
STUDENT HANDBOOK

V3.2

Contact Us

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Student Handbook

Welcome to Angel Institute of Education

Angel Institute of Education would like to extend our warmest welcome to you. We trust that you will enjoy your study at our institute. We hope you find this guide helpful and informative. If you need any further information please feel free to ask one of the friendly Angel Institute of Education staff members.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

CEO
Zeeshan Nasir
Angel Institute of Education

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SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Angel Institute of Education.

Angel Institute of Education

Thank you for considering training with Angel Institute of Education.

Angel Institute of Education is a registered training organization (RTO: 22115) in operation since 2008. We are a nationally accredited training provider with our qualifications being recognized by leading industry associations world-wide.

We offer a wide range of nationally recognized qualifications in hairdressing, childcare, individual support and English as an Additional Language courses. Our primary aim is to provide quality educational services to guide the students towards the path of success.

Our training programs are aligned with skills first program objectives in enabling students to obtain the required skills to make them job-ready, assist individuals to undertake further education and enabling access to training for disadvantaged learners. All our training programs are aligned to provide training services in the best interests of students.

Students are taught to be creative in their learning and innovative in their practices so they stand out amongst the rest. Our classes are small, and our course delivery is structured and tailored to meet student needs. Our standards are set high so our students graduate with the best possible skills and experience to help them employment and longevity in their desired industry.

We aim to provide personal attention to every student, maintain a realistic student to teacher ratio and interview prospective students to ensure that we have a healthy mix of dedicated students who are serious about wanting to learn and excel at their new craft.

Angel Institute of Education offers a range of training products and services which includes the following:

- CHC30113 - Certificate III in Early Childhood Education and Care
- CHC50113 - Diploma of Early Childhood Education and Care
- CHC33015 – Certificate III in Individual Support
- CHC52015 – Diploma of Community Services
- SHB20216 Certificate II in Salon Assistant
- SHB30416 Certificate III in Hairdressing
- 22484VIC Certificate I in EAL (Access)
- 22485VIC Certificate II in EAL (Access)
- 22491VIC Certificate III in EAL (Further Study)
- CH43015 Certificate IV in Ageing Support

As an RTO, Angel Institute of Education is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and procedures developed to meet the Australian Qualifications Framework (AQF) and SRTOs 2015.

Service Commitment

Angel Institute of Education is committed to providing quality training and assessment services to its learners. We aim to:

- Provide training and assessment services that meet industry needs and trends;
- Deliver high quality, innovative and engaging training;
- Maintain a person-centred approach;
- Foster relationships with our students, supporting them through their career;
- Provide flexible learning opportunities;
- Provide a supportive, facilitative and open learning environment;
- Ensure all training is delivered by qualified trainer and assessors with the necessary skills and experience;
- Ensure all training is continually monitored and improved;
- Maintain a healthy and effective learning environment for students;
- Produce competent and confident workers that benefit the community and industry.

Training Programs

Angel Institute of Education delivers a range of training programs, customised for students and industry. Our holistic approach ensures students' needs are met. Accredited programs have been approved by State and /or Commonwealth Government.

How do I contact the RTO?

Angel Institute of Education's address is: 62 Robinson Street, Dandenong VIC 3175

Angel Institute of Education's phone number is: 0397925259

Our email address is: info@angelinstitute.com.au

Orientation Program

Your first day at Angel Institute of Education will be spent getting to know all about the Institute, its facilities, meeting coordinators and teachers, asking questions about your course.

It is important that you attend the Orientation program as many things are covered in this one short day.

- Welcome by the Training Coordinator (TC)
- Updating of personal details and other student information
- Requirements of Angel Institute of Education
- Orientation information
- Introduction to the classroom teachers and students
- Attendance/course progress requirements
- Subject pre-requisites and pathways
- Student card
- Training Plans
- Learning modes (class based)

Use of Personal Information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies pursuant to obligations under the National Code.

It is a requirement of the Standard for Registered Training Organisation that students can access personal information held by Angel Institute of Education and may request corrections to information that is incorrect or out of date. Apply in writing to the TC if you wish to view your own records.

SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

Angel Institute of Education conducts training courses at various venues to suit student needs, course type, and learning styles. The following student etiquette guidelines will help foster a healthy learning environment for all students.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Angel Institute of Education regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Angel Institute of Education has policies and procedures in place for dealing with assessment malpractice.

Attendance

Attendance in training is recorded in each class. These records are required for both learning and health and safety reasons. Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students arrive to class on time and remain for the full duration. Should it be necessary for you to leave a class early – you must advise the trainer/assessor before the class commences.

All classroom sessions are designed to provide students the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research.

If you are absent from class, it is your responsibility to catch up on any work missed.

If you are going to be absent from a scheduled class or activity, please advise your trainer/assessor or Angel Institute of Education administration personnel. Other arrangements can be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other learners and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

Behaviour

Students are always expected to behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes -

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property;
- Removing, damaging or mistreating Angel Institute of Education property or equipment;
- Cheating/plagiarism;
- Interfering with another person's ability to learn through disruptions during training;
- Breach of confidentiality;
- Inappropriate language;
- Serious negligence, including WHS non-compliance;
- Discrimination, harassment, intimidation or victimisation;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Angel Institute of Education always retains the right to remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, however they may vary:

- **15 minutes'** duration for - Morning and afternoon tea breaks
- **30 minutes'** duration for - Lunch breaks

Change of personal details

Students are required to ensure their personal details recorded with Angel Institute of Education are up-to-date at all times. Should your circumstances or details change, please update your record by informing the administration staff in writing using **Personal Details** form.

Disciplinary Processes

Angel Institute of Education may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the Training course.

Dress & Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments (if applicable);
- Appropriate footwear must be worn at all times;
- Since you will be working in proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is requested.

Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

- Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so Angel Institute of Education can provide support or treatment should an emergency arise.
- Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person;
- Not wilfully or recklessly interfere or misuse anything provided by Angel Institute of Education in the interests of health, safety and welfare;
- Cooperate with health and safety directives given by staff of Angel Institute of Education;

- Ensure that you are not affected by the consumption of drugs or alcohol.

Your Data, Feedback and Privacy

Angel Institute of Education values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Angel Institute of Education has developed some feedback forms for you to provide feedback.

Collection of your data

Angel Institute of Education is required to provide the Department with student and training activity data. This includes personal information collected in the Angel Institute of Education enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Angel Institute of Education provides data to the Department in accordance with the Victorian VET Student Statistical Collection

Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by Angel Institute of Education; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation/Feedback

You may be contacted to participate in a survey conducted by NCVER or receive an invitation to participate in a Department-endorsed project. This provides valuable feedback on the delivery of VET programs in Victoria;

You may receive an invitation to participate in the Department's annual student outcome survey; and/or

You may get contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

Thank you in advance for your comments.

Learner Support services

Angel Institute of Education understands that there may be times when personal issues may affect your ability to undertake your training. Angel Institute of Education has identified a number of support services for students who have special needs, or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

Angel Institute of Education can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Centrelink

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance to asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centrelink office.

Learning Materials

Students receive a copy of training and /or assessment materials as part of the course. Please refer to Statement of Fee for any fees that you might have to pay.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessment on time, tasks using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

Mobile Phones

All phones must be turned off during training, as a courtesy to the Trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. Angel Institute of Education accepts no responsibility for any belongings which may be stolen or go missing.

SECTION 3 COURSE INFORMATION

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills, which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification, there are specific employability skills listed under the following headings:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organizing
- Self-management
- Learning
- Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all students regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements;
- Performance criteria;
- Required knowledge and skills;
- A range of variables;
- Critical aspects of evidence;
- Any pre or co requisites (if applicable).

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program, you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance;
- Assignments;
- Written activities;
- written/oral questioning;
- oral presentations;
- workplace performance
- projects
- case studies;
- role plays/ simulations;
- demonstration of skills;
- Portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course.

