Aurora
TRAINING INSTITUTE

QLD STUDENT HANDBOOK

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Acknowledgement of Country

Aurora Training Institute acknowledges the Traditional owners & Custodians of the lands on which we live, learn and work, and we pay our respects to Elders past and present. We recognise and honour the enduring connection of Aboriginal and Torres Strait Islander peoples to Country, culture and community.

WELCOME

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

Aurora Training Institute (ATI) 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

ATI 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

ATI 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.

ATI 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!

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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 2024 shows that graduates of the VET sector (6 months after completing their studies) experienced the following outcomes:

- Graduates working full time after training earn $67,800 per year on average
- 64.4% of students completing qualifications had an improved employment outcome
- 91.9% of apprentices and trainees who completed were employed or engaged in further study
- 33.3% continued further study
- 76.2% of graduates found the training relevant to their current job
- 85.1% of qualification completers are likely to recommend their training provider
- 89.5% of qualification completers were satisfied with the training overall

© Source: Australian vocational education and training statistics 'VET student outcomes 2024 NCVER www.ncver.edu.au

CONTACT INFORMATION

Locations:

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

Toowoomba Campus
Level4, 10 Russell Street
Toowoomba QLD 4350

Townville Campus
413-417 Ross River Road
Cranbrook 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

ATI 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.

ATI 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 Digital 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

ATI 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 ATI 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

ATI 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. ATI 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

Aurora's enrolment processes are all described in detail in our Enrolment forms which is available online as well.
All students who wish to enrol to this course will have to go through the full enrolment process as set in Aurora's Enrolment policies and procedures.
• Students are required to complete an LLND test to assess their level of Literacy and Numeracy
• Aurora will offer ongoing support to students who had been identified with a lower level of LLND as set by our internal criteria.
• Students who reports on any physical, mental disability or challenge will not be disadvantaged.
• Aurora will make all required efforts to accommodate and support their learner's needs during their study period.
Please contact ATI to check for any pre-requisites that are required for entry.

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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 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.

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.

Arrangements are then made for the payment of course fees.

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 the first 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 and 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 SRTO please refer to:

(A) the Apprenticeships Info website at https://desbt.qld.gov.au/training/apprentices

(B) the Queensland Training Information Service (QTIS) at https://www.qtis.training.qld.gov.au/

AVAILABLE QLD FUNDING OPTIONS

ATI is an approved Skills Assure Supplier operating under QLD Gov contract to deliver VET qualifications.

VET in Schools (VETiS) program

Queensland school students in Years 10 to 12 can study nationally recognised VET qualifications that count towards their Queensland Certificate of Education.

These can be completed at school, with an external registered training organisation (RTO), or through a school-based apprenticeship or traineeship.

The VET in Schools (VETiS) program, funded by the **Department of Trade, Employment and Training**, covers the cost of one Certificate I or II qualification aligned with in-demand skills.

Specific information regarding funding options will be provided to students prior to enrolment.

As of 1 July 2025, the following funding programs below are available.

Career READY Program

Career Ready provides schools students, in Years 7 to 12, with the opportunity to engage with industry and career pathways throughout their schooling.

Implemented from January 2026, Career Ready will include:

Gateway to Industry Schools program – connecting students at all year levels to targeted industries, acting as a pathway to Career Tasters and future free or reduced cost training.

Career Tasters – providing immersive experiences for students in Year 10 across various industries, to help them explore their interests and make informed training choices before committing to formal courses.

Free or reduced cost certificate training – supporting students in Years 11 and 12 to undertake a priority certificate I or II level qualification to pursue career aspirations aligned with priority training pathways.

School-based apprenticeships and traineeships – supporting students in Years 10 to 12 to earn a wage, train towards a qualification and study towards their Queensland Certificate of Education at the same time.

Career READY will replace the existing Vocational Education and Training in Schools (VETiS) program.

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Career START Program

Career Start provides individuals with the skills and support to start their career.

The Program provides training to help individuals find a job and supports those already employed to move into more skilled roles or full-time employment, including after completing an apprenticeship or traineeship.

Career Start supports delivery of entry level training to students, Trainees and Apprentices aligned with the skill outcomes required by industry.

