
**AUSTRALIAN
INSTITUTE OF
EDUCATION AND
TRAINING**

**STUDENT
HANDBOOK
2020**



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Welcome to Australian Institute of Education and Training (AIET)

AIET is a registered training organisation (RTO Code: 121314) of 517 Victoria Street, Brunswick West, VIC 3055 (Head Office), ABN 74 884 427 288 is a subsidiary company of ReadCloud Limited (ASX Listed) of 1/426 Glen Huntly Road, Elsternwick, VIC 3185, ABN 44 136 815 891. AIET is regulated by the Australian Skills Quality Authority (ASQA). AIET always complies with the standards of the VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015. Since 2003, AIET has successfully trained over 20,000 Students across a wide range of qualifications and training programs under an Auspice Third Party Arrangement.

AIET prides itself in offering tailored Auspicing Services to Australian Secondary Schools. This is where Secondary Schools deliver a VET Accredited Training Program to Students in conjunction with an external Registered Training Organisation via a Third-Party arrangement.

AIET does not guarantee that a Students will successfully complete a training program and does not guarantee that the successful completion of that training program will lead to an employment outcome.

Introduction

AIET reserve the right to make changes and updates to the terms and conditions as outlined in this Student Handbook at any time and without notification prior to the implementation; changes made affect any and all students including past, current and prospective. The latest information is posted herein.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. As an RTO, our policies and procedures meet the requirements and stipulations of all Commonwealth, State, and/or Territory Legislation relevant to our scope of operation. AIET is committed to delivering fair, reasonable, and ethical dealings in all of its undertakings including:

- Client information
- Confidentiality
- Privacy
- Complaints, appeals and grievances
- Training standards
- Access and equity

This handbook outlines the Terms and Conditions of your enrolment, including your rights and responsibilities, and our obligations to you. It is a condition of your enrolment that you carefully read the Terms and Conditions within this Handbook. You must agree to having read, understood, and accepted the information upon enrolment and adhere to the Terms and Conditions throughout.



Our Mission

We provide access to quality vocational education.

Our programs are designed in consultation with industry and offer a range of flexible assessment strategies and frameworks. VET strengthens a school's curriculum by giving students the opportunity to gain practical skills and knowledge that complement all other senior secondary studies.

VET provides workplace skills and knowledge for careers that students are passionate about. Every year more than 450,000 students across Australia explore with passion through VET.

Our mission is to be a reliable partner for schools to assist students in this exploration.

Our Values

- Be respectful and work collaboratively with others
- Acknowledge individual's strengths and experiences
- Keep a client centred focus
- Be supportive in the aim to keep moving forward
- Maintain unity and transparency in all forms

Our Training

AIET Training Programs are:

Versatile

Our programs are designed to cater to learners of all ages and backgrounds, with a wide range of delivery and learning methods.

Holistic

Our programs are designed to draw on the personal and professional skills of the teacher, while acknowledging each students' prior experience and transferable skills.

Flexible

Our programs can be accessed in a range of formats, using a variety of assessment strategies, designed to fit around your ever-changing needs.

Learner-centred

Our programs are all designed with the result in mind. Your teacher will work with you to understand where your training can lead, while guiding you through your learning.



ABOUT US

We support schools.

Our Staff

Our experienced team of training and learning staff are committed to providing you with a range of practical, employment & skills based, work ready training packages, designed to get students to where they want to be.

General Information

Office Hours

The administrative office hours are Monday to Friday, 9.00am to 5.00pm

Contact Information

AIET Head Office

517 Victoria Street

West Brunswick, VIC, 3055

WA Office

355 Scarborough Beach Rd

Osborne Park WA 6017

Phone: 1800 896 696 / **Email:** info@aiet.edu.au / **Web:** www.aiet.edu.au

What is Vocational Education and Training (VET)?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National Recognition

The Qualifications and Statements of Attainment issued by AIET must be automatically recognised by all RTOs across Australia. In turn, AIET recognises the qualifications issued by RTOs in all other states and territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

Training Packages

Training Packages represent the national industry benchmarks for VET training. They set out the competencies to be achieved but do not state how the training should be delivered or the length of time taken.

This means that participants may complete their qualification in different amounts of time depending for example, on the amount of related workplace experience. Your Trainer/Assessor will make judgments of your competency after reviewing all the different types of assessment evidence you provide. The qualifications offered by AIET are listed on our website. These qualifications are



contained within an Australian Training Package. This training package contains all current Australian vocational level qualifications.

The Training Package can be downloaded from the National Training Register at the following link: <http://training.gov.au/>

What is Competency Based Training?

Competency Based Training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages. Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

Competencies are the measurable or observable knowledge, skills, abilities, and behaviours critical to successful job performance. Units of Competency are the nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function. They describe work outcomes as agreed by industry.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence of knowledge, skills, abilities, which match and meet the units and their Elements against a set of key Performance Criteria and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams and/or leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit of Competency:

- a. Initial assessments to identify what competencies you already have, generally from self-assessment. From this, a learning plan can be designed to develop the remaining or outstanding competencies.
- b. On-going assessments, to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- c. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

ENROLMENT

All Students must enrol prior to the commencement of the course by completing the online enrolment registration. Secondary School VET Coordinators/Teacher are emailed enrolment links for Students to register their enrolment and acceptance once all Auspice compliance documentation is completed by the Secondary School.

As part of the enrolment process students will need to accept and declare the following Terms and Conditions of Enrolment with AIET.



Students Disclosure Statement:

AIET (AIET) RTO Number 121314 prides itself in offering tailored Auspicing Services to Australian Secondary Schools. This is where Secondary Schools deliver a VET Accredited Training Program to Students in conjunction with an external Registered Training Organisation (RTO) via a Third-Party arrangement.

AIET has documented Policies and Procedures for complying with relevant State and Commonwealth Laws as identified in the Standards for Registered Training Organisations 2015, these can be located on our website at www.aiet.edu.au. Students submitting this registration form for enrolment agree that they have read these Policies and Procedures and the Students Handbook.

All Students who complete the requirements of a training program will receive a Certificate or Statement of Attainment if all requirements are met. The cost of this is included in the School Auspice fee. Note: A fee of \$50 plus postage will be charged if a Students requests a replacement Certificate or Statement of Attainment.

AIET does not guarantee that a Students will successfully complete a training program and does not guarantee that the successful completion of that training program will lead to an employment outcome.

AIET directly charges Secondary Schools for all VET training programs for each Student. You will never receive a request for payment for a course from AIET.

VET Privacy Notice

Under the Data Provision Requirements 2012, AIET is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by AIET for statistical, regulatory and research purposes.

AIET may disclose your personal information for these purposes to third parties, including:

- School – if you are a Secondary Student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting Students surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and



- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET Students survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

FEES AND CHARGES

AIET directly charges Secondary Schools for all VET courses. You will never receive a request for payment for a course from AIET. However, our Governing Body requires us to tell you that we charge the school an auspicing fee for the qualification, plus \$195 for your enrolment.