Angel Institute of Education is required to meet stringent quality requirements in the conduct of all assessments.

The Angel Institute of Education has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner’s needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

Rules of Evidence and Assessment

Learning is required to ensure that all evidence provided by students, as proof of their competency, meets the following “rules of evidence”.

Valid	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.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner’s own work.
Current	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.

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students, and are outlined within learner / assessment resources.

Many courses require assessment to be completed after the course, as workplace performance is essential in competency based learning.

Presentation of Assessments/ Assignments

- Handwritten assessments are accepted; however, handwriting must be clear and easy to read. Students can submit typed assessments as well.
- If you are mailing an assignment, it must be received by the due date. Angel Institute of Education does not accept responsibility for any lost assignments. **Please ensure you keep a copy of your assignment prior to submission.**
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.
- Students are entitled to two resubmit assessments. If the re-submissions are still deemed NYC, students may be offered the opportunity to re-submit at a fee. No further re-submits are allowed. Students must re-enrol in the course again, paying the full course fee of the day.

Assessment results

Students can access to their academic record at any time during their enrolment by completing Student Request Form and submitting at the college reception. Students are informed of their assessment results by their trainers. Students can also access their academic record at any time by login to Student Portal (please contact college to get access to Student Portal).

Students have access to their own student portal, which will indicate the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable adjustments

Students with disabilities are encouraged to discuss with Angel Institute of Education any 'reasonable adjustments' to learning and

assessment processes, which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Angel Institute of Education to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certification

In general, four types of certificates are issued by Angel Institute of Education. Certificates can only be awarded by Angel Institute of Education

Learning in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

- **Certificate of Attendance** – for non-nationally recognised training. Issued when a student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will only be posted to students at their nominated postal address as shown in their student file/personal details. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

Course Delivery

Angel Institute of Education ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Angel Institute of Education meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- Practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

Flexible Delivery

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

Angel Institute of Education offers various forms of delivery to accommodate the varying needs of students. Modes of delivery available for most courses include classroom (face-to-face) environment, Recognition of Prior Learning (RPL) or a combination of these.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of participants, with which the Learning must abide.

Angel Institute of Education makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Angel Institute of Education can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Recognition of current competency (RCC);
- Credit transfer (CT); and
- Mutual Recognition (MR).

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified assessor without completing the training.

Angel Institute of Education believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Angel Institute of Education always aims to maximise the recognition of a learner's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Angel Institute of Education may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact our Student Support Officer on 03 97925259 who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note; the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

Angel Institute of Education is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

For further information on Recognition, please see Angel Institute of Education Recognition policy.

Mutual Recognition

Angel Institute of Education recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer. Mutual recognition is applicable when a Statement of Attainment or qualification provided by a student has the same national competency codes as those that form part of the training and assessment program within which the student is enrolled or is intending to enrol. Students are required to formally apply for Mutual Recognition. With Mutual Recognition students are not required to undertake learning in the unit/s again, the student is exempt.

Special Needs

Students intending to enrol for training with the Angel Institute of Education are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the CEO any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The CEO, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

SECTION 4 POLICIES

Access and Equity

Angel Institute of Education is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Angel Institute of Education will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Angel Institute of Education abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainer and assessors, learning and assessment materials and opportunities.

For further information, see Angel Institute of Education Access & Equity Policy.

Appeals

Angel Institute of Education ensures that students have access to a fair and equitable process for appeals against assessment decisions. An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via Angel Institute of Education website.
- The appellant can provide detail of their appeal either verbally and/or in writing.
- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Angel Institute of Education may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Angel Institute of Education will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Angel Institute of Education strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the trainee feels the assessment decision is incorrect) could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly,
- The judgement was not made in accordance with the Assessment Plan.
- Alleged bias of the assessor;
- Alleged lack of competence of the assessor;
- Alleged wrong information from the assessor regarding the assessment process;

- Alleged inappropriate assessment process for the particular competency;
- Faulty or inappropriate equipment; and/or
- Inappropriate conditions.