Career Start offers two training pathways, either a general training pathway or employment-based apprenticeship or traineeship pathway.

Career START will replace existing funding available through the Certificate 3 Guarantee program.

Career BOOST Program

As of 1 July 2025, Career Boost gives existing workers access to reduced-cost higher level training to develop the skills needed to take their careers to the next level.

Career Boost provides eligible Queenslanders with:

- access to certificate IV and above qualifications in priority and emerging industries
- more opportunities to upskill and reskill.

Training under Career Boost will be delivered by a network of training providers contracted by the Queensland Government.

These providers, called Skills Assure Suppliers (SAS), are required to deliver high-quality, industry standard training that best meets student needs.

Career Boost will replace existing funding available through the Higher-Level Skills program.

For any specific information regarding the different funding programs and the department contact details please refer to the fact sheets which are available on the Gov website:
https://desbt.qld.gov.au/training/providers/funded

* Student participating in Gov funded courses, may be asked to complete Queensland Government surveys on their training goals, experience and outcomes

* Specific information regarding Eligibility Criteria for the different funding streams is available both on our website and on our Course Fact sheets.

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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 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, numeracy and digital 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 ATI .

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

Vocational Outcomes

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

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FEES AND CHARGES

Government funded courses & Co-Contribution Fees

When participating in government-subsidised training, a Co-Contribution Fee may apply.

This is your contribution toward the cost of your course. The information below outlines what you can expect.

* Additional specific information regarding the total Co-Contribution fee for funded qualifications – both concessional or priority population group (PPG) and non-concessional – for each Qualification or Skill set can be found on our website under every course page.

What does the Co-Contribution Fee Covers?

The fees represent the total cost to the Student, including any enrolment charges (e.g., ID card fees), tuition, services and materials fees, and all other mandatory costs related to delivering training, assessment, and awarding the Qualification. This fee does not include any additional costs such as criminal history checks, where required by some specific employers for Vocational placement or employment in certain occupations.

How Much Will I Pay?

- Your exact fee will be clearly outlined at enrolment.
- Fees are set per unit of your course and are reported in whole dollar amounts.
- The amount varies depending on your course and whether you're eligible for a concession.
- Co-Contribution Fee For Apprenticeships and Traineeships = $1.60 per nominal hour for each Unit of competency. When a student converts from a school-based apprenticeship or traineeship (SAT) to a full-time or part-time apprenticeship or traineeship, Co-contribution fees will be charged for training and assessment for any units of competency not yet commenced.
- Students undertaking Certificate III and above vocational Qualifications, and Skill sets, as well as non-concessional Students enrolled in lower-level vocational Qualifications, are required to contribute to the cost of their training through the payment of a Co-contribution fee For General Training = $3 per unit.

Concessional student

Concessions will apply if you fall into one of the following categories:

- Hold a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law,
- Are the partner or a dependant of a person who holds such a card and is named on the card;
- Hold an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identify as Aboriginal or Torres Strait Islander;
- Have a disability;
- Are an adult prisoner

Full fee exemption

A full Co-contribution fee exemption may apply if you fall into one of the following categories:

- Skilling Queenslanders for Work (SQW)
- School-based apprenticeship or traineeship
- Foundation skills (FSK)
- Apprenticeships for under 25s.
- Other specific fee-free training programs as announced by the Queensland Government

Partial fee exemption

- ATI will charge only 40 per cent of the Co-contribution fee where the apprentice or trainee falls into one of the following categories:
- Was or will be under 17 years of age at the end of February in the year in which ATI provides training, and
- is not at school and has not completed year 12;
- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or
- is the partner or a dependant of a person who holds such a card and is named on the card;
- Holds an official form issued under Commonwealth law confirming that the individual, their partner or the person of whom they are a dependant, is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander.

When Do I Pay?

- Regardless to whether you are participating in Government funding or if you pay a fee for service, you will never be asked to pay the full fee upfront.
- ATI will charge no more than 30% of the total at the start, the rest will be paid in instalments during your training.
- Upon enrolment, an invoice will be issued indicating a due date for payment.

How Do I Pay?

- Payment will be made either directly to a nominated bank account using an online bank transfer Or
- Payment can be handed in cash in our Front office

Who Can Pay the Fee?

