



QLD STUDENT HANDBOOK

LET'S GET SOCIAL



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WELCOME

Congratulations on your decision to advance your career with Aurora Training Institute!

Aurora provides you with exceptional education and training choices, whether you are looking for your first job, returning to the workforce, seeking a career change or even a promotion with your current employer.

We are serious about providing you with world-class education and training at every stage of your personal and professional development.



Quality Assurance

Aurora Training Institute is a leading Australian nationally recognised Registered Training Organisation (RTO) of vocational education and training.

We are an active member of the Independent Tertiary Education Council Australia (ITECA).

We offer a range of courses that are accredited under the Australian Qualifications Framework (AQF), from Certificate through to Diploma level.



Innovative Choice

Aurora Training Institute delivers a range of short courses for industry entry and professional development.

We also offer higher education qualifications at Certificate and Diploma level for personal development and career advancement.

Aurora Training Institute is excited to offer you innovative, flexible and supportive education and training.



Flexible Learning

Our qualified trainers are present on site within schools and work closely with employers to deliver tailored training to suit your needs.

Students are provided with quality training programs, advice and the opportunity to enhance future career prospects. With classroom, workplace and even online learning platforms – if there's a life you want, we can help you make it happen!



EDUCATION AND TRAINING FACTS

It's all about skills

Australia's training system - also known as vocational education and training (VET) – supports economic adaptation and productivity and is focused on delivering the skilled workers that businesses need.

The VET system supports people gaining skills to secure and maintain rewarding and sustainable employment.

Skills and training are at the centre of Australia's economic agenda.

Our VET sector is training over three million students annually, providing students with the opportunity to:

- Gain the skills they need to enter the workforce for the first time
- Re-enter the workforce
- Upgrade their skills for an existing job
- Retrain for a new job
- Gain new qualifications
- Get credit towards higher qualifications

Real skills lead to real outcomes

Information gathered by The National Centre for Vocational Education Research (NCVER) in 2018 shows that graduates of the VET sector (6 months after completing their studies) experienced the following outcomes:

- Graduates working full time after training earned \$56, 600 per year on average
- 77.3% were employed
- 85.4% were employed or engaged in further study
- 28.9% continued further study
- 79% of graduates found the training relevant to their current job
- 86.8% were satisfied with the overall quality of training
- 90.8% achieved their main reason for training
- 91% of graduates would recommend training

Source: Australian vocational education and training statistics 'VET student outcomes 2018' NCVER www.ncver.edu.au

CONTACT INFORMATION

Locations:

Gold Coast Campus

Suite 25 "Acacia Centre Commercial"
340 Scottsdale Drive
Robina QLD 4226

Toowoomba Campus

49 Annand Street
Toowoomba QLD 4350

Townville Campus

Unit 7, 290-292 Ross River Rd
Aitkenvale QLD 4814

Phone:

1300 936 864

Email:

admin@aurora.edu.au

Web:

www.aurora.edu.au

Mail:

Aurora Training Institute
PO Box 2849 Burleigh QLD 4220

CODE OF PRACTICE

Educational Standards

Aurora Training Institute maintains high standards in the provision of vocational education and training and other student services. We have policies and management practices in place to uphold professional standards in the marketing and delivery of our services, and which safeguard the interests and welfare of our students.

The learning environment at Aurora supports the success of our students. We have the capacity to deliver nationally recognised and accredited courses, provide adequate facilities, and use methods and materials appropriate to the training being delivered.

Aurora Training Institute ensures that the following are the minimum elements of our code of practice:

Legislative Requirements	Complaints and Appeals Policy
Quality Management Focus	External Complaint Procedures
Language, Literacy and Numeracy Support	Discipline Policy
Marketing and Advertising	Recognised Prior Learning (RPL)/Credit Transfer
Access and Equity	Training and Assessment Standards
Assessment Criteria	Enrolments
Issue of Certificates	Fees and Charges
Student Services, Welfare and Guidance	Privacy Policy
	Refund Policy
	Anti-Discrimination Policy

Quality Management Focus

Aurora Training Institute is committed to providing a quality service with a focus on continuous improvement. We value feedback from students, trainers and industry representatives. Wherever possible, we design diagnostic assessment instruments specific to student needs.

Marketing and Advertising

At Aurora Training Institute we market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to students has no false or misleading comparisons with other providers or courses and, to the best of our knowledge, our marketing strategies do not contravene any legislation.

Guarantee

Aurora Training Institute will honour all guarantees outlined in our Code of Practice.

ENROLMENT

Student Selection and Recruitment

Recruitment of students will be responsible, ethical and consistent with training package requirements at all times. Aurora Training Institute is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be pre-requisites before commencing a program due to health and safety, language literacy and numeracy requirements or the nature of the program. Appropriately, qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

Entry Requirements

Please contact Aurora Training Institute to check for any pre-requisites that are required for entry.

Enrolment Procedure

A completed enrolment form is required to advise all details necessary to register a student. All questions must be answered and the student's signature must appear under the certification section or electronic acceptance acknowledged. If the student is under 18 years of age a parent or legal guardian signature is required also.

The enrolment form may be posted, completed on premises, or submitted online. If a student is completing an apprenticeship or traineeship then additional enrolment forms must be completed. Please speak to a member of our team for further information.

Arrangements are then made for the payment of course fees.

When the completed enrolment information is received, the student is allocated a permanent identification number and enrolled into their allocated course. Students need to provide us with their USI (Unique Student Identifier) number upon enrolment, or give us permission to create a USI on their behalf to enable us to issue them with a certificate at the successful completion of their qualification.

A copy of the Student Handbook is available to all students prior to commencement of study. The Student Handbook also advises about certification procedures, assessment procedures, complaints and appeals procedures, facilities and equipment and student support services.

Induction/Orientation

By the first day of the course or training session (at the latest), students are to receive induction and/or orientation appropriate to their course, and which ensures they:

- Understand the information contained in the student handbook and course information
- Understand the rules and regulations as set out in this handbook
- Are familiar with facilities and resources
- Have identified the key training, administration and support people
- Have necessary course materials
- Know where to access more information

APPRENTICESHIPS AND TRAINEESHIPS

An apprentice or trainee is a person employed under a training contract; apprenticeships and traineeships provide a combination of employment and structured training.