REFUNDS

AIET directly invoices your Secondary School for your enrolment in your course. You are therefore not personally entitled to a refund.

Once you enrol in a course and your training starts, you or your school cannot apply for a refund.

As an Auspice Thirds Party Arrangement between AIET and Secondary Schools, AIET directly charges Secondary Schools for all VET programs for each Student. Therefore, a Student, will never receive a request for payment for a course from AIET. Secondary Schools may request a Refund for any fees paid on a Students behalf if the contract with the Secondary School is terminated early, or AIET does not provide the agreed services.

AIET gives a guarantee, that except for unforeseen circumstances beyond their control, every effort will be made to deliver training and assessment services and meet desired qualification outcomes as agreed. Where cancellation has occurred prior to the commencement of a course due to organisational or external constraints that are no fault of the Student, all monies paid by the Secondary School on behalf of the Student will be fully refunded.

WITHDRAWALS

Step 1:

Any Student wishing to withdraw from a course will first need to read AIET Student Withdrawal Policy and Procedure (includes AIET refund policy and procedures) found on our website <http://www.aiet.edu.au/wp-content/uploads/2019/10/WITHDRAWAL-POLICY-AND-PROCEDURE-v1.3.pdf>

Step 2:

After Student read the Student Withdrawal Policy and Procedure and still wishes to withdraw from a course will need to complete the Withdrawal Form found on our website <http://www.aiet.edu.au/wp-content/uploads/2019/10/Course-Withdrawal-Form-v1.pdf>

If you have been assessed as competent for any units in your course, you will be sent a Statement of Attainment for those units. As part of the withdrawal process, you should ask your Teacher to provide AIET with your results, so a Statement of Attainment can be printed and sent.



YOUR STUDENTS RIGHTS

You have a Right:

- to receive quality training
- to have your work assessed within a reasonable timeframe
- to work and study in a friendly environment free of harassment
- to lodge a complaint if you feel your rights have been infringed
- to lodge an appeal if you do not agree with an assessment decision
- to receive a Certificate or statement at the conclusion of the training program

If AIET or your school closes or ceases to deliver any part of the units you are enrolled in before you finish, AIET will endeavour to find an alternative provider for you.

You are covered by Consumer Law. Further information about your rights under the Consumer Law can be found at: <http://consumerlaw.gov.au/the-australian-consumer-law/>. Your school may request a refund for any fees paid on your behalf if the contract with your school is terminated early, or AIET does not provide the agreed services.

YOUR OBLIGATIONS AS A STUDENTS

You are Required:

- To follow all policies and procedures set out in this Students Handbook
- To work consistently throughout the year
- To ensure that you do not disrupt the progress other Students in your class
- Provide any equipment and resources directed by your Teacher (generally this will be limited to pens and paper, and may include electronic devices such as laptops or tablets)
- To submit work according to timelines provided by your Teacher
- To submit work that is your own and not copied

STUDENT ATTENDANCE

You are required to comply with the Attendance requirements and Attendance Policy of your Secondary School.

ORIENTATION

Students are provided with an Orientation at their Secondary School.

Secondary School Teachers will cover:

- Introduction to the course and themselves
- provide the necessary course details including information on the:
 - course duration
 - assessment requirements



- structure of the course/training
- facilities and resources required
- attendance and break times (where relevant)
- emergency procedures and OHS / WHS issues

STUDENT RIGHTS AND RESPONSIBILITIES

Students have the right to:

- Be treated equally and with respect by Teachers and other Students
- Learn in a safe environment
- Not be subjected to bullying and harassment
- Be supported in their learning
- Be informed of their progress and results in a timely and professional manner
- Have their personal records and information kept private and confidential
- Be provided with quality training and assessment

Students are responsible for:

- Treating Teachers and Students with respect
- Being punctual and regular in attendance
- Their own learning
- Contributing positively to the class and to group discussions and work
- Respecting other people's cultures and views
- Working safely and ensuring the safety of others and reporting any hazards
- Dressing in an appropriate and inoffensive manner according to the uniform / dress code of the school
- Looking after the facilities, equipment and resources
- Not bully or supporting bullying or harassment of others
- Not attending under the influence of drugs or alcohol
- Not using offensive language
- Not copying or plagiarising work
- Participate in course work set out by your Teacher(s)
- Tell your Teacher(s) when you do not understand the subject matter or know how to perform an assessment task
- Meet attendance requirements.
- Complete all assessment instruments.
- Inform AIET administration of any changes to personal details.
- Adhere to rules and regulations as set-out in the AIET Student Handbook
- Comply with the AIET Terms and Conditions of Enrolment.

Course Support

AIET is dedicated to supporting students throughout their theory and practical studies, and once enrolled, you will receive a welcome email that will outline the support available to you. In addition to support from AIET, you will receive support from your teacher and VET coordinator at your school. They should be the first people whom you contact when you need assistance and support. As well as the support from your teacher and VET coordinator, you will be able to access support via email, phone, and online. Please note that it is your responsibility to contact AIET if you require



support or assistance. The welcome email will also provide you with your account details to ReadCloud. This is for your personal use only.

Barriers to Course Completion

Before you commence your studies, it is important that you identify any potential barriers that might prevent you from successfully completing your course. Some to consider are:

- Access to a computer, Internet, and an active email address
- Computer competency
- For certificate courses, Year 10 or equivalent level of reading, writing, and comprehension
- Access to suitable resources (e.g. video camera) depending on the course you are studying
- Time to complete the assessment items
- Access to a workplace depending on the course you are studying. It is your school's

Support Services

AIET has a dedicated Student Services Department to assist students with their individual learning needs. Our Student Support Officers (SSO) provide support which assists students stay on track. AIET sends students regular assessment reminders to ensure students are well supported throughout their chosen course of study, however vocational students are required to be self-directed and are therefore responsible to contact AIET if when assistance is required such as if they are concerned with an upcoming deadline, or need general support or guidance.

School's VET Coordinator

Your school's VET Coordinator should be your first point of contact for support. They will contact AIET if there is any support with which they cannot help you.

School Teacher

Your assigned VET school teacher is a specialist within the VET course that you have chosen. They can help you with completing your units. Your teacher has extensive experience in the industry and can assist you with your learning needs. They may be able to provide you with one-on-one coaching sessions to assist you when required.

Support Plan

We have a plan to stay in contact with you. Why? Because we care, and we want to make sure you succeed. The purpose of your support plan is to ensure that you are progressing through your course. You will receive a welcome email from our team as soon as your enrolment has been processed. This email contains the details for ReadCloud as well as how you can access specialist student support. If you don't receive the welcome email, we may have incorrect details for you, so please contact us by calling 1800 896 696.



