



# Student Handbook

99 COOK ST, PORT MELBOURNE VIC 3207

<b>Doc. Title</b>	Student Handbook				
<b>Doc. No.</b>	TAA-RTO-0276	<b>Version Date:</b>	01 Jan 2019	<b>Version:</b>	2.0
<b>Doc. Owner</b>	Tom Scash	<b>Doc. Approver</b>	Dannielle Duffy	-	



Welcome to Aakira

Aakira is a privately owned Registered Training Organisation (RTO) delivering quality training within the Vocational Education sector or VET sector delivers nationally recognised qualifications and accredited courses tailored to the rail and construction industries..

You will be undertaking nationally recognised certificates upon successful completion. Our qualifications have been designed with extensive consultation with the rail and construction sectors, to meet the needs of sector.

We work with the rail and construction sector with the aim of improving safety standards throughout, which is achieved by combining industry experience with fresh and innovative training strategies.

With offices in New South Wales, Victoria and Tasmania, our core strength relies upon not only the many years of experience gained from the ground up by our trainers but our constant evaluation of said training, through industry consultation and working closely with rail contractors who are at the forefront of Rail innovative practices.

At Aakira, our training delivery methods, coupled with (in most cases) bespoke course content ensures the participants are engaged throughout the course leading them to put into practice any theory component, leading to increased SAFER productivity for the client.

This booklet will provide information about Aakira, the program structure and your roles and responsibilities over the duration of the program. Aakira and our Trainers and Assessors will be happy to provide you with more information at any time during the program to ensure you successfully complete and meet your learning objectives. They will be there throughout to provide support and guidance.

We look forward to working with you and wish you every success.

Tom Scash

Chief Everything Officer

Company Director

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### Purpose of this handbook

The purpose of this Participant Handbook is to provide participants with information in resolving any questions that they may arise during the course of study. In this handbook participants will find information regarding:

- The structure and operations of Aakira Pty Ltd
- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Participant services and the privacy of your information.

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures please contact our team on 1300 355 900.

Aakira take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

### Participant induction and acknowledgement

Before you complete and sign your enrolment form for a Aakira course, please be sure that you have read through this handbook and understand its contents. If you do not understand something, please contact us on 1300 355 900 to speak to one of the friendly team. By completing, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

This handbook contains the information students need prior to their enrolment and during their enrolment. Aakira reserves the right to alter policies at any time without prior notice. Policies may have only been partially reproduced in this booklet. For a complete overview of AAKIRA policies and procedures, please request a copy by emailing us at [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au).

Not all policies and procedures are listed in this handbook.

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## General Information

### Our Office and Hours

Address: 99 Cook St, Port Melbourne, Victoria, 3027

### Opening Hours

Our office is open between 9.00am and 5.00pm Monday to Friday (except Public Holidays).

We can be contacted on 1300 355 900 (Monday to Friday 9.00am to 5.00pm) or via [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au)

### After Hours Emergencies

In the event of an emergency the Support Officer can be contacted on 0420 430 939.

## Our Training Venues

TAA have the following training venues:

Melbourne	99 Cook St, Port Melbourne VIC 3207
Sydney	9/160 McEvoy St, Alexandria NSW 2015
Launceston	4/34 McKenzie St, Launceston TAS 7250

## Training Delivered Under Our Scope Of Registration

TAA delivers a combination of units of competence and Qualifications and the full scope can be found at [training.gov](http://training.gov)

Students can choose to enrol in whole qualifications or individual units depending on their learning needs and career goals. Please contact our office on 1300 355 900 to discuss with any one of our helpful staff if you or your organisation has specific training needs.

## Accredited Training

Participants who completed accredited training and assessment will be issued with either a Qualification or a Statement of Attainment. Both documents will be clearly identified with the Nationally Recognised Training Logo as you see to the left.

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## Language, Literacy and Numeracy

Depending on the program participants enrol in you may be required to

- Read and interpret textbook information
- Follow written and verbal instructions
- Prepare a range of documents using office equipment
- Present written & verbal information in a range of contexts
- Conduct research
- Communicate and/or work with individuals and groups
- Use a computer at basic skill level

All participants have the option to be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the program. Additionally, some programs will require participants to complete an assessment prior to enrolment. This is usually via interview or through appropriate assessment tasks identified by our trainers. You will be advised of these requirements upon course enquiry. Those who require further assessment will be referred to a qualified expert. Any costs incurred will be the sole responsibility of the participant.