Each party involved in an apprenticeship or traineeship has responsibilities which they must fulfil. For full details of the responsibilities of an apprentice or trainee, the employer or the SRTTO please refer to the Apprenticeships Info website at <https://desbt.qld.gov.au/training/apprentices>

CERTIFICATE 3 GUARANTEE PROGRAM

Certificate 3 Guarantee Program

The Certificate 3 Guarantee program is funded by the Queensland Government to give eligible individuals a government subsidy toward the training costs for a range of Certificate III level qualifications.

Aurora Training Institute is a Skills Assure Supplier under this program for the delivery of this Certificate III qualification.

As you can only access the Certificate 3 Guarantee subsidy once, it is important that you consider and compare your training options and ensure they align with your chosen career pathway.

Eligibility criteria:

To be eligible to enrol in the Certificate 3 Guarantee program, you must:

- Be a permanent resident of Queensland aged 15 years or above, and
- No longer at school (with the exception of VET in school students) and,
- Not have completed or be enrolled in a certificate III (or higher qualification), this does not include qualifications completed at school, and
- 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.

COURSE INFORMATION, CONTENT AND VOCATIONAL OUTCOMES

Course Information

Students will receive the following information prior to enrolment:

- Student selection, enrolment, and induction/orientation procedures
- Course information, including content and vocational outcomes
- Competencies to be achieved through training and the certification to be issued to the trainee on completion or partial completion of the course
- Assessment procedures
- Arrangements for Recognition of Prior Learning (RPL)
- Facilities and equipment
- Fees and charges, including refund policy and exemptions (where applicable)

- Provision for language, literacy and numeracy assessment
- Student support, including any external support for students
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and appeals procedures
- Disciplinary procedures
- Any other information specific to their course

Student Resources

All students are provided with various resources throughout the duration of their course. It is the student's full responsibility to maintain the resources provided to them by Aurora Training Institute.

Please note that charges will be incurred for replacement of any student resources. Please contact Aurora Training Institute for further information.

Vocational Outcomes

When graduates have completed their studies with Aurora Training Institute, a register of the competencies achieved by the graduate will be maintained for future reference and evidence archived.

FEES AND CHARGES

Fees and Charges

A copy of our fees and charges can be obtained by contacting Aurora Training Institute.

User Choice

Student contribution fees are an apprentices/trainees contribution to the cost of tuition and must be paid in line with State Government funding:

- The current fee is calculated at \$1.60 per nominal hour for each unit of competency delivered/assessed. Each unit you undertake as part of your traineeship or apprenticeship will have a number of nominal hours in which the unit should be completed.
- The contribution fees are payable in instalments for the duration of your training. For example:
 - Commercial Cookery – 4 equal payments at 3, 6, 9 and 12 months
 - Telecommunications – 2 equal payments at enrolment and 6 months
 - Industry based traineeships (which are not Commercial Cookery or Telecommunications) – 2 equal payments at 6 months and 12 months

The student contribution fee can be paid by the Employer on behalf of the student.

Any changes to units of competency in a training plan will cause the student contribution fee to be recalculated and any adjustments required must be made to either party.

School-based apprentices or trainees are exempt from the student contribution fee.

Where payment of the student contribution fee will cause extreme financial hardship the apprentice or trainee may be exempt from paying this fee. Extreme financial hardship is categorised as a situation where the apprentice or trainee would have to forego food, shelter or a basic necessity of living in order to pay the fee. If extreme financial hardship is a consideration, apprentices or trainees are required to communicate this to Aurora Training Institute at time of enrolment for assessment.

A partial exemption may also apply if the apprentice or trainee meets one of the following exemptions:

- The Participant was/will be under 17 at the end of February in the year in which training is provided, and is not at school and has not completed year 12;
- The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Participant provides an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Please refer to the Apprenticeship Info website for the most up-to-date User Choice Policy
<https://desbt.qld.gov.au/training/providers/funded/userchoice>
https://desbt.qld.gov.au/__data/assets/pdf_file/0024/7917/pqs-user-choice-policy.pdf

Certificate 3 Guarantee Program

The Student Contribution Fee under the Certificate 3 Guarantee program is \$2 per unit of competency. This fee represents the total cost to the student to enrol, undertake training and be awarded the qualification.

Fee for Service payments

Students who sign up Fee for Service with Aurora and pay using PayWay will be charged a \$20 fee for any payment that is dishonoured or bounced back.

WITHDRAWAL PROCEDURE

Withdrawal Procedure for VET STUDENT LOANS (VSL) Students

How do I withdraw?

Students seeking to withdraw from a VET course or VET unit of study without incurring a VSL debt, must complete the formal Withdrawal Application Form for every unit of study the student wants to withdraw from by the census date, including any units for future study periods.

Withdrawal must be made in writing and submitted to Student Services in time for it to be delivered and processed by the census date.

Students should keep a copy of the withdrawal documentation as confirmation that the correct procedure was completed.

Contact Aurora Training Institute to ensure you withdraw your enrolment by the census date and in accordance with the required procedures to avoid incurring the cost or debt of the unit.

What happens if I withdraw from a unit?

a. Before the census date

Students that lodge their Withdrawal Application Form on or before the census date for that unit of study will be granted a withdrawal without penalty. 100% tuition fees paid for that unit will be refunded and no VSL debt is incurred.

b. After the census date

Students that lodge their Withdrawal Application Form after the census date for that unit of study are still liable to pay the tuition fees of that unit of study and will incur a VSL debt, regardless of whether the student attended any classes or handed in any assessment items.

Students who withdrew from the unit of study after the census date because of serious illness or other special circumstances, can apply to Aurora Training Institute to have their FEE-HELP balance re-credited and VSL debt removed. Contact Aurora Training Institute directly for information on the application process. (See Special Circumstances below).