Education Learning Platform

ReadCloud

Students are provided with access to the course resources through the industry leading platform ReadCloud. Students are provided with a unique login so work is protected and only accessed by the individual. ReadCloud facilitates collaboration, social eLearning, new media literacy and adaptive learning. This is the environment where all course materials and assessments are completed and stored. Through ReadCloud's advanced tracking and reporting functionalities, AIET can better monitor your progress and as such determine areas of success and areas where you require assistance.

Teachers and students are organised into virtual classrooms (known as 'clouds' in ReadCloud) and the appropriate content is provisioned into these clouds.

Intellectual Property

During your course you may print copies of your assessments and learning materials to assist you with your studies and building your skills and knowledge. Students are reminded that all assessment products are Intellectual Property of the RTO and as such are not authorised to on-sell or commercialise any product. Legal action will be taken if a student is deemed to have breached this requirement.

Language, Literacy, and Numeracy (LLN)

As an RTO, AIET will ensure that potential students have the required language, literacy, and numeracy (LLN) to undertake the course they are enrolling into. During the enrolment process, you will be required to complete an LLN online assessment, which is based on the Australian Core Skills Framework (ACSF). This tool is designed to assess your current needs in learning, reading, writing, oral communications, and numeracy. The outcome of the LLN will be used for the sole purpose of advising you of services that may assist you in succeeding in your studies and will be monitored by our Education team as you progress through your course.

Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia need to have a unique student identifier (USI). A USI is effectively a reference number made up of numbers and letters that give you access to your USI account.

The USI will stay with you for life and will be recorded with any nationally recognised vocational education and training (VET) course that is undertaken. The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training. If you don't already have a USI, access this website to set one up: <http://www.usi.gov.au>.

Note that you are required to provide your USI before you can graduate from an accredited course with us. If you have any questions, please do not hesitate to contact us.



Our Obligations

AIET has an obligation:

- AIET does not tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability (physical or intellectual).
- Notify students of any changes such as changing ownership or closure.
- Inform students of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds.
- Upon payment of all course fees, provide support, training, and assessment services in the chosen training program, in accord with the Standards for RTO's 2015. This guarantee continues for the period of enrolment to ensure that students have the opportunity to successfully complete the training.
- Inform students if any part of the agreed services, including training and assessment are to be delivered by a third party.
- Issue AQF certification documentation upon request and at the end of your enrolment, whether completed or terminated. Formal qualifications are only issued when all course competencies have been met, assessed and awarded. A statement of Attainment is issued for partially completed courses, where full units of competency have been awarded as competent.
- Abide by our published policies and the information contained within this handbook.

AIET reserves the right to:

- Change the terms and conditions as outlined in the student handbook at any time and without prior notice; changes made affect any and all prospective, current and future students. The latest information is posted herein.
- Cancel an enrolment without notice if, by the enrolment end date, a student has not achieved all course requirements. If some units within the qualification have been completed, a statement of attainment will be issued reflecting the competencies awarded providing that all agreed fees have been paid. No refunds will apply in this instance.
- Cancel an enrolment for reasons outlined in the Code of Conduct and fee requirement policies.
- Collect fees as per the agreed terms and conditions supplied upon enrolment and in accordance with the policies outlined in this document.

Extensions Policy

Students are required to complete their course within the timeframe set for their chosen option. If you need additional time or wish to continue study beyond the end date of your course, you will need to contact your school's VET Coordinator to apply for extension. This must be done prior to your course end date. AIET is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date.



COMPETENCY-BASED ASSESSMENT

Competency-based assessment works hand in hand with competency-based training. As a Student, you should complete classroom-based and workplace-based learning activities which help you to gather the required skills and knowledge that you need to successfully attempt the assessment tasks designed for each unit. You should therefore only attempt the assessment task when you are comfortable that you have the knowledge and skills to successfully complete it.

Competency-based assessment is therefore a process whereby your Trainer works with you to collect evidence to show that you are competent in the unit or module. Your Trainer/Assessor uses benchmarks for assessment that have been set by industry.

Technically speaking, you cannot 'fail' in your assessment. Each task that you do will be assessed by your Trainer as being satisfactory or not satisfactory. If you have been assessed as satisfactory for each assessment task in the unit or module, you will automatically be assessed as competent for that unit or module. If you have been assessed as not satisfactory for a task, you will automatically be assessed as not yet competent for that unit or module.

The good thing about competency-based assessment is that you have the opportunity to re-submit your tasks one or two times (depending on the assessment policy of the RTO and your school) so you are able to turn not satisfactory into satisfactory, and not yet competent into competent. Once you complete a task, your Trainer/Assessor will give you feedback – if your performance is satisfactory, well done!! If your performance is not yet satisfactory, they will tell you what you need to do again to be assessed as satisfactory. You do not need to repeat the entire task again – just the bits that were assessed as not satisfactory. You should negotiate timeframe for re-submission with your Trainer, and not leave it all until the end of the year.

ASSESSMENT

AIET believes in the concept of a fair and equitable assessment system for all Students.

As per the ASQA Standards for RTO's 2015, Teachers must ensure that the following rules are addressed when undertaking assessments:

- **Validity:** The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements. This is achieved by completing the set assessment tasks.
- **Sufficiency:** The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency. This is achieved by completing all of the set assessment tasks.
- **Authenticity:** The assessor is assured that the evidence presented for assessment is the learner's own work. This is confirmed through the requirement that students sign a declaration that the assessment tasks submitted are their own work.
- **Currency:** The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past which is evidenced by dated assessment tasks.

Resubmitting Assessments- If you are marked as Not Satisfactory for an assessment task you will be given an opportunity to resubmit the assessment within a suitable time frame as determined by your Teacher on no more than two occasions. Students' work is assessed on a regular basis and progress towards competency is noted. Students can check their progress at any stage.



At the end of the training program the Trainer/Assessor makes a final determination as to the competency of the Students.

If Students are assessed as Not Yet Competent, comments and feedback are provided to the Students detailing their requirements to achieve competency. A timeline will be negotiated with the Students to achieve competency.

At the end of a training program the Trainer/Assessor transfers the results to our Students management system and a Certificate or Statement of Attainment is produced.

At any stage of the assessment process you can appeal an assessment decision. First, the Students should discuss the nature of the appeal with the Trainer/Assessor. If the Students is not satisfied with the decision, you are encouraged to contact AIET to request an Appeals Form.

AIET is required to keep your assessments for 6 months after your submission has been assessed. When your Trainer assesses you, they will keep your work and store it in a secure location. It will need to be sent to us if requested. After 6 months, your work will be returned to your Trainer or will be securely disposed of.

RESULTS

Students results are held by AIET for a period of 30 years.

Should you require a new copy of your Certificate, you will need to email our administration team admin@aiet.edu.au There is a charge associated with re-issuing Certificates. Please call our office on (03) 9387 2051 for more information.