## Training and Assessment Personnel

Aakira have personnel with appropriate qualifications and experience, with up to date knowledge to deliver the training and facilitate the assessments of the identified qualifications and units of competence in this handbook. It is a minimum requirement that all trainers and assessors hold the Certificate IV in Training and Assessment.

Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer.

Aakira trainers and assessors adhere to standards in the National Code of Practice for Assessors and as per the ASQA Standards for Registered Training Organisations.

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## Program Timeframes

<b>Workshop / Classroom Based</b>	Participants will be advised of timetable for the training program prior to commencement. Sessions will be led and directed by an AAKIRA Trainer/Assessor.
<b>Project Model</b>	Participants will complete their learning and assessment through a well-designed project and the timeframe will depend on the course, the attendance hours, and work to be completed outside the training session/s.
<b>Self-Paced</b>	Timeframes for this method of delivery will be negotiated with your trainer/assessor and will be negotiated on the basis of qualification requirements and individual characteristics of the participant (previous experience, availability, learning requirements).
<b>Traineeships</b>	These are a contractual agreement that may be for full-time employees meaning their training is completed in 12 months, or for part-time employees meaning their training is completed in 24 months.
<b>Site Specific</b>	Your employer will advise of program, as we contextualise our program design, delivery, assessment and scheduling to meet workplace requirements.

## ATTENDANCE AND PARTICIPATION

Upon enquiry and/or enrolment, participants will be advised of the timetable specific to their program – including classes, workshops and assessments. It is expected that participants will attend all agreed sessions. Non-attendance will require participants to complete work in their own time to ‘catch up’. Depending on the availability of trainers and/or assessors, this may be with or without support.

Obviously, circumstances will vary on an individual basis. Students are to contact the office as soon as possible to advise of non-attendance.

Rescheduling or extension of time is available (not guaranteed) for participants to complete their training – with a written letter and relevant documentation (for example doctor’s certificate) detailing grounds for your application.

Courses that are NOT ACCREDITED will be clearly identified and participants will be issued with a Statement of Participation.

## LEARNING RESOURCES

Different programs delivered will have different resourcing requirements. For most qualifications resources have been costed into the overall course pricing, however, for others there is the option to purchase or hire the textbooks. Additionally, Aakira will advise the participant of any resources or equipment they are required to provide or bring to the training. The details relevant to the training you have selected will be specified **prior to enrolment**.

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## DELIVERY FOR THE ACHIEVEMENT OF COMPETENCE

Competency may be achieved:

- in the industry workplace via workshops and project based learning and assessment
- formal training sessions [workshop based, online]
- self-paced options [Assessment only, RPL, creation or collection of a portfolio of evidence]
- combination of formal and self-based delivery
- work experience including working in a voluntary capacity
- participants may apply for personal coaching if required

## ADDITIONAL TUTORING / COACHING / MENTORING

Additional client support services are available to individual participants. A participant requiring additional client support, beyond what is available within the delivery program (and trainer/assessor timetables) should [contact AAKIRA](#) as soon as possible, and are advised that additional fees may apply.

Additional support services available include:

- additional tutoring/coaching/mentoring is provided. This may be phone or email.
- access to subject matter experts for additional discussion of course content
- extra assistance in project preparation
- provision of specialist accessible format materials, subject to appropriate notice

Participants are encouraged to speak with their trainer as soon as they identify they are having difficulties, rather than wait for assessment. You can approach your trainer and speak with them directly or contact them via telephone or email to discuss your options.

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## ASSESSMENT METHODOLOGIES

**The objective is for the participant to prove they have achieved competency** against the specifications of the unit of competence and to the standards expected in the industry and/or the workplace. Participants **may** be assessed by one or more of the following methods:

<b>Observation</b>	the completion of a specified task or set of procedure/s, normally performed under close supervision, using a detailed checklist.
<b>Oral Questioning</b>	a verbal response is provided by the participant to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
<b>Logbook / Training Record Book</b>	This document is completed by the participant, and will require sign off by their supervisor and/or AAKIRA assessor. It may record information relating to their tasks completed on the job and what they have learnt
<b>Case Study</b>	An opportunity to display problem solving and decision-making skills is provided in a simulated context
<b>Multiple Choice</b>	a question or incomplete statement followed by several options [usually 4 – 5] from which the participant selects the appropriate answer/s
<b>Written Short Answer</b>	a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph
<b>Project</b>	an exercise or investigation based on a real-life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report
<b>Third Party Reporting</b>	a third-party report is a document that AAKIRA will provide you with, and needs to be signed off by an appropriately qualified, designated officer from within the workplace of the individual
<b>Portfolio of Evidence</b>	a collection of evidence from the individual's experience and/or workplace to prove the demonstration of the performance criteria, elements, required skills and required knowledge.
<b>Online</b>	Tasks, projects, case studies and questioning delivered through the online platform Moodle or Axcelerate, and supported by the submission of evidence through the platform or electronic formats.

