



STUDENT INFORMATION

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Background

Automotive Academy is a specialised provider of training in the automotive collision repair industry.

Automotive Academy will adopt policies and management practices which provide the highest professional standards in the marketing and delivery of vocational education and training services, and which safeguard the interests and welfare of trainees

The policies and management practices will ensure Automotive Academy complies with the *VET Quality Framework*, the *National Vocational Education and Training Regulation Act 2011* and the *Vocational Education, Training and Employment ACT 2000*.

This handbook outlines the RTO's roles and responsibilities in the provision of training and the support services that the RTO will provide to assist learners in the successful completion of the training programs.

The handbook also outlines the learners responsibilities in the participation of training.

All students are encouraged to discuss any item in this manual with their trainer/assessor and/or the Director, Mr Lori Lorenz.

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Code of Practice

Preamble

As a Registered Training Organisation, Automotive Academy has agreed to operate within the Essential Conditions and Standards for Registration of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations

Legislative Requirements

Automotive Academy will meet all legislative requirements of State and Federal Government. Legislation which has been identified as being applicable to this organisation and the training it delivers is:

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- National Vocational Education and Training Regulator Act 2011
- Vocational Educational, Training and Employment Act 2000
- Anti-Discrimination Act 1991
- Privacy Act 1988
- Right to Information Act 2009
- Copyright Act 1968

Access and Equity:

Automotive Academy, is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognise the rights of students / clients and provide information, advice and support that is consistent with our Core Business Values and this Code of Practice.

All learners will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that students selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Harassment / Discrimination:

Regardless of cultural background, gender, sexuality, disability or age our students / clients have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while studying with us.

Automotive Academy, in accordance with the *Anti-Discrimination Act 1991*, provides a work environment free from discrimination, harassment, victimisation and bullying. Any grievances relating to the above and proven to be true will result in disciplinary action being taken.

Quality Management Focus:

Automotive Academy has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from learners, staff and employers for incorporation into future programs.

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Client Service:

Automotive Academy has sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with AQF guidelines. Our quality focus includes; Recognition of Prior Learning, a fair and equitable Refund Policy, a Complaints and Appeal Procedure, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeric support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our employer and student information advice will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

Automotive Academy has agreed to participate in external monitoring and audit processes required by the National VET Regulator. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration:

Automotive Academy has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisations sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. Automotive Academy has adequate insurance policies.

Marketing and Advertising:

Automotive Academy markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards:

Automotive Academy has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of the learner.

Sanctions:

Automotive Academy will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

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Policies

Privacy:

Collecting your general personal information is essential to be able to conduct vocational training and assessment. Automotive Academy collects your personal information by means of the Enrolment Form. These are requirements that enable Automotive Academy to conduct their everyday business. Automotive Academy only collects sensitive information as required by the State and Federal Government Training and Employment departments.

We use the information collected only for the services we provide. No staff or client information is shared with another organisation. We will ensure that, except where required by law, personal information about a client is not disclosed to a third party without the written consent of the client. Commonwealth Privacy Act 1988.

Note: Personal information is any information that would allow a person to be identified. For example, personal information includes an individual's name, age and physical characteristics.

Freedom of Information

All students will have access to their own personal records retained by Automotive Academy under the *Right to Information Act 2009* by sending a written request to the Director of Automotive Academy.

If, at any time any student / client feel that we are not abiding by our Code of Practice then they are encouraged to report their complaints or grievance to the supervisor / trainer or equity officer, or complete our complaints and grievance form.

Disciplinary policy

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) who displays dysfunctional or disruptive behaviour may be ask to leave the session and / or the course.

Dysfunctional behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants
- anti-discriminatory behaviour such as harassment and bullying
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participant when required in group activities
- continued absence at required times
- wilfully disobeys a lawful request of the employer/RTO
- class attendance whilst under the influence of alcohol or any non-prescriptive drugs.

The action taken will depend on the trainee's history and the seriousness of the alleged offence/s. Any person subject to disciplinary procedures has the right of appeal, in writing to the Director of Automotive Academy who will carry out an appropriate investigation and respond within 14 days.

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Literacy and numeracy Policy

Every endeavour is made to enhance effective participation by all adults in training and assessing, in the workplace, by providing access to language, literacy and numeracy programs and services.

Support may be provided in any of, or a combination of, the following formats:

- Oral assessments
- Variation in training delivery
- Additional training (tutorials)
- Referrals to a learning support organisation. Further details provided on request.
- IT support through emails etc.

If you believe you require assistance with your training program please provide details on the enrolment form or speak to your trainer/assessor prior to enrolment or during the training.

Occupational health and safety policy

Automotive Academy accepts its legal and moral obligation as required under the *Work Health and Safety Act 2011* and is committed to ensuring the health and safety of all persons who may be affected by its operations and activities.

Students also have obligations under the *Work Health and Safety Act 2011* whilst participating in training. These obligations will be outlined at the commencement of the training. Training on specific industry hazards is incorporated in the training program.

Refund and cancellation policy

Should Automotive Academy cancel a course or program, enrolled participants will be entitled to a full refund of fees paid. Alternatively the participant may elect to have their fee credited to a future course or program.

Refund schedule

Refund schedule	Refund
Due to ill health (medical certificate must be provided)	100%
30 days prior to commencement of course	100%
7 days prior to commencement of course	50%
1 day prior to commencement of course	20%

Withdrawal after course or program commencement:

Participants who withdraw from the course for reasons other than ill health will not receive a refund of the course fees paid.