If AIET is no longer acting in the capacity of a Registered Training Organisation, all Students results will be sent to the ASQA (Australian Skills Quality Authority), and any query regarding the re-issuing of a Certificate should be directed to them.

NOTE: All of your results will be uploaded to the USI Registry at the start of each year, so if you have your USI you can log in to your account and get a copy of your results for yourself.

STUDENTS SATISFACTION SURVEYS

Students Feedback Surveys are conducted at least once per year. The completion of the VET in Schools Learner Questionnaire Form is conducted with the principles of confidentiality and privacy of the individual Students in mind. The outcomes of the survey are intended to provide AIET with information about quality delivery of training and assessments undertaken by the Trainer of the program and are used as part of our Policy of Continuous Improvement and are also reported back to the National Regulator.

AIET ask that you complete this to assist us in continuing to provide support, training and service for our Students. The Feedback Form can be completed anonymously.

AIET will then compile a summary of the feedback and provide it to the Secondary School and Trainer. No names or individuals will be identified in the summary of the feedback.

Students should also be aware that an external party may contact you directly to provide information on your studies with AIET. The National Centre for Vocational Educational Research (NCVER), from time to time, target industries and specific Registered Training Organisations to provide a sample survey on the performance of our Institute.



STUDENT FEEDBACK

AIET is committed to the Continuous Improvement of our Training and Assessment services, and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by AIET. Often these reports will be generated after an opportunity for improvement has been identified by a Secondary School Trainer or Student.

You are encouraged to provide feedback to AIET so we can improve our services in the future. AIET also collects statistical information regularly in order to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of Vocational Education and Training. We value and welcome constructive feedback from our Students regarding educational and service changes that would improve our existing educational and student services provided by the Institute.

To provide management with this feedback for evaluation you will be asked to complete a VET in Schools Student Survey which will be distributed by your Trainer on the completion of your training.

The information you provide in this survey is made available to ASQA which is the Institute's Regulating Body. This is purely a statistical process and your name, or any other personal information is never documented in this process and your views are considered private and confidential in its entirety.

CHILD SAFE CODE OF CONDUCT

AIET is committed to the safety and wellbeing of children and young people. AIET recognises the importance of, and a responsibility for, ensuring our organisation is a safe, supportive and enriching environment which respects and fosters the dignity and self-esteem of children and young people, and enables them to thrive in their learning and development.

The Child Safe Code of Conduct aims to protect children and reduce any opportunities for child abuse or harm to occur. It also assists in understanding how to avoid or better manage risky behaviours and situations. It is intended to complement child protection legislation, Department of Education Policy, AIET Policies and Procedures and professional standards, codes or ethics as these apply to staff and other personnel.

AIET Management will support implementation and monitoring of the Child Safe Code of Conduct, and will plan, implement and monitor arrangements to provide inclusive, safe environments.

AIET Management will also provide information and support to enable the Child Safe Code of Conduct to operate effectively. All Staff and Trainers, of AIET are required to comply with the Child Safe Code of Conduct by observing expectations for appropriate behaviour below. The Child Safe Code of Conduct applies in all training situations, and in the use of digital technology and social media.

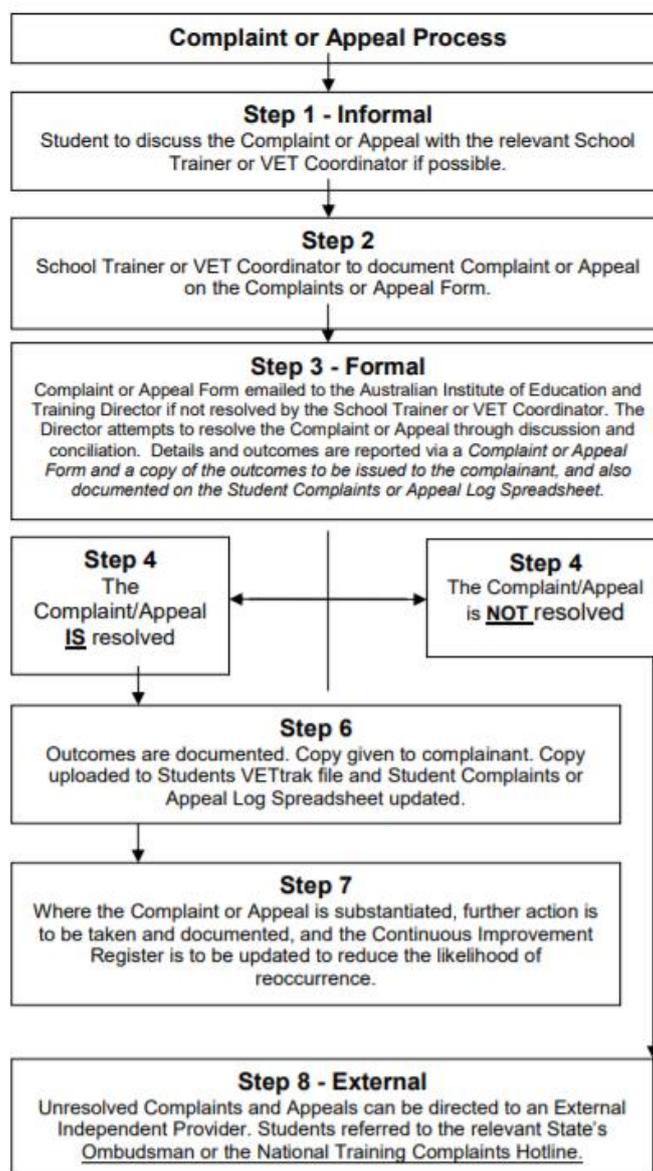
AIET Child Safe Policy and Code of Conduct can be located on our website at <http://www.aiet.edu.au/wp-content/uploads/2019/10/Child-Safety-Policy-v1.1.pdf>



Complaints and Appeals

AIET is committed to providing high quality services at all levels of its operation by providing an effective, efficient, timely, fair, unbiased and confidential complaints and grievances handling procedures which follow the principles of natural justice for all students. This policy and procedure covers both academic and non-academic informal and formal complaints and appeals processes. All complaints and appeals are taken seriously and used as a mechanism to effect continuous improvement with the complainant/appellant kept informed of the progress at all stages.

This policy and procedure does not waive the rights of the complainant/appellant who is protected by Australian Consumer Protection Laws. Outside of this Policy, an individual is within their rights to pursue other legal remedies.



Note: The Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing Complaints/Appeals. ASQA will only consider a Complaint/Appeal which relates to a breach of Legislative or Regulatory Requirements.



The complainant/appellant will be kept informed of the progress at all stages and if after being advised of the final decision, the complainant/appellant is not satisfied with the outcome on genuine grounds, they have the right to appeal that decision internally or externally. All complaints and appeals are responded to in accordance with this policy and procedure to ensure transparency and consistency, and are dealt with promptly, objectively and with sensitivity and confidentially, without cost to the complainant/appellant. Where mediation is required, the associated costs are shared equally between the RTO and the student.