Assessment methodologies will be discussed before or at the commencement of training with the participant and/or the employer. Additionally, Aakira may provide these details through printed materials prior to enrolment. Participants should advise their trainer/assessor of any concerns (e.g. medical, learning, physical, time constraints) relating to the assessment process. Assessments are conducted in conjunction with the procedures and policies of Aakira, and are validated to ensure compliance with the Principles of Assessment and Rules of Evidence.

## ASSESSMENT OF NOT YET COMPETENT

Your Trainer and/or Assessor will provide constructive feedback on what is required to achieve an assessment of competence. This may involve reassessment using similar processes, reassessment utilising an alternate assessment process or the development of an action plan to support progression towards competence. Up to a further 3 months may be granted to complete the program, with a reassessment process and date specified. It is essential to speak with your Trainer and/or Assessor for details and/or clarification.

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## NON-COMPLETION

If it is identified that a participant is unable to successfully complete the program, by AAKIRA staff, the participant will be provided with:

- Clear explanation
- Copies of all completed learning materials
- Copies of all assessments
- Transcript of competency footprint
- Recommendations and referral options if available and relevant

If an individual identifies they are not able to complete training they can apply for deferment as detailed below, or should advise their trainer in writing of their inability to complete.

Aakira will follow up with participants who have outstanding evidence/assessment requirements or reassessments for completion.

## PROGRAM DEFERMENT

Students must apply in writing for deferments, to the Director, under the following circumstances for up to 12 months:

- medical grounds (doctor's certificate required)
- special compassionate grounds
- problems associated with employment, *or*
- other special unforeseen circumstances

Applications will be responded to within 7 days, in writing.

## RECOGNITION OF PRIOR LEARNING (RPL)

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

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

Aakira advise all applicants of RPL opportunities and procedures on initial enquiry. Applicants who consider that they have completed appropriate training, or have through prior learning and experience, gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim. The assessment will be professionally conducted and will be valid, reliable, flexible and fair. Evidence for credit of prior learning may include:

- |  |                                       |
|--|---------------------------------------|
| ▪ Evidence of current competence                         | ▪ Interview                           |
| ▪ Performance, demonstration, or skills test             | ▪ Case studies                        |
| ▪ Portfolio, logbook, task book, projects or assignments | ▪ Third party reports                 |
| ▪ Written presentation                                   | ▪ Completed assessment only workbooks |

RPL is available for most units. The training package components set the RPL benchmarks. Participants may make an application on request.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. Further assessment required may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the participant and may consist of interview, written assignment, exam, or another method. Assessment must be conducted by a qualified assessor.

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A standard fee per unit/course will be charged for the RPL assessment. Successful participants are notified promptly of the RPL outcome. The Assessor advises unsuccessful participants of reasons for non-recognition and steps they can take by submitting more evidence, and failing that the appeal mechanisms.

**NB: ANY DOCUMENTATION SUBMITTED FOR RPL WILL NOT BE RETURNED TO THE APPLICANT, PLEASE ENSURE THAT YOU SEND COPIES AND NOT ORIGINALS.**

**MUTUAL RECOGNITION POLICY / CREDIT TRANSFER**

AAKIRA recognise Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation throughout Australia on **verification**.

**FEES**

Fees are clearly stated on the Aakira Price List available on the website and in office. Payments and Refund Policy is attached to the back of this handbook for your reference.

- Fees will be clearly detailed on each invoice.
- Fees may be paid by credit card, direct deposit and/or cash on commencement of training – within the Australian Skills Quality Authority Framework guidelines and the Payment and Refund Policy.
- AAKIRA will manage fees in accordance with the Australian Skills Quality Authority Framework.
- **No** GST is charged for ANY TRAINING.
- Administration costs are included in the fee, except when relating to refunds in some circumstances.
- AAKIRA personnel travel and accommodation is included in the fee unless otherwise negotiated.
- There are no hidden fees.
- Information relating to WITHDRAWAL, CANCELLATION and REFUNDS is included in the attached Payment and Refunds Policy.
- AAKIRA charges reissuing fees for nationally recognised training completed – after participants have been issued with their first original copies. This costing is detailed on AAKIRA Pricing List.
- AAKIRA have engaged a debt collection agency {Marshall Freeman} for the collection of unpaid debts once accounts reach 60 days unless otherwise negotiated with the Director.

