early termination of arrangement by AWDI or inability to provide an agreed service by AWDI will be processed within 7 business days. All other refund applications will be assessed and processed within 30 working days.

Applications for refunds will be assessed by the CEO or Director and will only be processed once all other options have been considered. Other options include course credit and deferral to a later course date if relevant. Please note if fees were paid by EFTPOS a refund processing fee of 2.2% applies.

## **Refunds for AWDI error**

Where AWDI has over charged on an EFTPOS transaction 100% of the overcharged amount will be refunded.

Where AWDI terminates the arrangements early or is unable, for any reason, to provide the agreed training, 100% of the course fees paid will be refunded.

Where AWDI has changed course location or commencement date, 100% of the course fees paid will be refunded if training has not yet commenced. Where a student is eligible for a statement of attainment for units completed a pro-rata refund will be given for the percentage of course units not yet completed. For example, if a course contains 10 units and 5 have been completed, a statement of attainment for the 5 completed units will be issued along with a 50% refund.

## **Refunds for Face-to-Face, Online and Blended Study**

Where an application for a refund is approved, 100% of the paid fees will be refunded if the application to have the enrolment cancelled is received no later than 10 business days before the commencement of training, face-to-face or online.

50% of the paid fees will be refunded if the application to have the enrolment cancelled is received no later than 5 business days.

No fees will be refunded if the application to have the enrolment cancelled is less than 5 business days before the course commences or if the course has already commenced, whether face-to-face or the student has been provided access to online training.

This refund policy is applicable to fee for service funded students. See below for QLD Government funded training.

## **Refunds for RPL Applications**

Enrolment to a course under an RPL pathway requires a 50% deposit of the course fees to be paid on enrolment. All course fees, minus the 50% deposit will be refunded in the case that a student cancels their enrolment within 30 days of commencement or if they are unable to produce sufficient evidence to support their RPL application.

## **Refunds for student change of circumstances**

No refund will be given for student change of circumstance including change of address, change in job, or change in job requirements.

## **Refunds for Government Subsidised Training**

Where the course is subsidised by the Old government under the Certificate 3 Guarantee Program or the Higher Level Skills Program students are required to pay a co-contribution fee. Full refund of the Student Co-contribution fee will be refunded where the student is found to be ineligible for funding under these programs. Where an application for refund is approved, 100% of the paid fees will be refunded if the application to have the enrolment cancelled is received no later than 10 business days before the commencement of training, face to face or online.

50% of the paid fees will be refunded if the application to have the enrolment cancelled is received no later than 5 business days.

No fees will be refunded if the application to have the enrolment cancelled is less than 5 business days before the course commences or if the course has already commenced, whether face-to-face or the student has been provided access to online training.

## **Refunds for extenuating Circumstances**

Where a student can prove extenuating circumstances, including serious injury or illness, a refund of 100% of the course fees paid will be refunded if training has not yet commenced. Where a student is eligible for a statement of attainment for units completed a pro-rata refund will be given for the percentage of course units not yet completed. For example, if a course contains 10 units and 5 have been completed, a statement of attainment for the 5 completed units will be issued along with a 50% refund.



## Refunds as a result of the complaints and appeals process

If it has been found that AWDI has been negligent in the service provided as a result of a complaint, a partial refund may be permitted. A refund will not be issued if a certificate has been issued and the student wishes to retain it. If the student insists on the refund the certificate is to be revoked, cancelled, and destroyed.

## Modes of Delivery and Study Pathways

There are a number of ways for learners to gain qualifications through an RTO such as AWDI. AWDI offers blended methods of unit/course delivery. The majority of our learning is conducted online where the learner will have access to a learner guide for each unit, videos and examples with questionnaires for each unit to ensure the learner is focused on the most important information. Following completion of the online component students are required to attend a number of face-to-face sessions where they will be instructed on and have a chance to practice the more practical areas of their study before finally being assessed in both theoretical knowledge and practical ability.

There are other pathways to competency and these include;

## Credit Transfer for Prior Studies

Learners are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides an approved evidence that they have successfully completed a unit or module at any RTO, AWDI will provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Credit can be granted not only for studies completed at an RTO, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant units or module/s would need to be completed before any credit could be granted.

AWDI is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Before providing credit on the basis of a qualification, statement of attainment or record of results, you should authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming the content is valid, and / or providing student's USI transcript record).

Note that providing credit for previous studies is not recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

If an applicant wishes to apply for recognition for the qualification that they have received from another RTO, they must present the original for sighting or provide a certified copy of the certificate with their enrolment.

AWDI must then verify the certificate to ensure its legitimacy and currency. AWDI will write on the copy of the certificate the date and person they spoke to when verifying the qualification. The outcome of the application will then be communicated to the applicant.