The policy section of this Complaints and Appeals Policy and procedure document is accessible to the public and current and prospective students within the Student Handbook available on the AIET website. The Student Handbook is provided to students by emailed link both before and after enrolment and is accessible at any time via the website or upon request.

Policy Principles

- Students have the right to make a genuine complaint about any parties involved in the delivery of their course including any staff member, student, third parties associated with the RTO, assessment outcome or stakeholder who they believe have acted outside of the RTO policies, procedures or terms and conditions. Vexatious complaints will be rejected.
- When a complaint is made, the student and any involved parties will be informed, and given the opportunity to present their case at each stage of the process.
- The principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process, which respect the right of a complainant or appellant to be heard by an impartial party (a delegated authority who was not involved in the original decision-making process).
- A complainant/appellant shall have access to both the informal and formal stages of this complaints, appeals and grievance procedure at no cost. If no resolution is reached internally, the complainant/appellant has the right to request external mediation (only after all internal resolution mechanisms have been exhausted). The RTO will choose the mediator through 'The Resolution Institute' and nominate a date, time and location of the mediation session which suits all parties. All associated costs for mediation are shared equally by the organisation and the complainant/appellant, with fees due prior to attending the mediation session/s.
- The complainant and any respondent attending mediation has the option of being accompanied/assisted by a third person (such as a family member, friend, counsellor or other professional support person, or a legal practitioner) if they so desire.
- No parties involved will be subjected to discrimination or harassment resulting from raising their grievance, complaint or appeal.
- The Quality Management Department will make all attempts to respond to formal complaints or appeal applications within the time limits set out in this policy.
- At all stages of the process, discussions relating to grievances, complaints and/or appeals will be recorded in writing and/or verbal recordings, with reasons and a full written explanation outlining decisions and actions taken to be provided to the complainant/appellant or authorised respondent throughout the process.
- All communications and records arising from the complaints and appeals process will remain confidential in accordance with this policy; all relevant records are stored on secure company data drives only accessible by authorised staff members for a period of five years. Students have the right to access copies of their records at any time by emailing the Administration Department at admin@aiet.edu.au



- Students are entitled to make a complaint or appeal against decisions made by the RTO, or against any third parties involved in the delivery of their course including:
 - The RTO/s conduct, trainers and assessors, or any other staff or stakeholders
 - Any student or client of the RTO
 - Any third-party providing services on behalf of the RTO
 - The application and enrolment process
 - Marketing information
 - The quality of training and assessment provided
 - Training and assessment related matters including student progress, student support and assessment requirements, assessment outcomes and/or results
 - The way in which someone has been treated
 - The actions of another student
 - Refund assessments
 - Other general decisions made by the organisation

- Students are entitled to access the complaints and grievance procedures regardless of the location of the campus at which the grievance has arisen, the student's place of residence, their mode of study, or the way the student was enrolled.
- This policy does not replace or modify other policies or any other responsibilities that may arise under other policies, statutes, or any other laws. Also, the dispute resolution procedures outlined in this document do not circumscribe an individual's rights to pursue other legal remedies.
- If a student chooses to access this policy and procedure, AIET will maintain the student's enrolment whilst the grievance and appeals process is underway.
- Where the organisation considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant/appellant will be informed in writing, provided with reasons why more than 60 calendar days are required. In this circumstance, the complainant/appellant will receive regular updates on the progress of the matter.

Raising a Grievance

In all initial grievance or complaint matters, students should first attempt to resolve the issue informally by submitting a request (either via phone, using the Complaints & Appeals Application form, or written communication) to the School VET Coordinator in a cooperative and respectful manner.

Grievances should be raised with AIET in writing at admin@aiet.edu.au. The complainant will be asked to supply all available evidence before an investigation proceeds. Third parties may not make complaints, appeals or inquiries on behalf of a student without authority received in writing from the student (third party waiver). The concern will then be attended to either by the relevant faculty or student services representative and escalated to either the Manager VET or CEO as required. This is considered the informal stage.

Decisions made at the informal stage are in accordance with the relevant policies, terms and conditions. Students who are dissatisfied with outcomes which were made in accord with the relevant policies, terms and conditions do not have sufficient grounds to raise a formal complaint or lodge a formal appeal, unless they believe that the decision made at the informal stage was contrary to policy or the terms and conditions, or there is new information or evidence available which was



not previously considered by the decision maker. In this circumstance, the formal complaints or appeals process can be commenced.

In the event the complaint is perceived by staff to be 'high risk' to the organisation or any party, the complaint will be raised to the formal stage immediately for full investigation by the Quality Management Department. All applications for formal complaint should contain a personal statement from the student outlining the relevant timeline of events, a clear statement about the preferred outcome, and all available evidence to substantiate the claim. Complaints about a particular incident should be made within 60 calendar days of the incident or event occurring. All genuine complaints are taken seriously and investigated in full, with complainants advised of the outcome in writing as soon as practicable (generally within 20 business days), and no more than 60 days without cause.

Making an Appeal (academic and non-academic)

Decisions made at the informal stage may be appealed where the appellant believes that the original decision was made contrary to policy, terms and conditions, or there is new evidence or information which has not previously been considered. This is known as the formal stage. Formal appeals must be raised in writing by using the Complaints and Appeals Application form within 21 calendar days from the date of the original decision notification. Appeals received beyond 21 days are rejected.

When lodging a formal appeal, the appellant is required to provide all relevant information or evidence to ensure the efficiency of a full independent investigation. The appellant is advised of the appeal outcome in writing including the reasons for the decision/s and action/s taken as soon as practicable (generally within 20 business days), and no more than 60 days without cause.

Suggested appeal evidence includes:

- Statement detailing the event or issue (informal complaint outcome) being appealed.
- Full timeline of events concerning the issue.
- Details of the measures already undertaken at the informal stage.
- Statement confirming of the desired outcome and reason for appealing the original decision.
- Any relevant information or evidence including third party information which may substantiates the appeal (new evidence or information which was not previously considered at the informal stage).

Formal appeals should be lodged in writing addressed to the Quality Management Department at admin@aiet.edu.au , or by surface mail addressed to the Quality Management Department at PO Box 171 Brunswick West VIC 3055.

Timeframes for Resolution

Complaints and appeals investigations will be finalised as soon as practicable. In cases where the investigation takes longer than the recommended timeframes, complainants/appellants will be notified with reasons for the delay and provided with regular progress updates until completion.

Record Keeping

AIET maintains records of all complaints and appeals and their outcomes within the Student Management System (VETTRAK) and on the Complaints and Appeals Register, stored within secure company data files only accessible by authorised personnel.