When a student fails a unit of study

A student still has to pay the debt if they fail a unit of study, regardless of whether they attended any classes. They are also required to pay for that unit a second time if they choose to enrol in it again. If special circumstances apply (see below), the student may apply to Aurora Training Institute for their FEE-HELP balance to be re-credited, or their VSL debt to be removed.

Special Circumstances

Special Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

For Aurora Training Institute to be satisfied that special circumstances apply to you, you must be able to prove that the circumstances:

- Were beyond your control
- Did not make their full impact on you until on or after the census date, and
- Made it impracticable for you to complete your unit(s) of study.

Documentary evidence will be required to support your claim for Special Circumstances, and decisions will be made on an individual basis.

If Aurora Training Institute makes the decision not to re-credit a student's FEE-HELP balance, the student then has the right to apply for a review of the decision.

Students need to submit their application for special circumstances to Aurora Training Institute within 12 months of the withdrawal day.

For more information, refer to the Refund Policy below.

REFUND POLICY

1. Fee for Service Enrolments

- 1.1 For enrolments cancelled more than 21 days before program or course commencement:
 - 1.1.1 If a client cancels enrolment in a program or course 21 days or more before commencement, Aurora Training Institute will refund the course fees and charges paid by/for the client for a program or course, less our administration fee of \$300.00. Aurora Training Institute will also cancel any remaining payments, after processing our administration fee of \$300.00 that have been scheduled in respect of the enrolment.
- 1.2 For enrolments cancelled 21 days or less prior to course commencement or any time after course commencement:
 - 1.2.1 If a client cancels enrolment in a program or course 21 days or less, prior to course commencement, Aurora Training Institute will not refund any fees and charges paid by or for the client.
 - 1.2.2 If a client cancels enrolment in a program or course any time after course commencement, Aurora Training Institute will not refund any fees and charges paid by or for the client.
 - 1.2.3 Fees and charges paid by employers on behalf of clients are non-refundable.

2. User Choice Refund Policy

- 2.1 Provision, under User Choice, is made for refunds as follows:
 - 2.1.1 The provision is for full refunds to participants for co-contribution fees charged for training delivery that has not commenced at the time of cancellation of enrolment, or;
 - 2.1.2 The provision of proportionate refunds where the participant has withdrawn from a unit of competency
- 2.2 Any changes to the units of competency in a training plan will cause the co-contribution fees to be recalculated and any adjustments required must be made to either party.

3 Certificate 3 Guarantee Program

- 3.2 Provision under the Certificate 3 Guarantee Program, is made for refunds as follows:
 - 3.1.1 Where training has not yet commenced - a full refund, of any monies paid, will be provided to students who have enrolled in a course but subsequently cancelled before training delivery has started.
 - 3.1.2 After course commencement - refunds will be made, proportionately, for any units of competency within a qualification not yet commenced or completed. The full course contribution fee will be divided by the number of units in the full qualification to establish a unit fee. The refund shall be equal to the fee for the number of units not yet commenced or completed.

4. VET Student Loans Policy

- 4.1 Students, who are eligible for VET Student Loans (VSL), do not incur a financial liability for a unit until *after the Census Date*. Refunds for withdrawal from a specified unit of study will be determined as follows:

Prior to Census Date:

- a) Full repayment of any up front tuition fees paid for a unit of study that the student is no longer enrolled in at the end of the Census Date
- b) The student will not incur a VSL debt

After the Census Date:

- a) No refund is applicable; and/or
- b) The student will incur a VSL debt

- 4.2 Re-crediting – reviewing units:

- 4.2.1 A student who has requested loan scheme assistance incurs a debt for each unit immediately after the census date for that unit. If a student withdraws from a unit after the census date, or does not successfully complete the unit, due to special circumstances, he or she may apply to Aurora Training Institute for a re-credit of their FEE-HELP balance and remission of their VSL debt in relation to the unit.
- 4.2.2 The student may apply for a remission or re-credit if they believe that special circumstances apply. The 'FEE-HELP balance' includes the VSL and FEE-HELP debts.
- 4.2.3 The student must apply in writing to the VSL Administrator to have his or her FEE-HELP balance re-credited within 12 months of the withdrawal date for a unit or, if the student has not withdrawn, within 12 months of the end of the period in which the unit was to be undertaken.
- 4.2.4 The aforementioned 12 month period for application may be waived at the discretion of the Chief Executive Officer for Aurora Training Institute should it be determined not possible to apply within the 12 month period.
- 4.2.5 The VSL Administrator will review all applications for re- credit within five (5) working days of receipt of application.
- 4.2.6 Aurora Training Institute's Administrator must be satisfied that "special circumstances" do apply and if so, the student's FEE-HELP balance will be re-credited within twenty eight (28) days of receipt of the application. Special circumstances may include:
 - a) Issues beyond the student's control; and
 - b) Circumstances did not make their full impact on the student until on, or after the census date; and
 - c) Circumstances were such that it was impracticable for the student to complete the requirements for the unit in the period during which the student undertook, or was to undertake the unit

- 4.2.7 For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
- 4.2.8 Where Aurora Training Institute's Administrator makes a decision not to re-credit a student's FEE-HELP balance that decision may be subject to review.
- 4.2.9 A student has the right to apply for a review of the decision to not re-credit or remit their loan scheme debt. The application must:
- Be made within 28 days of receipt of the original decision
 - Include the date of the original decision
 - State fully the reasons for applying for the review
 - Include any additional relevant evidence
- 4.2.10 Aurora Training Institute has appointed a Review Officer to ensure fair and equitable decisions are made in regards to reviews.