**APPEALS POLICY AND PROCEDURE**

AAKIRA seek to prevent appeals by ensuring that participants are satisfied with their training product and its outcomes. AAKIRA personnel are expected to be fair, courteous and helpful in all dealings with candidates.

Any complaint about any training and/or assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of the assessment and/or course completion. All records of any appeals are kept on the individual’s file in line with retention specifications detailed by the VET regulator.

**COMPLAINTS AND APPEALS POLICY**

- Lodge the Complaints and Appeals Form with any AAKIRA Officer (preferably the Director, however, the choice is your’s) or via email to *bookings@trainingahead.com.au*.
- Notify trainer in writing outlining complaint within 5 days of an incident occurring or 21 days after assessment or last day of participation.
- Director will communicate with the involved/reporting parties throughout the process and will commit to resolving within 21 days.
- According to the Standards for Registered Training Organisations (RTOs) 2015 the participant **must** be regularly notified in writing up to 60 days after lodgement, including justification for the time taken to address/resolve.
- All parties identified in an appeal, incident or complaint will be given an opportunity to have their version of events heard by the Director.

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## ISSUING AQF CERTIFICATE DOCUMENTATION

- Qualifications, Certificates, and Statement/s of Attainment will be issued within 30 calendar days of successful completion of the program and payment has been made in full.
- All AAKIRA documents meet the AQF Qualifications Issuance Policy for the VET sector.
- Qualifications will meet the requirements of the training package/product and legislation.
- AAKIRA will hold the qualification until all fees have been paid.
- AAKIRA will only issue the original qualification to the participant.
- AAKIRA does not issue any copies of qualifications at time of issuance.
- As negotiated, and permission signed on enrolment, electronic copies of qualifications may be issued to the employer (and in some instances Job Network Provider).
- AAKIRA will retain records of AQF certification documentation issued for a period of 30 years.

## REISSUANCE OF QUALIFICATION/S

Applicants will be required to complete an Application Form, and provide photographic identification. This may take up to 2 weeks from completion of your application.

**AAKIRA does not reissue superseded qualifications. AAKIRA will verify if the student has completed the superseded qualification only.** Please protect your qualification.

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## PARTICIPANT SUPPORT SERVICES

If you have special learning or other needs e.g. dietary, cultural, you should in the first instance discuss them with your trainer.

AAKIRA are concerned with the welfare and comfort of our participants. Our trainers are required to respond to, and attempt to, alleviate any signs of distress or discomfort. If you are suffering discomfort or distress bring it to the trainer's attention. If the trainer is unable to assist he/she will refer you to the relevant expert.

If you feel you are at risk of, and/or suffering a medical emergency, advise the trainer immediately who will take the appropriate action. AAKIRA staff **WILL** call an ambulance if they feel you are at risk, and then contact your emergency contact listed on your enrolment form.

If you believe that your needs are not being met, we invite you to contact us for a confidential discussion.

The AAKIRA Student Study Guide is available to all students to assist them manage their training commitments.

## ACCESS AND EQUITY POLICY

AAKIRA will meet the needs of all individuals through the integration of access and equity guidelines. AAKIRA ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Access and equity issues are considered during training package/product development and in training delivery and assessment. This policy applies to the staff and course participants of AAKIRA.

## DISCRIMINATION AND HARASSMENT POLICY

Discrimination and harassment can be physical, verbal or written. Discrimination and harassment applies to any relationship between employee, employer or contractor. It also applies to other employees, peers and subordinates. If for any reason you believe you are a victim of discrimination or harassment it is important that you **report to your trainer, or if preferred, the Manager**.

A report of the facts will be made in complete confidence. If it has been established that an offence has been committed it may result in the immediate removal of the offender and possible police action.