## Recognition of Prior Learning (RPL)

AWDI provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and/or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual/participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40116) and who has the vocational competencies and/or demonstrated experience in the unit they are assessing the participant's competency against.

For further information or to explore your eligibility for Credit transfer or RPL please contact AWDI.

## Miscellaneous

### Administrative Contacts

Occasionally, students may need to consult the AWDI staff with comments, questions, suggestions or other matters. In order to better assist our students, we suggest, that the student speak with his/her trainer/assessor or any other staff member who will then attempt to address the query or refer the student to the relevant person.

The trainer can often assist with any individual subject problems a student may encounter. The trainer can only comment on his/her subject, not on other subjects. The following suggestions may also be of assistance. Read all the information contained in this book thoroughly. If the required information is not found in this document, please feel free to refer the question to your trainer or the CEO.

#### Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify AWDI with the relevant information. The change must be advised in writing stating the previous address and the new address.

**No responsibility will be accepted by AWDI for student failure to follow the above procedure.**

### Medical Certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the CEO. Any other medical certificates must be handed to the individual trainer for reschedule of assessment date and time.

### Assessment Results

Students are notified of assessment results by their trainer once assessed. Assessment results will not be given to anybody other than the student and AWDI staff who are required to know for record keeping, organisational and legislative requirements with your prior permission. No assessment results are issued or discussed over the telephone.

### Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source; Paraphrasing someone else's words without acknowledging the source;

Using facts and information derived from a source without acknowledging the source; Using ideas directly derived from an identifiable author without acknowledging the source;

Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);

Using the work of other members of a group project without acknowledging who contributed the work;  
Copying from another student's and / or their work; Submitting someone else's work as their own;  
Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;  
Taking statistics from another source and using them in a new table or figure without acknowledgement;  
Buying an essay from the Internet or another student and submitting it as their own work; Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed **Not Yet Competent** for the relevant Unit of Competency on confirmation of the breach. All confirmed cases of cheating or plagiarism are recorded on the student's file. Students will be disciplined as per the Student Disciplinary Policy.

Students found cheating will receive a formal written warning from the CEO advising that a second breach will result in the student being asked to leave the course with no refund.

## Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

## Procedure

AWDI seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.
  - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
  - b. The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.
4. Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by the CEO, or their delegate.

**NOTE:** AWDI reserves the right to expel students immediately depending upon the seriousness of the misconduct.

## Work Health and Safety Procedures

The Organisation realises its responsibilities to Students to ensure a safe and healthy academic and working environment. The Organisation operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the offices of AWDI. These are accessible during training if required via your trainer or administration

## Legislation in relation to your study that RTOs are required to comply with

As a student at AWDI you have a right to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

A Legislative Summary document is available from the CEO should you wish to read it. This is called the Legislative Summary QLD V1.0.

There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

### Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and downloaded off the internet at [www.austlii.edu.au](http://www.austlii.edu.au)

### VET Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

### Standards for Registered Training Organisations 2015

The Standards for Registered Training Organisations 2015 are the standards ASQA uses to ensure nationally consistent, high-quality training and assessment across Australia's VET system. Compliance with the standards is a requirement for all ASQA registered training organisations.

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system.

The Standards form part of the VET Quality Framework. As defined in section 3 of the Act, the VET Quality Framework is comprised of the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Paragraph 191A(1)(a) of the Act enables the Standards to incorporate the following documents as they exist from time to time:

- Australian Qualifications Framework, as published on <http://www.aqf.edu.au>
- Training Packages, as published on <http://training.gov.au>

- Nationally Recognised Training (NRT) Logo Specifications, as published on <http://www.asqa.gov.au>

Compliance with the Standards is a condition for all ASQA Registered Training Organisations and for applicants seeking registration under the Act.

In accordance with subsections 15(b) and 15(c) of the Legislative Instruments Act 2003 the repeal of the Standards for NVR Registered Training Organisations 2011 (F2011L01356) does not effect the previous operation of the former instrument or provision or anything duly done or suffered under the former instrument or provision or any right, privilege, obligation or liability acquired, accrued or incurred under the instrument or provision.

## Fit and Proper Person Requirements

The Fit and Proper Person Requirements are designed to ensure that key registered training organisation (RTO) personnel have the characteristics and principles necessary to ensure the delivery of high-quality services and outcomes for VET graduates.

These requirements are set to protect and inspire confidence in the VET system, and to safeguard Australia's reputation as a premier provider of VET (both locally and internationally). The Fit and Proper Person Requirements determine standards of behaviour by individuals who are in a position to influence an RTO's management.

Learn more: [Frequently asked questions-Fit and Proper Person requirements](#)

## Financial Viability Risk Assessment Requirements

The Financial Viability Risk Assessment Requirements ensure that organisations can demonstrate their financial viability to deliver high-quality training to VET students.