The Review Officer is:

Mr. Stuart Love
Chief Executive Officer
Aurora Training Institute
P.O. Box 2849 Burleigh QLD 4220

- 4.2.11 Upon receipt of any requests for review of the decision not to re-credit a student's FEE-HELP balance, the student shall receive acknowledgment of the request in writing from the VSL Administrator. This acknowledgment will inform the student that if they have not been advised of a decision within forty five (45) days of receiving the request for review, the Review Officer has taken to have confirmed the original decision.
- 4.2.12 The Review Officer shall:
- Seek all relevant information from the person who made the original decision;
 - Review the case within three (3) weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.
 - Advise the student of their right to apply to the Administrative Appeals Tribunal (AAT) for a review and provide details of the closest AAT and the approximate costs of lodging an appeal.
- 4.2.13 The Secretary of the department representing the Commonwealth of Australia which has the responsibility for administering the *Higher Education Support Act 2003* (the department) or the Secretary's delegate will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of notification from the AAT, the Department will notify Aurora Training Institute that an appeal has been lodged.

Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

AAT Registry details

National phone number: 1800 228 333

AAT website: www.aat.gov.au

On-line application for a review is available on the AAT website: <https://www.aat.gov.au/apply-for-a-review/other-decisions/how-to-apply>

E-mail: generalreviews@aat.gov.au

When you apply to the Administrative Appeal Tribunal (AAT) for review of decisions there may be an application fee payable. The AAT website provides information on the fees applicable and when they apply.

Your application will not proceed until the fee that has been determined has been paid.

The AAT may dismiss your application if you do not pay the application fee within six (6) weeks of lodging your application.

If you have paid a full application fee and the application is resolved in your favour, most of it will be refunded. There is no refund if you paid the reduced application fee or if your application was dealt with in the Small Taxation Claims Tribunal.

5. Short Course Refund Policy

5.1 Short courses are non-refundable.

6. Course Reschedule/Cancellation

6.1 If a course is rescheduled/cancelled by Aurora Training Institute prior to program or course commencement, then participants will be rescheduled to the next available course date. No monies will be refunded by Aurora Training Institute for any expenses the participant has or may incur as a result of the reschedule.

7. Publication

7.1 Aurora Training Institute's Refund Policy and procedures is made available and published by way of:

- a) Aurora Training Institute Student Handbook
- b) Aurora Training Institute website www.aurora.edu.au

LANGUAGE, LITERACY AND NUMERACY (LLN) SUPPORT

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

Foundation Skills

Aurora Training Institute has a program designed to assist students enrolling in lower level qualifications who may require support with LLN. Students complete a Pre-Training Assessment tool and from this we establish the student's specific needs and requirements. Once the required units are completed or students feel confident enough, students will be able to progress into a Certificate III qualification.

Individuals may wish to seek additional help with their literacy and numeracy and can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at <https://www.readingwritinghotline.edu.au/>. Any costs incurred will be the responsibility of the student.

STUDENT SUPPORT

Student Services, Welfare and Guidance

Aurora Training Institute uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days' notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

Aurora Training Institute has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

Aurora Training Institute has access to personnel with experience in developing diagnostic assessment services for diverse student needs.

Aurora Training Institute informs students of all fees and charges prior to enrolment. Students are also advised of course content, outcomes and assessment procedures before training commences.

Aurora Training Institute's quality focus includes access and equity ensuring that no student is discriminated against. Our focus also allows for recognition of prior learning (RPL), fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the student to the relevant agency or expert.

Procedure for Student Support

Aurora Training Institute is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

If you require extra support or counselling, please make contact with a member of our team who will be eager to assist you.

Counselling/Personal Support

If you require counselling or personal support please contact one of the below organisations:

Lifeline

13 11 14

www.lifeline.org.au

Beyond Blue

1300 224 636

www.beyondblue.org.au

ACCESS AND EQUITY

Access and Equity Principles

Aurora Training Institute will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equal opportunity without discrimination. Aurora Training Institute offers opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Aurora Training Institute prohibits discrimination towards any group or individuals in any form including:

- Gender
- Disability
- Pregnancy and breastfeeding
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Parental status
- Religion
- Sexual orientation
- Age
- Political opinion
- Medical record

Staff Responsibilities for Access and Equity

Aurora Training Institute applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and Equity issues are considered during training, product development and in training and assessment.

FLEXIBLE LEARNING AND ASSESSMENT

Competency Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace rather than what they know as a result of completing a program of training.

Competency-based training programs are made up of units broken into segments which are called elements. These are based on standards set by industry, and assessments are designed to ensure each student has achieved all the elements (skills and knowledge) required by each unit in order to gain their course qualification. Each course is made up of the required number of core units and elective subjects which have been chosen to offer you the best all round knowledge and skills base.

Assessment methods are detailed in the Training and Assessment Strategy (TAS) for each course. Aurora Training Institute applies the principles of validity, reliability, fairness, and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved competency in the unit(s). Students may be assessed by one or more of the following methods.

- Observation
- Oral questioning
- Case study
- Multiple choice
- Written short answers
- Project
- Or any other method outlined in the Training and Assessment Strategy (TAS).

Students will be advised of the assessment methodology before training commences.

Training and Assessment Standards

Aurora Training Institute staff are appropriately qualified and experienced to deliver the training and assessment offered. Assessments will meet national assessment principles including recognition of prior learning and credit transfer. Sufficient training materials and physical resources will be provided to you in order for you to achieve the learning outcomes of the training program. Appeals procedures are in place for students who are not satisfied with assessment or training.

Flexible Learning

Aurora Training Institute provides students with learning flexibility by taking their personal situations into consideration so as:

- a. To maximise learning outcomes, and
- b. To optimise access to learning activities.

Regardless of any flexible arrangements agreed to the course assessment standards and requirements.

Structured training may be conducted in a classroom, in the workplace, online or a mix of all methods; it may be delivered in various modes including face to face interaction, online interaction, or correspondence.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is deemed feasible, authorisation should then be obtained from the Chief Executive Officer.