Mediation

In cases where the complainant or appellant believes that the result of a formal appeal was made contrary to policy, terms and conditions, or the decision maker was biased in their decision making process, upon request by the student, an independent mediator will be sourced by the Registered Training Organisation (RTO) through 'The Resolution Institute'. The independent mediator will assess all of the available evidence from both parties and make a formal judgement on the matter.

AIET agrees to be bound by the recommendations which arise from the external review of the complaint or appeal. The RTO CEO or Delegated Authority will ensure that any recommendations made are implemented within 30 days of receipt of the recommendation.

Mediation costs will be paid for by the RTO. Requests for mediation assistance are to be made in writing addressed to the RTO CEO or Delegated Authority either by email admin@aiet.edu.au, or by surface mail addressed to the Quality Management Department at PO Box 171 Brunswick West VIC 3055.

External Complaints

Where the complainant or appellant fully engages with the available mechanisms to resolve issues or grievances with the RTO and/or via mediation services, and is still not satisfied that the outcome was made in accordance with the policies, terms and conditions, or considers that the decision was made contrary to the available evidence or information, external complaint avenues are available (note that external organisation investigating complaints seek to ensure that the RTO abided by its policies, terms and conditions in its decision making process):

- National Complaints Hotline
 - 13 38 73
 - skilling@education.gov.au
- Australian Skills Quality Authority (ASQA)
 - Note that ASQA will only use the information provided to inform its regulatory approach and will not generally contact the RTO/s on behalf of the complainant/appellant or act as their advocate.
 - www.asqa.gov.au

Assessment Appeals

Appeals relating to an assessment decision (competent/not yet competent) must be lodged with your Teacher or AIET within 21 days of receiving notification of the assessment outcome. All assessment appeals will be reassessed by an independent trainer and assessor (validation process). If the same outcome is yielded, the original assessment outcome stands, with the results communicated within seven days. If the student believes that the decision was made contrary to policy, terms and conditions, or the relevant training product, and can evidence this, a formal appeal can be lodged with the Quality Management Department for independent review, see complaints and appeals section of this document.



Code of Conduct

The Policy is designed to represent the expectations of AIET and clearly establish behaviour guidelines, complaints procedures, and consequences for inappropriate behaviour. The Student Code of Conduct is designed to uphold the dignity of all staff, all students, and all persons associated with AIET.

The Student Code of Conduct sets out acceptable student behaviour and appropriate disciplinary measures. The underlying purpose of the Student Code of Conduct is to outline for students and staff their rights to work and study in a positive, secure, and orderly environment and show care, courtesy, and respect for the rights of others at all times.

Behaviour

Acceptable behaviour:

- Being courteous, respectful, and well-mannered at all times
- Making responsible and thoughtful choices
- Being truthful, fair, caring, and considerate through actions and behaviours at all times
- Being professional in all dealings with staff and other students
- Participating actively and positively in learning at all times
- Respecting the rights of others to learn in a non-threatening environment
- Completing all assigned assessment tasks to the best of their ability, on time and correctly identified (it is highly recommended that you add full identifiers in the header and footer of your submissions: Surname, date and unit code; for example: PAIL – 010520 – BSBWOR301)
- Being on time for sessions

Unacceptable behaviour:

- Swearing
- Threatening language or tone of voice
- Discriminatory or harassing behaviours
- Plagiarism, collusion, contract cheating, and/or engaging in dishonest behaviour
- Fraud or any breach of the law
- Racial, religious, or sexual slurs towards staff or other students
- Threatening behaviour towards staff or other students
- Abuse, or endangering the health or safety of any person
- Misuse of equipment
- Actions that lead to putting yourself, staff, or other students at risk

Plagiarism, Collusion and Contract Cheating

Plagiarism, collusion and contract cheating constitute breaches of academic integrity and the Student Code of Conduct Policy and are not tolerated under any circumstance.

Plagiarism means the practice of taking someone else's work or ideas and passing them off as your own without appropriately citing or acknowledging the owners of the intellectual property.

Plagiarism may be intentional or unintentional. Intentional plagiarism involves the deliberate act of presenting someone else's work and ideas as if you had written them yourself, while unintentional plagiarism may arise due to confusion over how and when to reference another author or contributor.



The following acts constitute plagiarism unless the source of each quotation or borrowed material is clearly acknowledged or referenced (cited):

- Failing to adequately reference the work of others or sources of information
- Copying part or all of another person's work
- Submitting work that in part, or in its entirety has been copied from written material including electronic materials sourced on the internet

Collusion is the act of collaborating with someone else on an assessment exercise which is intended to be wholly your own work, or the act of assisting someone else to commit plagiarism. When working with others (collaborating) on a joint assessment, you must always acknowledge the work that any other participant has contributed to the project.

Contract Cheating is where a student commissions or seeks to commission another party (paid or unpaid) to produce academic work on their behalf. Contract cheating may occur when a student seeks help with their assessment task through an online company specialising in producing work for a fee, an unauthorised editing service that advertises via social media, or another student or non-student who has offered to help.

Breaches of academic integrity contravene the Student Code of Conduct Policy and are deemed unacceptable behaviours. If a breach of academic integrity is suspected, a full investigation is carried out which may result in an official warning, failure of a subject (Not Yet Competent status), or in severe cases, the cancellation of enrolment. In all breaches of academic integrity, students are notified in writing and have the opportunity to 'show cause' by responding to the allegations in writing.

Access and Equity Policy

AIET's access and equity policy ensures that there is equitable access to all available programs on scope. In no instance will there be discrimination towards any group of individuals in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability, be it physical or intellectual.

Consent to Image Release

AIET may at times take photographs, record videos, and develop various marketing campaigns for use in promotional activities. These images and records remain the property of AIET and will not be sold to any third party. By enrolling in a course with AIET, you are agreeing to allow AIET to use and make reference to any images and recordings in which you have participated. This may include but is not limited to photographs, video recordings, voice recordings, and text extracts.

Working With Children Check (WWCC)

Certain qualifications require students to undertake a Working with Children Check (WWCC) or its equivalent prior to undertaking their workplace demonstration and/or the completion of the course.

WWCC requirements vary between State and Territory. The student is required to inquire about the requirements relevant to the state or Territory in which they reside.

All qualifications which require students to attain a WWCC or equivalent, will be identified to students prior to enrolment. Students are liable for any associated cost with obtaining their Working with Children Check.



In the event the student is issued with a Negative Notice or unable to successfully attain a compliance check, their enrolment will be cancelled effective immediately and they will be withdrawn from the qualification. Furthermore, the student will not be issued with any unit of competency associated with children or special population people. The Student will be eligible for a refund on a pro-rata base taking into account how many units of competency have been accessed, duration of study and support accessed over the length of the enrolment. Student must advise AIET immediately if they have any concerns or questions regarding their Working with Children Check.