- You, your employer, or a third party can pay your fee.
- ATI cannot pay or waive your fee unless formally approved by the Queensland Government.

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Anticipating Trouble Paying?
If paying the fee would cause extreme financial hardship, you may apply for a fee waiver.
We will also explain how to appeal a fee decision if needed.

Fee for Service payments

Payments are determined as per Aurora's current Fee for Service payment options such as invoicing, credit card payments, cash or direct credit payments.
Students who request payment via direct debit with Aurora and pay using PayWay will be charged a $20 fee for any payment that is dishonoured.

REFUND POLICY

GOV Funded course under Career READY / START / BOOST

- ATI will allow full refunds for Co-contribution fees where training has not commenced at the time of enrolment cancellation.
- ATI will allow proportionate refunds where a student withdraws from a Unit of competency/Module;
- ATI will allow refunds to employers/industry for any additional charges paid beyond the Co-contribution fee and the Government subsidy.
- ATI shall not refund, return, or provide cash payments (including 'referral fees' or other bonuses) to any fee payer, including third parties.

- **All refund requests should be submitted in writing using our Refund Application Form**

Short Course Refund Policy
Short courses are non-refundable.

1. Fee for Service Enrolments

1.1 For enrolments cancelled more than 21 days before program or course commencement:

1.1.1 If a student cancels enrolment in a program or course 21 days or more before commencement, ATI will refund the course fees and charges paid by/for the client for a program or course, less our administration fee of $300.00. ATI 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 student cancels enrolment in a program or course 21 days or less, prior to course commencement, ATI will not refund any fees and charges paid by or for the student.

1.2.2 If a student cancels enrolment in a program or course any time after course commencement,

ATI 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.

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 ATI 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 ATI to have their FEE-HELP balance re-credited and VSL debt removed. Contact ATI directly for information on the application process. (See Special Circumstances below).

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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 ATI 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 ATI 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 ATI 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 ATI within 12 months of the withdrawal day. For more information, refer to the Refund Policy below.

Fee for Service Enrolments

For enrolments cancelled more than 21 days before program or course commencement:

If a client cancels enrolment in a program or course 21 days or more before commencement, ATI will refund the course fees and charges paid by/for the client for a program or course, less our administration fee of $300.00. ATI will also cancel any remaining payments, after processing our administration fee of $300.00, that have been scheduled in respect of the enrolment.

For enrolments cancelled 21 days or less prior to course commencement or any time after course commencement:

If a client cancels enrolment in a program or course 21 days or less, prior to course commencement, ATI will not refund any fees and charges paid by or for the client.

If a client cancels enrolment in a program or course any time after course commencement, ATI will not refund any fees and charges paid by or for the client.

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Fees and charges paid by employers on behalf of clients are non-refundable.

VET Student Loans Policy

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

Re-crediting – reviewing units:

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 ATI for a re-credit of their FEE-HELP balance and remission of their VSL debt in relation to the unit.

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.

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.

The aforementioned 12-month period for application may be waived at the discretion of the Chief Executive Officer for ATI should it be determined not possible to apply within the 12-month period.

The VSL Administrator will review all applications for re- credit within five (5) working days of receipt of application.

ATI '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

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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

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.

Where ATI 's Administrator decides not to re-credit a student's FEE-HELP balance that decision may be subject to review.
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:

a) Be made within 28 days of receipt of the original decision

b) Include the date of the original decision

c) State fully the reasons for applying for the review

d) Include any additional relevant evidence

ATI has appointed a Review Officer to ensure fair and equitable decisions are made in regard to reviews.

The Review Officer is:

Mr. Stuart Love

Chief Executive Officer

ATI

P.O. Box 2849 Burleigh QLD 4220

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.

The Review Officer shall:

a) Seek all relevant information from the person who made the original decision;

b) Review the case within three (3) weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

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c) Advise the student of their right to apply to the Administrative Review Tribunal (ART) for a review and provide details of the closest ART and the approximate costs of lodging an appeal.

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 ART. Upon the Department's receipt of notification from the ART, the Department will notify ATI 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.