ASSESSMENT POLICY

Aurora Training Institute is committed to developing and providing assessment tools of the highest quality to ensure qualification outcomes are met for both our students and that comply with AQF requirements. To this end, Aurora will ensure that:

1. Assessments are developed and implemented in consultation with industry and RTO partners
2. Assessments address the elements, performance criteria, performance evidence, knowledge evidence and assessment conditions as outlined in AQF unit.
3. Assessments offer a variety of assessment methods to ensure that all students have the opportunity to demonstrate their competence.
4. Assessments adhere to the:
 - a. Principles of assessment
 - b. Rules of evidence
 - c. Dimensions of competency
5. Assessment tools are moderated and validated on a scheduled basis as part of an internal audit process and in line with the Standards for RTOs 2015.
6. Students receive full and detailed instructions on the requirements of each assessment, prior to commencement.
7. In the event of a 'not yet competent' outcome the student will have an opportunity to re-do the assessments for that unit at no cost. Should the result of the resit be an outcome of 'not yet competent' one more resit is allowed at a cost of \$75.00 per assessment. If, after re-doing the assessment(s), the student still does not meet the necessary criteria for competency he/she must redo the entire unit (cost on application) in order to achieve the full qualification. Every effort will be made by the staff of Aurora to ensure a successful outcome for its students.
8. Should a student not agree with the outcome of an assessment or any other issue the appeals procedure is to be followed.
9. For students who are enrolled into Diploma Courses all assessments must be submitted prior to the completion date of the block (unit of study). It is strongly recommended that all assessments are submitted at least four (4) weeks prior to the completion date allowing for trainer feedback and a re-submission if required. Note: only 1 re-submission is allowed and must be submitted prior to the nominated completion date.

Apprenticeships and Traineeships

At the commencement of an apprenticeship or traineeship, the apprentice/trainee is provided with a training plan which outlines where, when and how the training is to take place.

If an apprentice/trainee exceeds or does not meet the requirement of the proposed training dates, then the training plan must be revised and signed by all parties.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Other Qualifications/Credit Transfer

Aurora Training Institute recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisations.

Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competence from a National Training Provider.
- Successful RPL application.

Recognised Prior Learning (RPL)

Students who have completed appropriate training or who, through prior learning and experience, have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students who believe this applies to them, may make an application for RPL.

Aurora Training Institute advises all applicants of RPL opportunities and procedures upon enrolment. The 'performance criteria' of the course module sets the RPL benchmark and evidence for credit of prior learning may include:

- Evidence of current competencies
- Performance, demonstration or skills tests
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations

There are a number of stages in the RPL process. These include:

- Information stage
- Initial support and counselling stage
- Application stage
- Assessment stage
- Post assessment guidance stage
- Certification stage

A candidate may appeal and unsuccessful claim (see complaints and appeals).

Suitable, qualified, and experienced Aurora Training Institute staff will manage the RPL process. A candidate may receive recognition for all competencies required for the course module, or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained.

Evidence considered for assessment is the RPL application form plus a wide range of supporting documentation or other evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules.

Assessments are evaluated by the Chief Executive Officer or a panel consisting of a course/subject expert and the Chief Executive Officer.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. It may include a further interview, written assignment, workplace assessment or collection of other material. A qualified assessor must conduct the assessment.

The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. 'Top up' learning options or 'Gap Training' prior to a second assessment will be suggested. 'Competent' is recorded on the student's record if recognition is granted.

COMPLAINTS AND APPEALS

1. As part of Aurora Training Institute's commitment to providing a fair, safe and productive learning environment, students, parents and guardians of students under 18 years of age, and individuals seeking to enrol, have the right to lodge a grievance if they believe they have been treated in a manner which is likely to have an unreasonable negative impact on them. This right applies regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study.
2. Grievances will be managed equitably, fairly and in a confidential and timely manner. Every attempt will be made to ensure that complainants and respondents are protected from victimisation and discrimination in any of the stages described in the procedure.
3. Grievances may be of an academic or non-academic nature:
 - a. Academic grievances relate to:
 - i. Student learning materials and resources
 - ii. Assessment tools, methods and processes
 - iii. Outcome of assessment processes
 - iv. Training delivery methods
 - v. Quality of training staff
 - b. Non-academic grievances may relate to:
 - i. Administrative processes
 - ii. Customer service related issues
 - iii. Fees and charges
 - iv. Any other issues not directly related to training delivery and assessment
4. Informal processes will be used to resolve issues where possible and prior to initiating formal or external grievance processes.
5. The respondent to a grievance has the right to respond to the matters raised.
6. A person raising a formal grievance has the right to lodge an appeal and students will have their enrolment maintained while the grievance procedure is ongoing.

7. Complainants and respondents to a grievance have the right to be accompanied or supported by a third party at any relevant meeting (including informal and formal) of the procedure.

Complaints and Appeals Procedures (Academic and Non-Academic)

Stage 1: Informal Complaint or grievance

In the event of a complaint or grievance, the student is required to follow the following procedures to ensure the issue is resolved.

- 1.1 If a student wishes to lodge a complaint they should raise their concerns with the party or parties concerned as soon as possible.
- 1.2 The staff member who receives the complaint should determine, as far as possible, what the complainant wants to achieve: they may wish, for example, simply want to have their point of view heard; or they may wish to take the complaint further.
- 1.3 If the student feels unable to approach the individual/s concerned directly or are not satisfied with the initial response to their grievance, they should then take their complaint to the next, more formal level.

Stage 2: Formal complaint or grievance

- 2.1 Where an informal complaint cannot be resolved, the student must bring the matter to the attention of:
 - Their trainer, or
 - The Aurora administration staff, or
 - The Aurora training manager
- 2.2 The student is required to lodge their complaint in writing. A “Student Complaint Form” is available on request from Aurora administration staff. The student must:
 - a. Fill out all required details on the form and attach any relevant documentation.
 - b. Submit the form to Aurora Training Institute via the contact email or postal address provided on the form.
- 2.3 Aurora will acknowledge receipt of the complaint within two business days.
- 2.4 Aurora will acknowledge receipt of the complaint within two business days. All internal investigations of complaints, reviews and appeals are provided at no cost to the complainant.