ISSUING CERTIFICATES

AIET will only issue a Certificate or Statement of Attainment to you when you have been assessed as meeting the requirements of each unit and qualification you are enrolled in. Your Trainer will provide results to A IET when requested, and these results will be imported into our Students Management System. You will be issued with a Certificate or statement within 30 days of being assessed as meeting the requirements of the course you are enrolled in.

Certificates or Statement of Attainments will only be sent once all of your course fees have been paid on your behalf.

AIET securely retains and stores your assessments for a period of 6 months after you have been assessed for that unit, and A IET maintains records of your results for a period of 30 years.

STUDENT RECORDS

It is a requirement of the Standards Registered Training Organisations (RTO's) 2015 that students can access personal information held by A IET and may request corrections to information that is incorrect or out of date.

You have the right to access your Student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to your Secondary School Vet Coordinator.

COURSE PROGRESS

Your Teacher will mark you off for each unit as you complete the assessment tasks set for that unit. When you are assessed as satisfactory for all tasks in a unit, you will be automatically assessed as Competent for that unit. When you have been assessed as competent for each unit in the qualification, you will be eligible to receive a Certificate for the qualification. If you do not complete all of the units on the qualification you will be issued with a Statement of Attainment.

TRAINING AND ASSESSMENT STRATEGY (TAS)

Your Teacher will follow a Training and Assessment Strategy for the qualification you enrol in. The Training and Assessment Strategy includes things such as the units you need to complete, the methods of assessment, volume of learning (how much class time and out of class time is needed to complete the course), what equipment is needed for each unit, a suggested timeline for the delivery and assessment of each unit, and what reasonable adjustments can be applied to Students that need it.

The Training and Assessment Strategy is contextualised for your local industry and can be modified to your own individual learning requirements. Discuss any specific needs you have with your Teacher.



STRUCTURED WORKPLACE LEARNING (SWL)

Structured Workplace Learning provides you with the opportunity to integrate on-the-job experience with secondary study. It provides:

- enhanced skill development
- practical application of industry knowledge
- assessment of units of competency
- achievement of some learning outcomes Senior Secondary and
- enhanced employment opportunities.

You should ask your Teacher at the start of the year if Structured Workplace Learning is mandatory for the course you have enrolled in. If it is, you should aim to do your Structured Workplace Learning as early as possible in the year rather than leaving it to the last minute.

If SWL is mandatory, you will need to keep a Logbook with the details of the dates when you did your Structured Workplace Learning, and some brief details about what you did. If it is mandatory, you will not be able to complete your course without completing the Structured Workplace Learning component.

Where Structured Workplace Learning is not mandated but the Training Package, it is highly recommended by AIET.

Facilities and Equipment

Your Secondary School is required to provide you with the required facilities and equipment. A representative of AIET will visit your school to conduct an audit to ensure that you are being provided with current and up-to-date facilities and equipment that is required under the qualification Training Package.

Volume of learning (VoL)

The Australian Qualifications Framework (AQF) defines the volume of learning as ‘a dimension of the complexity of a qualification. It is used with the level criteria and qualification type descriptor to determine the depth and breadth of the learning outcomes of a qualification. The volume of learning identifies the notional duration of all activities required for achievement of the learning outcomes specified for a particular AQF qualification type. It is expressed in equivalent full-time years.’

The AQF volume of learning is part of the complexity requirements of a qualification. The AQF provides a guide to the volume of learning which describes how long a learner who does not hold any of the competencies identified in the relevant units of competency would take to develop all the required skills and knowledge.

The AQF specifies the volume of learning in years.

RTOs are required to comply with the AQF in applying the volume of learning to programs and must develop and implement strategies for training and assessment that are consistent with the AQF.

The volume of learning identifies the notional duration of all activities required to achieve the learning outcomes of the course, including all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities.



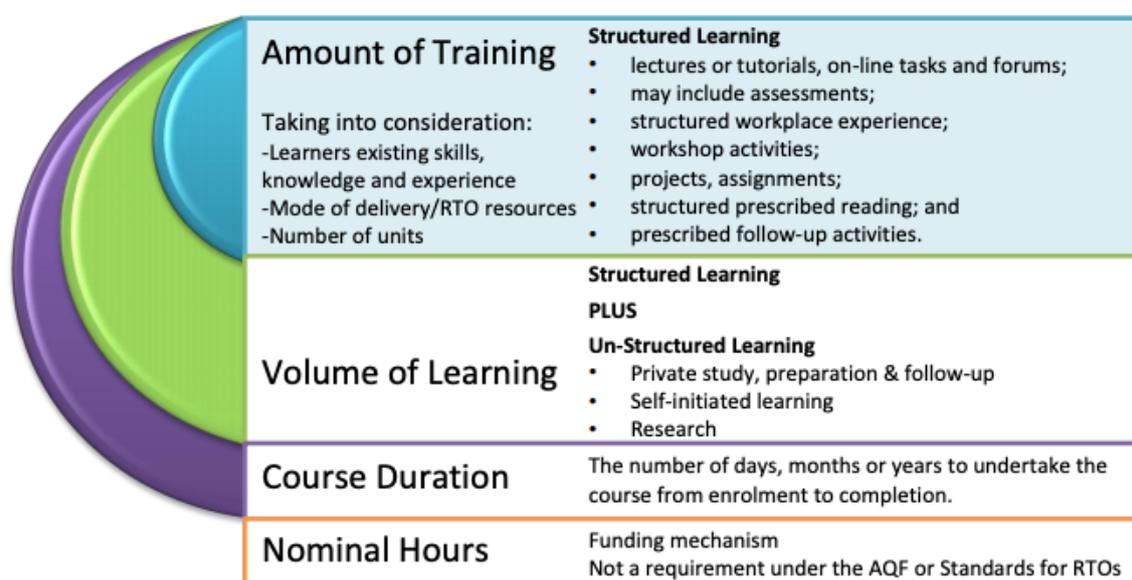
Nominal (supervised) hours represent the supervised structured learning and assessment activity required to sufficiently address the content of each unit (acknowledging that progress can vary between learners). Nominal (supervised) hours are assigned to learning and assessment activities that are delivered via face-to-face, online and/or structured distance education. Unsupervised hours represent activities that contribute to achieving the course outcomes that are not supervised by an RTO trainer or assessor. These may include activities such as non-supervised work experience, field placement, private study and/or assignment work.

'Amount of training' has a different meaning to volume of learning. The amount of training provided by an RTO is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

Conversion of AQF volume of learning to hours

Certificate I	Certificate II	Certificate III	Certificate IV
0.5 – 1 year	0.5 – 1 year	1 – 2 years	0.5 – 2 years
600 – 1200 hours	600 – 1200 hours	1200 – 2400 hours	600 – 2400 hours

Amount of Training, Volume Learning, Course Duration and Nominal Hours Explained



The amount of training comprises the formal learning activities you provide to a learner while the volume of learning includes all activities (formal structured activities plus unstructured, unsupervised activities such as individual study, research, field-placement, non-supervised work experience etc).