If a participant commences a course but withdraws part way through the course due to ill health or bereavement the person will be permitted to come back within 60 days and complete the training. If the person is unable to return to complete the training then a refund based on the percentage of the course not completed will be given.

Transfers to other training courses

Transfers will be accepted up to 7 days prior to the course commencement. Transfers within courses will only be accommodated within 90 days from the commencement of the original enrolment, after which all fees paid will be forfeited.

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Procedures

Enrolment and selection:

Enrolment can be made by completing the enrolment form and mailing or faxing the completed form to our administration office.

Enrolment of participants will be conducted at all times in an ethical and responsible manner and consistent with the requirements of our learning & assessment strategies and the training package/accredited course. The selection of participants will comply with our Access and Equity Policy.

Automotive Academy will ensure that appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's previous qualifications and experience. For further information on enrolment please contact our administration.

Support services:

Students are offered the following support services to assist in successful completion of training:

- RPL assessment;
- options in learning;
- one on one tutoring;
- pre-course interviews;
- training needs analysis;
- information on our web site.

Welfare and guidance services:

We will endeavour to provide welfare and guidance to all students / clients. This includes:

- Occupational Health and Safety;
- review of payment schedules when requested
- learning pathways and possible RPL & RCC opportunities;
- provision for special learning needs; provision for special cultural and religious needs

Counselling services:

If a student has a problem with any unit, they should feel free to discuss their concerns with their trainer/assessor who may refer them to the Director. If the support needs extend to a need for counselling the student will be referred to an appropriate external support agency.

Complaints:

Automotive Academy has a procedure for handling complaints should they arise.

If participants have a complaint with any aspects of their training, they are encouraged to speak immediately with the trainer or the course manager to resolve the issue.

If the participant is not satisfied that the issue has been resolved, he/she may wish to write a letter to the director/principal, setting out in detail the issues of concern. For full details of our complaints procedure please contact our administration or access the complaints procedure on our website.

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Academic Appeals:

Automotive Academy has a procedure for handling appeals regarding decisions made by Automotive Academy should they arise. An appeal must be lodged within twenty (20) working days of the client being notified of a decision made by Automotive Academy or in the case of academic appeals, within twenty (20) working days of the completion of the assessment. Only in special circumstances will incidents reported outside of this time frame be investigated. The trainee should first approach the assessor if they wish to appeal an assessment decision. If the matter is not resolved to the satisfaction of the participant there is an option for further review by the director and an independent panel. For full details of our on the appeals procedure please contact our administration or access the appeals procedure on our website.

Competency based training:

Competency Based Training (CBT) was introduced into Australia as part of the Federal Government Industry Restructuring Program. CBT looks at the skills and knowledge that a person needs to do a job. Assessment criteria are defined for each unit of competency. The assessment criteria, describes the performance criteria to be applied and the associated skills and underpinning theory knowledge requirement.

Flexible learning:

Automotive Academy will provide flexible training delivery to meet the needs of our clients.

Assessment under Competency based training:

Assessment under CBT is criteria based where a predetermined standard has to be achieved. The learner's performance is compared to the standard rather than against a predetermined percentage pass mark or other learner's results. This means that the system of measuring results by marks or percentages is no longer relevant. A learner is assessed as either **competent** or **not yet competent**.

RPL (Recognition of Prior Learning):

All students have the right to apply for recognition of prior learning if they believe they have previously undertaken relevant learning through structured or unstructured training, work experience or some other means.

Recognition of Prior Learning is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

A guide to the process of recognition of prior learning (RPL):

Recognition of prior learning is a process whereby skills can be recognised. These skills may have been obtained in a number of ways, viz.

- Relevant prior learning
- Competencies acquired through previous work
- Life experiences
- Training and/or educational experiences

Through the process of RPL, people can obtain formal qualifications and recognition. These qualifications are nationally recognised under the Australian Qualifications Framework (AQF). RPL may be granted only for a complete course or full unit of competency. It will not be granted for part of a unit of competency.

Any RPL granted will be based on the gathering of valid, sufficient, accurate, consistent and authentic evidence against the defined assessment criteria of the Unit of Competency.

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RPL Assessment procedure:

There are a number of ways RPL can be assessed. Essentially, the same assessment applies for RPL as that for a student enrolled in and attending a unit of competency at a provider. The methods of assessment are varied and will be determined after the person seeking RPL has enrolled. The methods of assessment may include, but not limited to: -

- Written or oral examination
- Practical test
- Comparison of outcomes obtained under prior learning to the outcomes contained in the module descriptor
- Interview
- Evidence offered by referral persons

Applicants applying for RPL will be advised of applicable fees at the time of application. For more information please contact your trainer who will assist you to make an application.

In brief the process for recognition of prior learning is:

- Gather all relevant documentation and evidence relating to previous and current work
- Complete an application form
- Submit these to the instructor or principal for assessment
- attend an interview to support your application, and/or
- be assessed through theory and/or practical assignment/s.

Credit transfer:

Credit transfer assesses the initial course or subject that an individual is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the client's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

Those learners who have successfully completed units of competency and/or qualifications, and who hold evidence (statement of attainment/certificate) for those units of competencies/qualifications/courses issued by a Registered Training Organisation will be granted direct credit transfer when applicable to the course being undertaken.

National Recognition:

Automotive Academy recognizes the AQF qualifications and statements of attainment issued by any other RTO.

Course information:

Specific course brochures and flyers have been developed for all of the courses within our current scope of registration. Student information sheets for each course and its content also support this.

Course Fees and Charges

Fees and charges are detailed in specific course information and 'Course Fees and Methods of payment brochure.

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