Stage 3: Internal review

Investigation of the complaint or grievance

- 3.1 Upon receiving the student’s completed Student Complaint Form Aurora staff will investigate the student’s claim.
- 3.2 The initial investigation will conclude with a recommended course of action that specifically addresses the grievance within five (5) working days of receipt of the complaint.
- 3.3 Where necessary a meeting between complainant and any other stakeholders involved will be arranged to endeavour to resolve the matter.
- 3.4 Where such a meeting takes place, Aurora Training Institute agrees that the complainant may be accompanied and assisted by a third party.
- 3.5 Where the matter cannot be resolved by relevant staff member, the company Director may be asked to assist in the resolution process.

- 3.6 A written statement documenting the outcome of the complaint, including details of the decision made, will be provided to the complainant within five (5) working days of the resolution being determined or as agreed to between both parties.
- 3.7 A written statement documenting the outcome of the complaint including the details of the reasons for the outcome will be provided to the complainant and kept on record for continuous improvement processes.
- 3.8 Aurora Training Institute seeks to prevent appeals by ensuring students are satisfied with the training and assessment process. All staff are expected to be fair, courteous and helpful in all dealing with students. Should a complaint be made, this will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

Stage 4: Appeals and external review

Should a complainant not agree with the complaint resolution, an appeal may be lodged:

- 4.1 If the aggrieved party is dissatisfied with the resolution, they have the right to appeal. Appeals must be made within twenty one (21) days of receiving the complaint resolution in writing via email and addressed to Student Services on studentservices@aurora.edu.au. The circumstances of any appeal are analysed by an independent senior manager of Aurora Training Institute (this person will have no previous connection or involvement with the original complaint). A written statement documenting the outcome of the appeal will be provided to the complainant within five (5) working days of receipt of the appeal.
- 4.2 Should the student continue to be dissatisfied with the outcome of a complaint and appeal they may request that matter be referred to an external dispute resolution process by a body appointed for this purpose. Students may contact/email them directly and the details for the external body are:
 - Queensland Training Ombudsman
 - PO Box 15090
 - City East QLD 4002
 - Freecall: 1800 773 048 (calls from mobile phones may attract charges)
 - Website : www.trainingombudsman.qld.gov.au
 - Email: info@qto.qld.gov.au
- 4.3 The process of external dispute resolution may have associated costs and it is recommended that complainants inquire about this liability prior to progressing to this stage. Aurora Training Institute can provide details of this cost upon inquiry.
- 4.4 Upon resolution Aurora Training Institute will take the necessary steps to implement any recommendations arising from the external dispute resolution process within ten (10) working days.

Stage 5: Record keeping

- 5.1 A full and detailed record of the complaint process, including all documentation and meeting minutes will be kept on the student file. Documented records are maintained by Aurora Training Institute for a period of no less than five (5) years.
- 5.2 Records can be accessed by the student by written request
- 5.3 All student records are confidential and private.

Stage 6: Publication

Aurora Training Institute's Complaints and Appeals policy and procedure is made available and published by way of:

6.1 Aurora Training Institute Student handbook

6.2 ATI website: www.aurora.edu.au

RULES, REGULATIONS AND DISCIPLINARY PROCEDURES

Rules and Regulations

The following apply to all persons, staff and students:

- An individual's property is to be respected and not interfered with without consent of the owner. Look after your own possessions. Aurora Training Institute accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another person's ability to learn, through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Alcohol and other drug use in training facilities or while undertaking Aurora Training Institute activities is not permitted.
- Intoxicated persons and persons affected by other drugs are not permitted inside training facilities and will be asked to leave.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate to the course being undertaken and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

Student Code of Conduct

The following outlines the Code of Conduct and expectations of students while studying with Aurora

- Attend all training sessions scheduled for their course and be punctual whether attending class sessions or individual sessions with a trainer.
- Come to class and/or their training session fully prepared and with all assigned work completed. Take responsibility for their own learning and attend training with a positive attitude and willingness to learn.
- Complete all work and meet deadlines/due dates as determined by your trainer.
- Ensure the work you submit to be marked is of a professional standard in terms of presentation, format and that the language used is appropriate and free of slang, profanity and is not derogatory in nature.
- Advise your trainer if you are unable to attend a training session
- To behave with courtesy and consideration for others and in a manner that does not endanger the health and safety of themselves or others. Refrain from behaviour that interrupts the class or hinders the learning opportunities of other students

- Students must adhere and behave in a way that follows the principles of Equal Opportunity and Discrimination policies by being tolerant of differences and not bullying, harassing or discriminating against others based on
 - Gender
 - Disability
 - Pregnancy and breastfeeding
 - Race, colour, nationality, ethnic or ethno-religious background
 - Marital status
 - Parental status
 - Religion
 - Sexual orientation
 - Age
 - Political opinion
 - Medical record

Discipline Policy

Students at all times must maintain appropriate behaviour and follow Aurora Training Institute rules. Penalties for breaches of rules, for example unsuitable or disruptive behaviour, plagiarism or misconduct will be executed depending on the nature and severity of the breach.

In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

The Chief Executive Officer will oversee all disciplinary matters.

HUMAN AND PHYSICAL RESOURCES

Human Resources

Aurora Training Institute is committed to a high standard of training through association with high quality trainers and assessors with:

- A thorough knowledge of their subjects through formal study and practical on-the-job learning
- Extensive experience in industry in their field
- Appropriate qualifications and experience in training and assessment.

Trainers maintain their currency with industry developments by working in industry and participating in industry training programs. In addition, they participate in ongoing training to enhance their training and assessment skills.

Physical Resources

Where appropriate, students have access to, or provision of, the necessary facilities/materials/equipment. These may include (but are not limited to):

- Training Room Facilities, including all the necessary facilities for a productive learning environment
- Resources in line with the field of study being undertaken
- Reference Materials
- Refreshment Facilities

CHILD PROTECTION POLICY

Aurora Training Institute has a zero-tolerance approach to child exploitation or abuse. We recognise it is the shared responsibility of all adults to prevent child exploitation and abuse.