Both the amount of training and volume of learning guidelines intend to:

- Ensure the training offered by an RTO is of sufficient duration
- Establish a general guideline on sufficient duration as that which enables a learner to gain the skills and knowledge specified by a particular qualification



JOB OUTLOOK

Job Outlook is an Australian Government initiative to assist students in considering employment opportunities.

AIET recommends students to visit the Job Outlook website, as it can assist you with deciding on your future career, covering around 350 individual occupations. This can be accessed at <http://joboutlook.gov.au/>

STUDENT SUPPORT

We want you to succeed with your training goal. For this reason, we offer a range of complementary services to make sure that you are fully supported along the way.

- **Study support**
 - Do you need support to achieve your study goals?
 - Please contact:
 - Our Training Coordinator
 - Phone: 1800 896 696
 - Student Support Hours: 9:00am – 4:00pm, Mon-Fri.
- **Not satisfied with something?**
 - Do you need to make a complaint?
 - Please contact:
 - Our CEO
 - Phone: 1800 896 696
- **Seeking an assessment decision review?**
 - Need to request a review of an assessment decision?
 - Please contact:
 - Our Manager VET
 - Phone: 1800 896 696
- **Personal support is available**
 - Need support with personal matters?
 - Please contact: one of the support services listed below.

Literacy Support

- The Australian Council for Adult Literacy
 - provides information on current literacy and numeracy projects and services in Australia.
 - www.acal.edu.au
- AMES
 - assists with literacy support and literacy programs.
 - www.ames.net.au
- Cambridge College
 - provides literacy programs.
 - www.cambridgecollege.com.au



- Learning Difficulties Australia
 - Provides information, resources and state services to assist people with all learning difficulties
 - <https://www.ldaustralia.org/>

Translating Services

- The Department of Immigration and Citizenship (DIAC) www.immi.gov.au provides the TIS National interpreting service for people who do not speak English
 - Phone 131-450 to gain access to an interpreter in your own language. (This is a FREE service)
 - <https://www.tisnational.gov.au/>
- VITS is Language Services provider
 - Specialising in Interpreting, Translations, Multilingual and Bi-Cultural services for the legal, medical, corporate, mental health, education and community sectors.
 - www.vits.com.au/

Disabilities

- Health Direct
 - Provides practical health information and advice. Supported by governments of Australia.
 - <https://www.healthdirect.gov.au/>
- Vision Australia
 - Supports people who are blind or have low vision to live the life they choose.
 - www.visionaustralia.org.au
- Deaf Australia Inc.
 - Supports people who are deaf and has resources and services that can be accessed in all states.
 - <http://deafaustralia.org.au>
- The Victorian Deaf Society (Vicdeaf),
 - Is a non-profit organisation and is the primary source of reference, referral, advice and support for deaf adults.
 - They also provide an interpreting service:
 - Vicdeaf Auslan and Interpreting Services (VAIS)
 - Ph: 1300 780 225
 - Email: info@vicdeaf.com.au
- The Australian Disability Clearinghouse on Education and Training (ADCET)
 - Provides information about inclusive teaching and support services for people with disabilities. It provides information and resources to support the work of disability practitioners in the postsecondary education and training sector.
 - www.adcet.edu.au

Centrelink

Provides support to Victorians in a variety of areas, including finding jobs and obtaining funding for a variety of programs including Disabled Australian Apprentice Wage Support Program, Indigenous programs, family assistance, multicultural programs, etc.

<https://www.humanservices.gov.au/customer/dhs/centrelink>



Lifeline Australia

Provides 24hr crisis support such as suicide prevention, domestic and family violence, crisis support and mental health services. Phone 13 11 14.

<http://www.lifeline.org.au>

Kids Helpline

A 24/7 counselling service specifically for children and young people aged 5 to 25 years. Services include counselling, helplines, crisis care, education and training, employment, parenting help, mentoring, social development and life skills.

Phone 1800 551 800

<https://kidshelpline.com.au>

Relationships Australia

Offer services around the country that include counselling, family dispute resolution (mediation) and a range of family and community support and education programs.

Phone 1300 364 277

<https://www.relationships.org.au/>

Legal Aid

In each state and territory, legal aid commissions deliver a wide range of legal assistance services in criminal, family and civil law matters. Some legal assistance is available free-of-charge to everyone, including through free brochures, information sessions or telephone legal advice.

To be eligible for a grant of legal assistance for legal representation, you must satisfy the means and merits tests, and meet the relevant legal aid commission's guidelines.

Select your state or territory for specific legal aid information.

<http://www.australia.gov.au/content/legal-aid>

Women's Legal Services Australia

For women who need legal advice and information or referral irrespective of income or assets.

<http://www.wlsa.org.au/>

Men's Referral Service

This service is for men by men in areas of men who might be using controlling or violent behaviour towards a partner or family member, men who have been victimised by a partner or family member, women seeking information about male family violence, friends, family or colleagues of people who are using or experiencing family violence and Professionals wishing to support a client using or experiencing family violence.

It provides a central point of contact for men who seek help in the above areas.

Phone: 1300 766 491



<http://www.mrs.org.au/>

Indigenous Support Services

Indigenous Support Services provides services and support for Aboriginal and Torres Strait Islander people and organisations in areas such as: Health and Wellbeing, work readiness, business planning, crisis intervention, etc.

www.indigenoussupportservices.com/

Indigenous.gov.au

Connecting Aboriginal and Torres Strait Islander people with government programs, support services, health, education etc. in all areas of Australia.

<http://www.indigenous.gov.au/>

On the Line

Professional counselling and support services include telephone support, real-time online text counselling, video counselling, call back services, social media monitoring and moderated forums. 24/7.

<https://www.ontheline.org.au/>

Beyond Blue

Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Phone 1300 224 636 24hrs/7 days a week

<https://www.beyondblue.org.au/>

The Smith Family

Is a children's charity helping disadvantaged Australian children to get the most out of their education, so they can create better futures for themselves.

www.thesmithfamily.com.au

The Salvation Army

The Salvation Army Australia is an international Christian movement, united by faith and giving hope where it's needed most. We're involved in national issues while also bringing hope to people who may be experiencing hardship or injustice.

<https://www.salvationarmy.org.au/>

Headspace

Headspace provides mental health and wellbeing support, information and services to young people aged 12 to 25 years and their families. Call 1800 650 890, 9am-1am AEST / 7 days a week.

<https://headspace.org.au/eheadspace/>



Version and Revision Log

Version	Date	Unit/Page No.	Revision Description	Developed by	Checked by	Approved by
1.0	18/10/2019	All	Update book	Mark Pullin	Mark Pullin	Nic Mardling