ART *Registry details*

National phone number: 1800 228 333

ART website: https://www.art.gov.au/

On-line application for a review is available on the ART website: https://www.art.gov.au/

E-mail: reviews@art.gov.au

When you apply to the ART for review of decisions there may be an application fee payable. The ART 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 ART 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.

The student may apply to the Secretary for the student's FEE-HELP balance to be re-credited under section 71 of the Act if:

a. The provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan; or

b. The provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

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Applications for re-crediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course concerned, or within that period as extended by the Secretary. There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal.

The Secretary may re-credit a student's FEE-HELP balance in relation to special circumstances if a course provider:

a. Is unable to act or is being wound up or has been dissolved; or

b. Has failed to act and the Secretary is satisfied that the failure is unreasonable.

Course Reschedule/Cancellation

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

Publication

ATI 's Refund Policy and procedures is made available and published by way of:

a) ATI's Student Handbook

b) ATI's website

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LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY (LLND) 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

ATI has a program designed to assist students enrolling in lower-level qualifications who may require support with LLND. 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.

STUDENT SUPPORT & WELLBEING

Student Services, Welfare and Guidance

ATI 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 are 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.

ATI 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.

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

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

ATI '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.

LLND Support

Individuals may wish to seek additional help with their literacy and numeracy and can access information about their nearest LLND 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.

Procedure for Student Wellbeing Support and Referral

ATI is committed to fostering a safe, respectful, and supportive learning environment for all students. We recognise that student wellbeing impacts learning and engagement, and while we are not a provider of mental health services, we play an important role in identifying concerns early and supporting students through appropriate referral pathways. If you require extra support or counselling, please contact 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

- **Australian Counselling Services** (ACS)
  1300 374 033
  https://www.acscounselling.com.au

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ACCESS , EQUITY AND FAIR TREATMENT

Access and Equity Principles

ATI 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. ATI offers opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

ATI 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

ATI 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.

DIVERSITY & INCLUSION

ATI is committed to fostering an inclusive and supportive learning environment where all students feel both physically and culturally safe, valued, and respected. This policy ensures that all students, including those from all range of diverse backgrounds, minority groups and First Nations peoples, have equitable access to education and training.

Commitment to Inclusion

Aurora Training Institute is dedicated to providing a learning environment that promotes diversity, inclusion, and cultural safety. We recognise and respect the unique needs, backgrounds, and perspectives of all students and aim to remove barriers to learning.

Diversity and Inclusion

- We embrace and celebrate diversity, including differences in culture, language, ability, gender identity, age, and socio-economic background.
- All students have equal opportunities to participate in training and assessment.
- Reasonable adjustments are made to accommodate the needs of students with disabilities. Please refer to our Reasonable Adjustment policy.

Cultural Awareness & Safety

- We are committed to fostering a culturally safe learning environment, free from discrimination and bias.
- First Nations knowledge, perspectives, and practices are respected and, where appropriate, embedded in learning materials.
- Staff participate in ongoing cultural competency and safety training.

Access and Equity

- Our practices comply with anti-discrimination laws and relevant education standards.
- Flexible learning options and support mechanisms are available to address individual needs.
- Students from underrepresented or disadvantaged groups receive additional support where required.

Student Support Services

- Personalised support is available, including one-on-one support, referral partners, mentoring, and career advice.
- Safe spaces and support networks are established for students from diverse backgrounds.
- Reasonable adjustments are made to support students with disabilities.
- Information about available support services is clearly communicated.

Student Responsibilities

All students are expected to abide by our Student Code of Conduct and contribute to an inclusive and respectful learning environment by treating others with dignity and respect.

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STUDENT TRAINING SUPPORT & REASONABLE ADJUSTMENT

ATI has extensive experience working with students with a range of disabilities and adapting our training and assessment delivery to meet their specific needs within training package requirements. Each student is assessed individually; and when needed, a customised training plan is developed to address their unique learning requirements.

Access to Trainers and Assessors

Upon successful enrolment, students receive a Confirmation of Enrolment Email which also includes the trainer's name and contact email address.

Trainers are Cc'd on these emails and are expected to make initial contact within 2 business days, preferably by phone.

Trainers also receive an email with the student's Training Plan, indicating any special needs.