Discrimination and harassment in the workplace can take many forms. It is an offence to discriminate or harass any individual on the basis of:

- **Age** – being regarded as too young or too old
- **Breastfeeding** - being asked not to feed, or to use other facilities to breast or bottle feed
- **Family responsibility** – having a caring role
- **Family status** – being a relative of a particular person or having the status of being a particular relative
- **Gender history** – having reassigned gender as certified under the Gender Reassignment Act 2000
- **Impairment** – having a physical, intellectual or mental disability that is current, past or imputed
- **Marital status** – being single, married, a de facto partner, separated, divorced or widowed
- **Political conviction** – including a lack of conviction
- **Pregnancy** – being pregnant, having a characteristic associated with pregnancy or generally imputed to persons who are pregnant.
- **Race** – including colour, ethnicity or national origin or descent
- **Racial harassment** – including offensive or insulting comments or other behaviour about a person's colour, ethnic background or origin
- **Religious conviction** – including a lack of conviction
- **Sex** – being a man or woman
- **Sexual harassment** – including unwelcome requests for sexual favours, touching and comments about a person's private relationships
- **Sexual orientation** – including heterosexuality, homosexuality, lesbianism, bisexuality or assumed sexual orientation.
- **Spent conviction** - the Commission can investigate discrimination on the ground of spent convictions under the *Spent Convictions Act 1988*.

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## SMOKING, ALCOHOL AND PRESCRIBED DRUGS POLICY

Most workplaces are now non-smoking environments. Smoking in any form is strictly prohibited on the premises. Smokers will be asked to take any cigarette breaks outside the building in a designated area. This policy is to protect the health of all people.

It is a requirement of AAKIRA that alcohol is not to be consumed during the program and you do not present for training under the influence of alcohol. Alcohol may seriously affect an employee's performance.

Prescribed drug/s and their dosage is the sole responsibility of the individual. No AAKIRA staff will provide any kind of health support medication such as over the counter medications.

The use of any banned substances within the training environment is strictly prohibited. We enforce a strict drug free environment at all times. The use of drugs can create unnecessary risks and creates a threat to fellow trainees.

AAKIRA have the right to eject participants from training who have not complied with these requirements.

## DRESS STANDARDS

- Depending on the business and industry, PPE may apply.
- Smart casual clothing is required as a minimum. It is the candidate's responsibility to maintain clean appropriate clothing to suit the environment. Appropriate footwear is to be worn at all times.
- PPE may be required for some training venues particularly if onsite. Discuss this with your trainer and/or employer.
- Personal hygiene is generally expected of all participants regardless of what industry they are in.

## OCCUPATIONAL HEALTH AND SAFETY POLICY

- AAKIRA aim is at all times to protect the health and safety of all persons within the training environment throughout its operations.
- All persons are asked to contact the Manager directly if there are any complaints or concerns relating to OHS.
- AAKIRA training/assessment is conducted in the client's workplace or an approved training facility.
- At the beginning of each program the facilitator will advise participants of the OHS requirements as per site venue regulations.
- Trainer/supervisors will complete risk assessment of training facility and facility resources prior, during and after each program.
- AAKIRA will seek advice from employers and/or supervisors while conducting training/assessing at their venue.
- AAKIRA trainer/assessor is responsible for the reporting of any incident that occurred during the provision of services regardless of the venue of delivery.

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## ENROLMENT PROCEDURE

- Participants will be recruited responsibly and ethically at all times and recruitment will be consistent with training package/product requirements. AAKIRA are committed to non-discrimination in any form when recruiting and selecting and at all times complies with equal opportunity and anti-discrimination legislation.
- Complete the enrolment form making sure to read and sign the declaration/s.
  - ✓ Participants wanting to enrol under a funded model will be required to meet the eligibility assessment of the Government as specified by the funding program policy documents.
  - ✓ AAKIRA will complete the eligibility assessment using the government platform.
- Confirmation of identification must also be supplied.
  - ✓ Additional documentation may be required to meet funding eligibility requirements. This will be specified on the actual application form.
- Return to all documentation to AAKIRA.
- AAKIRA will contact you to organise pre-course interview, supply materials and training dates, etc.

## REFUSAL OR CANCELLATION OF ENROLMENT

AAKIRA may refuse or cancel enrolment at its discretion. Some reasons include but are not limited to:

- Failure to fulfil reasonable assessment requirements
- Not being responsible for own assessments
- Misconduct as deemed by the assessor
- Endangering the life of other/s or self
- Visa cancellation
- Fraudulent application
- Falsification of documents
- Medical condition/s
- Non-compliance with safety directions
- Other reasons as deemed by AAKIRA Director

Where this is deemed necessary by AAKIRA, the individual involved will receive written communication explaining why the action had been taken. A mediation session may be conducted as required and deemed appropriate by the DIRECTOR – each situation being actioned based on the factors of the individual situation.