Aurora Training Institute:

- recognises the safety, wellbeing and best interests of the child are paramount;
- recognises the right of children to feel safe and to be in an environment where they are protected from harm and abuse;
- acknowledges prevention is the best protection from abuse and recognises its duty of care obligations to implement prevention strategies;
- will respond quickly, considerately and effectively where harm or abuse has occurred, to protect children from any further harm, ensuring they have access to any required counselling, medical, and/or legal assistance;
- will take disciplinary action against an employer who fails to report or attempts to cover up any incidents of actual or potential harm or abuse.

HOST ARRANGEMENTS

General Policies And Procedures

AVAILABILITY FOR WORK

Upon registering with Aurora Training Institute, you would have provided your availability for work. Such availability is entered in our database and is used to assist in finding you suitable employment.

In the event of your availability changing, you will need to notify Aurora Training Institute as soon as practicable.

PUNCTUALITY

It is imperative that you understand that punctuality is extremely important. As a representative of Aurora Training Institute, you must be dressed appropriately and ready to start work at the scheduled time.

NON-ATTENDANCE

In the event that you are not able to attend work, you are required to notify Aurora Training Institute and your Host Employer, at least one (1) hour before you are due to commence work or as soon as practicable. You must make such report via a telephone call, on each day of absence, and advise the expected return date.

PAYROLL

Pay week starts on Monday and finishes on Sunday midnight. Your wages will be processed by Wednesday each week and you will receive your wages in your nominated bank account either on Thursday or Friday depending on your nominated financial institution.

When a public holiday falls on a Wednesday your pay will be processed by Thursday.

Employees will receive payslips as a record of their wages earned. Payslips are distributed by email.

TIMESHEETS

To ascertain the accuracy and effectiveness of the payment of your wages, timesheets are to be completed and submitted on a weekly basis no later than midday (12:00pm) every Monday morning as per the *Timesheet Procedure*.

You are responsible for the following;

- Accurately completing timesheets
- Ensuring that timesheets are signed by your supervisor on site
- Ensuring Employee Authorisation is completed at the foot of the timesheet

CHANGE OF PERSONAL INFORMATION

All staff members have the responsibility to inform Aurora Training Institute of any changes to their personal information relating to: Change of name, change of address, change of contact numbers, attainment of qualifications, change of bank account details, superannuation details, or change of tax code (via tax declaration form).

Health And Safety Policy

Aurora Training Institute is committed to providing so far as is practicable, a working environment that is safe and without risk to health to all its employees, contractors and Hosted Apprentices and Trainees through the effective implementation of compliant health and safety policies in the workplace. Every person who works for Aurora Training Institute is responsible for ensuring health and safety is managed in all aspects of the workplace.

We will:

- Consult, listen and respond openly to employees, contractors, clients and stakeholders, to ensure all employees and contractors are included in the decision-making process impacting on workplace health and safety.
- Formerly identify, assess and work with Host Employers to mitigate WHS hazards and risks, appropriate to the nature and scale of risks in the workplace.
- Maintain effective consultation between Aurora Training Institute, its workers / contractors and clients / host employers. Aurora Training Institute will consult with its workers / contractors on WHS matters and support workers' rights to be represented.

- Aurora Training Institute will consult with all leadership and staff in the workplace to provide information, instruction and training on the Host Employers Health & Safety policies.
- Develop and implement training programmes to improve WHS skills and knowledge requirements of Host Employees and to disseminate this health and safety information to all employees, contractors, and others at the workplace.
- Ensure all Aurora Training Institute employees, contractors, clients and Host Employers adopt safe work practices and comply with all WHS policies and procedures and report safety hazards or unsafe work practices.

WH&S – EMPLOYEES RESPONSIBILITY

Under Section 36 of the Workplace Health and Safety Act 2011, employees have a duty of care and obligation to themselves and their fellow employees not to place any person at the workplace at risk of sustaining a work-related injury or illness.

All staff members have a duty of care and the following responsibilities:

- Comply with instructions given for workplace health and safety at the workplace
- Use appropriate personal protective equipment.
- Not wilfully or recklessly interfere with or misuse anything provided for health or safety at the workplace
- Not wilfully place at risk the workplace health and safety of any person at the workplace;
- Not wilfully injure himself or herself.

HAZARD, INCIDENT, AND ACCIDENT REPORTING

It is a requirement of both health and safety legislation and of Aurora Training Institute, that all hazards, illnesses and incidents, including dangerous occurrences, and damage to property be reported to the Host Employer and an Aurora Training Institute Representative.

By reporting injuries, the potential severity can be identified, and corrective actions can prevent similar recurrences.

All work-related injuries and illnesses must be reported immediately, and an Incident Report Form must be completed, if possible, within 24 hours after the occurrence regardless of when it occurred.

The Incident report form includes:

- Employee's name and job details
- Time and date of injury/incident
- Exact location the injury/incident occurred
- How the injury/incident happened
- Details of the injury/incident and the part/s of the body injured, if any
- Names of any witnesses
- Name of the person entering details in the report
- Date the employer was notified

Depending on the nature of the injury, the employee may be sent or taken to a medical clinic or hospital.

All significant work-related accidents, incidents and injuries will be investigated. It is therefore important to assist with any investigation to prevent their re-occurrence.

COMPLETION AND PROCEDURE FOR ISSUING CERTIFICATES

A student will be issued with a certificate on completion. If a student completes only one or more units of competency but not a complete qualification, a Statement of Attainment will be issued.

A Statement of Attendance may be issued where appropriate.

Before certification is issued the administration and quality assurance team verifies competency has been properly assessed, all tasks complete, and all fees paid. Once all is deemed in order by the quality assurance team, the General Manager - Quality Assurance, Administration and Student Services authorises issue of the relevant certificate.

When a student has completed their course and a certificate has been issued, the student's file is archived. A copy of the student's certificate is kept on file.

At the end of an apprenticeship or traineeship, all parties share the responsibility of ensuring the qualification is issued and notification is given to the Department of Education, Training and Employment for the issue of the completion certificate.

REFUSAL TO PROVIDE SERVICES

Aurora Training Institute has the right to refuse to provide services (including training, assessment, and course materials) to students who have outstanding accounts. Aurora Training Institute shall not be liable for any failure to provide services.