Response Times and Client Service Standards

Communication Type	Response Time
• Student email enquiries	• Within 2 business days
• Phone enquiries	• Same day or next business day
• Trainer follow-ups	• Within 2 business days
• Assessment feedback	• Within 5 business days of submission
• Support requests for modified training	• Initial response within 3 business days, with a full support plan developed within 10 business days

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Personalised Training and Assessment Strategies

To ensure all students have equal opportunities for success, we offer a range of modified training and assessment support_strategies, including:

- Additional visits with trainees as requested for additional support
- Language, literacy, numeracy and digital (LLND) assessment and support
- Specialised IT / technical support
- Focus on skills-based learning
- Increased use of blended delivery (e.g., online and face-to-face support)
- Provision of large-print or high-contrast materials if required
- Enhanced interactive learning activities
- Reduced emphasis on written assessments where appropriate
- Regular breaks during classroom activities to support concentration and engagement
- Use of modified and/or adaptive equipment where necessary

Adjustments and Implementation of Customised Training Plans

Each student requiring reasonable adjustments will have a Customised Training Plan, which will:

- Identify specific learning needs
- Outline personalised training and assessment strategies
- Define support measures to be provided
- Ensure compliance with relevant training package requirements

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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.

ATI applies the principles of validity, reliability, fairness, and flexibility in all assessments.

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

- Simulated Observation
- Oral questioning
- Case study
- Multiple choice questions
- Written short answers
- Projects (including Work Based Projects)
- Third Party Reports
- 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

ATI 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.

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Flexible Learning

ATI 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.

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.

Regardless of any flexible arrangements agreed to, the course assessment standards and requirements must be adhered to.

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ASSESSMENT POLICY

ATI is committed to developing and providing assessment tools of the highest quality to ensure qualification outcomes are met for our students and that they 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.
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. 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 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 in 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

ATI 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.
ATI 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

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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 an unsuccessful claim (see complaints and appeals).

Suitable, qualified, and experienced ATI 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.

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.

TRASITION TO UPDATED TRAINING PACKAGES

ATI ensures that transitions from superseded training packages or accredited courses occur within the required transition period (or as directed by ASQA). The Institute will:

- ✓ Communicate changes effectively to staff, students, and stakeholders.
- ✓ Ensure the relevance and currency of training and assessment strategies, resources, and delivery methods.
- ✓ Comply with ASQA's General Direction: Transition and Teach Out.

In accordance with ASQA's General Direction, ATI will not enrol new learners in training products that have been removed or deleted from the National Register and will ensure that training, assessment, and AQF certification for learner enrolled in superseded training products is completed within the allowable transition period.

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COMPLAINTS AND APPEALS

1. As part of ATI '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 complaint or a grievance if they believe they have been treated in a manner which is likely to have an unreasonable negative impact on them.
2. Complaints 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. Complaints may be of an academic or non-academic nature:
    a. Academic complaints 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 complaints 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. A person raising a formal grievance has the right to lodge an appeal. VET students will have their enrolment maintained while the grievance procedure is ongoing.
6. 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.

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Complaints and Appeals Procedures (Academic and Non-Academic)

Stage 1: Informal Complaint

In the event of an informal complaint, the complainant is required to follow the procedures to ensure the issue is resolved.

1.1 If a complainant wished 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 is the nature of the complaint and what is it the complainant would like 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 complainant feels unable to approach the individual/s concerned directly or are not satisfied with the initial response to their complaint, they should then take their complaint to the next, more formal level.

Stage 2: Formal grievance

2.1 Where an informal complaint cannot be resolved, the complainant must bring the matter to the attention of:

- Their trainer, or
- The Aurora administration staff, or
- The Aurora training manager

2.2 The complainant is required to lodge their grievance in writing using the "Complaint Form" which will be made available upon request from Aurora administration staff.

The complainant must:

a. Fill out all required details on the form and attach any relevant documentation.

b. Submit the form to ATI via the contact email or postal address provided on the form.

2.3 Aurora will acknowledge receipt of the complaint within three (3) business days.

2.4 All internal investigations of complaints, reviews and appeals are provided at no cost to the complainant.

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Stage 3: Internal review

Investigation of the complaint or grievance

3.1 Upon receiving the complainant's completed Complaint Form Aurora staff will instigate an investigation process.

3.2 Where necessary, a meeting between complainant and any other stakeholders involved will be arranged to endeavour to resolve the matter.