Misconduct may include:

- wilfully obstructing or disrupting any activity in the workplace and/or training venue
- not abiding by any regulation or rule of the organisation/business where training is taking place
- wilfully carrying out behaviour that may be detrimental to the health and safety of themselves, other students or staff
- any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- wilfully damaging or wrongfully dealing with any AAKIRA and/or client's property
- assaulting or attempting to assault any person within the training program
- drunken and/or disorderly behaviour and/or under the influence of prohibited drugs and/or substances during the program
- cheating and plagiarism
- making a false representation as to a matter affecting student status, or possession of prohibited or dangerous articles.

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## TRAINER WITHDRAWAL FROM A PROGRAM

If a trainer is forced to withdraw from a program for any reason [health, family, emergency] and there is no other trainer available, the participant/s will be refunded all fees paid and be issued with a Statement of Attainment for any units completed and given all assessment records to date. If acceptable to participants and the workplace, other training alternatives and schedules may be negotiated instead of a refund to complete the training agreement.

## CONFIDENTIALITY

AAKIRA and its employees comply with the relevant Legislation. Information collected on participants is only used for the purpose of delivery of our services.

## USE AND DISCLOSURE OF PERSONAL INFORMATION

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

- providing the training services
- informing participants about additional or upcoming courses available
- Gathering feedback from participants regarding training for AAKIRA market analysis and course development.

AAKIRA will not disclose sensitive personal information to other third parties without written permission or instruction from the participant unless required by Law to do so. If you wish to authorise a third party to access your records please contact the Director.

## INFORMATION ABOUT PARTICIPANTS FROM A THIRD PARTY

AAKIRA may need to source or verify information about participants from a third party (work related). Wherever possible this will be done with the participant's authorisation, or where this is not possible, AAKIRA will attempt to inform the participant when such information is collected.

## RECEIVING MARKETING INFORMATION

With participant's consent, AAKIRA may provide them with information from time to time about new programs available to them. Participant's consent to this will be implied unless they notify AAKIRA that they do not wish to receive this information. You may do this by advising the Director that you do not wish to receive marketing information.

## SECURITY OF PERSONAL INFORMATION

In line with new technology, AAKIRA continually improves the security of personal information collected. AAKIRA take all reasonable steps to protect the personal information of participants by:

- securing all files with personal information in locked metal cabinets and in the Student Information Management System
- only providing 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 system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

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## RIGHTS TO ACCESS INFORMATION

Under the Privacy Act, participants have the right to access personal information held about them. If the information is incorrect, they have the right to request AAKIRA amend the information. To access this information participants are required to contact the Director in writing. The Director must verify the candidate's identity through either presentation of appropriate identification or answering a series of specific targeted questions. These questions are:

- Full Name
- Participant Number
- Date of Birth
- Address
- Phone Number

There may then be a waiting period of up to 21 days before access can be granted. The Director is responsible for the processing of all requests for participant information from participants. The Director may also, if deemed necessary, further ensure the candidate's identification through a signature comparison with their enrolment form.

The Director is to notify the participant when access is available. Details kept at Director's discretion.

## AUTHORISED THIRD PARTIES

Participants may nominate third parties they wish to access their records. This process is monitored by the Director who ensures the security details for the third party obtained.

Personnel who receive a request for information from a person claiming to be authorised must verify this authorisation and any related conditions.

## LEGISLATIVE REQUIREMENTS

- AAKIRA is committed to high standards in the provision of training and/or assessment.
- AAKIRA complies with all legislative requirements of State and Federal Government
- AAKIRA is also required to comply with the Standards for Registered Training Organisation (RTOs) 2015, Australian Skills Quality Authority regulations/direction, and the Australian Qualifications Framework.

## QUALITY MANAGEMENT FOCUS

AAKIRA has a commitment to best practice and quality service provision, with a focus on a continuous improvement. AAKIRA values feedback from candidates, tutors, and industry representatives. Where possible, AAKIRA utilises this information for continuous improvement. Feedback is gathered throughout training and through formal processes such as the Quality Indicator Survey you will receive following the issuing of your qualification.

## MARKETING AND ADVERTISING POLICY

AAKIRA markets training services with integrity, accuracy and professionalism, without vague and ambiguous statements. When providing information, no false or misleading comparisons are made with other Training Providers. AAKIRA's marketing strategies will not contravene legislation.

## FURTHER ENQUIRIES

This Participant Handbook has endeavoured to give you the necessary information to make an informed decision on enrolment. If you require further clarification of the information herein please direct your enquiries to 1300 355 900 or [bookings@trainingahead.com.au](mailto:bookings@trainingahead.com.au)

## REFUND POLICY

Refund policy can be found on the website or a copy received from the office.

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