GENERATIVE ARTIFICIAL INTELLIGENCE USAGE POLICY

The introduction of conversational AI tools (such as ChatGPT, Jasper, and Grammarly) has brought a significant shift in the way information is accessed and utilised. While these tools are genuinely helpful, it is imperative students understand the ethical boundaries concerning their use. This policy aims to outline those boundaries, maintaining academic integrity and promoting responsible use of AI in educational settings.

ACCEPTABLE USE OF AI TOOLS

Research Guidance

Students may use AI tools like ChatGPT to assist with initial research on specific topics. Such use may include seeking references, industry journals, books, and websites accessible through libraries.

Brainstorming Assistance

AI tools can be used to prompt initial ideas or thought starters for assignments, provided that the students engage in critical thinking and build their own arguments thereafter. Students must explicitly disclose AI assistance used.

Support in Understanding Study Material

Students may seek explanation or summarisation of academic terms, jargons, or topics from AI tools to enhance their understanding of the learning.

Proofreading

Utilising AI tools for proofreading final drafts for grammatical errors, sentence structure, and readability is permitted.

Citation of AI Assistance

Any AI assistance in idea or text generation must be cited in the final references, adhering to the recommended citation format provided by trainers.

PROHIBITED USE OF AI TOOLS**AI-Generated Assessments**

Requesting AI tools to write assessments, essays, or substantial parts thereof is considered plagiarism and is strictly prohibited.

Complete Trust in AI-Generated Information

Students should not solely rely on AI-generated information without verifying the content from multiple sources.

COMPLIANCE AND POSSIBLE CONSEQUENCES

Strict adherence to this policy is mandatory. A breach of this policy may result in academic penalties, including but not limited to competency not achieved for the relevant unit or termination of enrolment.

POLICY REVIEW AND UPDATE

This policy will be reviewed periodically to adapt to technological advancements and evolving ethical considerations. Students must ensure that they remain abreast of the latest policy updates available on the Aurora's website or learning management system.

Aurora Training Institute emphasises academic integrity and responsible use of technological innovations. This policy aims to guide students in the ethical use of AI tools, recognizing their benefits, and cautioning against potential misuse.

Any queries or concerns regarding this policy should be directed to the appropriate training staff or administration.

PRIVACY POLICY

Aurora Training Institute complies with the Privacy Act 1988. Information collected on students is only used for the purpose of delivery or our services.

Use and Disclosure of Personal Information

Sensitive personal information will only be collected, as required, from students. Such information is treated as confidential within Aurora Training Institute and is used for the purpose for which it was collected or for a related purpose. This includes:

- Providing the training services.
- Informing students about additional or upcoming courses available.
- Gathering feedback from students regarding training for aurora training institute's market analysis and course development.

Aurora Training Institute does not disclose sensitive personal information to other third parties without permission or instruction from the student unless required by Law to do so.

Information about Students from Third Parties

Aurora Training Institute may need to source or verify information about students from a third party. Wherever possible this will be done with the student's authorisation, or if not possible, Aurora Training Institute will inform the student when such information is collected.

Receiving Marketing Information

With student's consent, Aurora Training Institute may provide them with information from time to time about new courses available to them.

Student's consent to this will be implied unless they notify Aurora Training Institute that they do not wish to receive this information. You may do this by advising the Chief Executive Officer in writing that you do not wish to receive marketing information.

Security of Personal Information

In line with new technology, Aurora Training Institute continually improves the security of personal information collected. Aurora Training Institute takes all reasonable steps to protect the personal information of persons by:

- Securing all files with personal information in locked cabinets
- Only providing authorised staff with access to personal information
- Destroying information after the required retention period
- Ensuring computer security at all times by the use of firewalls and up to date virus software
- Password access to the computer systems
- Not releasing information to third parties without prior written authorisation

Rights to Access Information

Under the Privacy Act, students have the right to access personal and course progression information held about them. If the information is incorrect, they have the right to require Aurora Training Institute to amend the information.

To access the information and course progress students are required to contact the Chief Executive Officer in writing requesting access. The Chief Executive Officer must verify the student's identity through either presentation of appropriate identification or answering a series of specific security questions. Both the student and the Chief Executive Officer, as an official record of the access and identity verification, must sign the request for access form. There may be a waiting period of up to seven (7) days before access is granted.

Further Information

To obtain further information about the Privacy Policy or access to personal information, please contact the Chief Executive Officer.

Staff Confidentiality

Staff must be aware of the Privacy Act 1988, and its requirements, and must at all times ensure student information remains confidential.

No staff member is to release any information about students to any third party unless prior written authorisation is obtained from the student or disclosure is required by law.

Authorised Third Parties

Students may nominate third parties they wish to access their records. The Chief Executive Officer ensures a *third party access form* is completed and the details for the third party are obtained. These details will be entered into the student's file.

Any staff member who receives a request for information from a person claiming to be authorised must verify this authorisation and any related conditions through either a password or question list check prior to releasing any information.

NCVER PRIVACY NOTICE

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide us with your personal information, we are unable to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

As a Registered Training Organisation (RTO) which accesses government funding, we are considered a QLD Government agency. Based on this information, the Queensland *Information Privacy Act 2009* (the Act) applies to us. For further information please refer to the Information Privacy Act at: <https://www.qld.gov.au/law/your-rights/privacy-and-right-to-information/privacy-rights>
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Aurora Training Institute to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Aurora Training Institute Student Services

studentservices@aurora.edu.au

<https://www.aurora.edu.au/wp-content/uploads/2019/06/Aurora-Privacy-Policy-1.pdf>

LEGISLATION

Aurora Training Institute is committed to complying with relevant Commonwealth, Federal, State or Territory legislation and regulatory requirements.

Legislation we are subject to includes (but is not limited to):

- Work Health and Safety Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Standards for Registered Training Organisations (RTOs) 2015
- Anti-Discrimination Act 1991 (Qld)
- Labour Hire Licensing Act 2017
- Queensland's Human Rights Act 2019

If you would like to know more information on how legislation affects your participation in education and training, please contact Aurora Training Institute.