3.3 Where such a meeting takes place, ATI agrees that the complainant may be accompanied and assisted by a third party.

3.4 Where the matter cannot be resolved by relevant staff member, an ATI General Manager may be asked to assist in the resolution process.

3.5 A written response will be provided within 21 working days from receipt of the complaint to advise of the progress or outcome of the complaint. If the matter is not yet fully resolved, then a final response must be provided within a maximum timeframe of 60 days from time of initial complaint.

3.6 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.

3.7 ATI 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 appeals@aurora.edu.au The circumstances of any appeal are analysed by an independent senior manager of ATI (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 the matter be referred to an external dispute resolution process by a body appointed for this purpose.

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. ATI can provide details of this cost upon inquiry.

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4.4 Upon resolution ATI will take the necessary steps to implement any recommendations arising from the external dispute resolution process within thirty (30) 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 relevant complainant's file. Documented records are maintained by ATI 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

ATI 's Complaints, Grievance and Appeals policy and procedure is made available and published by way of:

6.1 ATI 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. ATI 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 ATI 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 ATI's 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

ATI 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

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CHILD SAFETY & PROTECTION POLICY

ATI 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.

ATI:

- 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.

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 team verifies competency has been properly assessed, all tasks complete, and all fees paid.

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

ATI has the right to refuse to provide services (including training, assessment, and course materials) to students who have outstanding accounts. ATI 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. Students should not solely rely on AI-generated information without verifying the content from multiple sources.

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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.

ATI 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

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

In order to use the ATI website or purchase a service from us, we may require personally identifiable information from you in order to provide the best service possible. You may be required to provide contact information (such as name, email, date of birth, postal address etc.) and financial information (such as credit card number, expiration date etc.).

All correspondence, including emails, may also be collected and stored, particularly in regard to sales, support, accounts, educational informational including results and assessments that are related to educational training. Where required, some information is scanned and stored such as educational results, identification documents etc.

Any information collected by ATI is collected via correspondence from you or your company and is received by telephone, email, mail, facsimile or through our website. Information can be provided in a number of ways, (but is not limited to) such as:

- Direct from the student in their application
- From third parties such as the Department of Education
- Feedback survey forms

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Use and Disclosure of Personal Information

Any details collected from ATI customers is required in order to provide you with our products and/or services, and a high level of customer service. Collected information is used for the following purposes:

- Determine whether we can provide suitable training
- Manage administration of training and services
- Communicate in the case of an emergency
- Reporting to government agencies and other regulating bodies, funding or industry bodies as required

ATI 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

ATI may, at its discretion, be required to verify information from a third party to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service.

These third parties are prohibited from using your personally identifiable information for any other purpose. ATI does not share any information with third parties for any unknown or unrelated uses. Third parties that the information is sourced and/or verified from, (but is not limited to) can include:

- Schools or other RTOs in relation to previous qualifications
- Employers on workplace performance (for trainees / apprentices)
- Job networks
- Government departments such as the Department of Education

We do not disclose personal information to overseas third-party recipients.

Receiving Marketing Information

With student's consent, ATI 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 ATI 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, ATI continually improves the security of personal information collected.

ATI 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

Clients have the right to access personal information held about them. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at admin@aurora.edu.au

Further Information

To obtain further information about the Privacy Policy or access to personal information, please contact admin@aurora.edu.au.

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. Aurora 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 NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER 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 NCVER 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 NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

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

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.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 NVETR 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 NCVER 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 ATI 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

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LEGISLATION

ATI 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
- Anti-Discrimination Act 1991 (Qld)
- Queensland's Human Rights Act 2019
- Child Safe Organisations Act 2024
- Disability Discrimination Act 1992
- Privacy Act 1988
- Copyright Act 1968
- Competition and Consumer Act 2010
- Labour Hire Licensing Act 2017
- Further Education and Training Act 2014
- National Vocational Education and Training Regulator Act 2011 (Cth)
- AT Act, the Apprenticeship and Traineeship Regulation 2010
- Higher Education Support Act 2003
- Student Identifiers Act 2014 VET Data Legislation and RTO Standards 2025

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

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