More on meeting our [financial viability requirements](#)

## Data Provision Requirements

The Data Provision Requirements 2012 ensure RTOs provide ASQA with a range of accurate and complete data about their business and operations.

These requirements allow ASQA to identify trends and risks within the industry, and to further monitor and improve Australia's world-class VET system.

The Data Provision Requirements also ensure ASQA has a record of all student records, qualifications and statements of attainment and as such, we are legally obliged to share some of your information with the regulators for Registered Training Organisations and

## Australian Qualifications Framework

The [Australian Qualifications Framework \(AQF\)](#) establishes the quality of Australian qualifications.

The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Understand the requirements of the AQF: the AQF [Second Edition January 2013](#) provides the complete set of AQF policies and objectives and information about the governing and monitoring arrangements for the AQF. Implementation arrangements for the revised AQF are also included.

## Queensland Government fee subsidies

AWDI is proud to be able to offer subsidised training on behalf of the Queensland Governments Certificate 3 Guarantee and Higher Level Skills Programs for eligible students.

If you are eligible the Queensland Government may subsidise your training.

The Queensland Government is committed to lowering unemployment by investing in priority training that delivers highly skilled graduates and a productive workforce.

A key focus is ensuring Queenslanders have access to quality programs that deliver effective skills training to meet employment and business demands.

The Certificate 3 Guarantee provides eligible individuals with access to a subsidised training place in an Australian Qualifications Framework (AQF) certificate III level qualification with a pre-approved registered training organisation (RTO) of their choice - otherwise known as a pre-qualified supplier (PQS).

The Higher Level Skills program provides eligible individuals with access to one subsidised training place in selected Australian Qualifications Framework (AQF) certificate IV level and above qualifications or priority skill sets, with a pre-approved registered training organisation (RTO) of their choice - otherwise known as a pre-qualified supplier (PQS). For more information see the student [fact sheet](#) for Certificate 3 Guarantee.

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As an approved Skills Assure Supplier, Australian Workforce Development Institute is pleased to offer subsidised training under the Certificate 3 Guarantee for our Certificate II in Security Operations Course.

### Eligibility

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be a Queensland resident
- be aged 15 years or over, and no longer at school (with the exception of VET in Schools students)
- be an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
- not hold, or be enrolled in, a certificate III level or higher qualification (not including qualifications completed at school and foundations skills training).
- not been convicted of a disqualifying offence as listed on the Office of Fair Trading Queensland's [website](#).

*Funding under the program can only be accessed once. You will no longer be eligible for government subsidised training under the Certificate 3 Guarantee once you have completed a certificate III level vocational qualification. Please ensure that the course you have chosen to undertake is your first preference.*

### Student Co-contribution fees.

As per Higher Level Skills and Certificate 3 Guarantee funding requirements, students are required to contribute to their training fees through a student co-contribution fee. If you are on a Government concession you may be eligible for further discounted fees (A pension or Health Care Card is required as evidence). The fee schedule is set out below.

Where a unit of competency or its equivalent has already been completed by the student but has expired (ie, First Aid) the student will be required to pay the full unit cost.

CPP20218 Certificate II in Security Operations Schedule of Co-contribution Fees				
Unit Code	Unit Name	Non-Concessional Fee	Concessional Fee	Core (C) or Elective (E) Unit
CPPSEC2101	Apply Effective Communication skills to maintain security	\$2.00	\$1.00	C
CPPSEC2102	Apply legal and procedural requirements to work effectively within a security team	\$2.00	\$1.00	C
CPPSEC2103	Apply WHS, emergency response and evacuation procedures to maintain security	\$2.00	\$1.00	C
CPPSEC2104	Apply risk assessment to select and carry out response to security risk situations	\$2.00	\$1.00	C
CPPSEC2105	Provide quality services to a range of security clients	\$2.00	\$1.00	C
CPPSEC2106	Protect self and others using basic defensive techniques	\$2.00	\$1.00	C
CPPSEC2107	Patrol premises to monitor property and maintain security	\$2.00	\$1.00	C
CPPSEC2108	Screen people, personal effects and items to maintain security	\$2.00	\$1.00	C
CPPSEC2109	Monitor and control access and exit of persons and vehicles from premises	\$2.00	\$1.00	C
CPPSEC2110	Monitor and control individual and crowd behaviour to maintain security	\$2.00	\$1.00	C
CPPSEC2111	Apply security procedures to manage intoxicated persons	\$2.00	\$1.00	C
CPPSEC2112	Apply security procedures to remove persons from premises	\$2.00	\$1.00	C
CPPSEC2113	Escort and protect persons and valuable	\$2.00	\$1.00	C
HLTAID003	Provide First Aid	\$2.00	\$1.00	C
Total Student Co-contribution Fee Payable		\$28.00	\$14.00	