Appeal Outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be re-assessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Angel Institute of Education assessment policy the student will be required to:
 - i. undertake further training or experience prior to further assessment; or
 - ii. re-submit further evidence; or
 - iii. submit/undertake a new assessment

For further information, see Angel Institute of Education Appeals Policy.

Student Enrolment

To enrol in a training program simply do so via our website or contact the Administration Office on 038900816. Angel Institute of Education will arrange time with you to complete the enrolment. You will have to attend a session in Angel Institute of Education's venue to attend a enrolment session. This will involve an LLN test and Pre Training Interview to check your suitability for the course you wish to enrol in. Once your suitability is established we will proceed with the enrolment.

During the enrolment session Angel Institute of Education will go through following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available), you can contact Angel Institute of Education to discuss your eligibility. Your eligibility will be determined by Angel Institute of Education when you enrol, but to get an indication of your eligibility you can visit <http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test and Pre Training Interview to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licences
- Confirm the date of the mandatory orientation session

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Angel Institute of Education will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Student Selection

Angel Institute of Education conducts recruitment of students at all times in an ethical, fair and responsible manner using various methods.

Angel Institute of Education is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore, selection into a training program is based upon the applicant:

- satisfying appropriate funding body entry criteria,
- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, given room capacity, type of course, learning structures, student needs etc.

If a training program is fully booked at the time the student enquires about enrolment into that particular training program, they will either be placed on a “reserve” list or offered a place on a date where there are vacancies. Students on a “reserve” list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis. Students must have the appropriate level of language, numeracy and literacy.

Angel Institute of Education shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria.

Student Records

Angel Institute of Education maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those Angel Institute of Education personnel who need to have access to your file for training and assessment purposes can access it. No other person/student can and will have access to your personal student file without your prior written permission.

If you would like access to your personal records simply contact CEO.

USI

A **Unique Student Identifier (USI)** is a reference number made up of numbers and letters that gives learners access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

A learner needs a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if the learner is enrolling for the first time, for example, if they are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to learners continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school.

Complaints

Angel Institute of Education has a fair and equitable process for dealing with student complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the CEO Angel Institute of Education or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- If the complaint will take in excess of 60 calendar days to finalise Angel Institute of Education will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

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Independent Parties

- If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal and must inform the CEO in writing.
- Angel Institute of Education acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Angel Institute of Education.
- Angel Institute of Education may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- The independent party recommended by Angel Institute of Education is Melbourne Commercial Arbitration and Mediation Centre (<http://www.mcamh.com.au/venue/melbourne-commercial-arbitration-and-mediation-centre>). Complainants and appellants are able to use their own external party at their own cost.
- Angel Institute of Education will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations.

External Complaint Avenues

- Angel Institute of Education agrees to respond to and cooperate in good faith with any complaints handling mechanism or process established by ASQA or the Department from time to time for the purpose of resolving student complaints or other issues in relation to the delivery of services.
- Complaints can be made externally through the following avenues:
- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday - Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Angel Institute of Education's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Angel Institute of Education on behalf of the complainant or act as their advocate. For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

- Department of Education and Training

Complaints relating to government funded training under the Skills First Funding Contract can be made to the Department of Education and Training. If a party wishes to make a complaint to the Department, they can do so by:

- Downloading the Department’s complaint form, available at <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>; and
- Returning the completed form to the following email address vtg.feedback@edumail.vic.gov.au; or

Alternatively, the party can post the completed complaint form to:

Deputy Secretary, Higher Education and Skills Group
c/- Executive Director, Training Market Operations
GPO Box 4367
Melbourne, Victoria 3001

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer /assessor/CEO.

The student completes a Complaints Form to commence the process.

For further information, see Angel Institute of Education Complaints Policy.

Course Fees

1. Information about fees and charges

- Angel Institute of Education protects the fees that are paid in advance by students.
 - Angel Institute of Education does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the statement of fees as well as the RTO’s website under students tab. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms
 - Fees for Skills First programs in line with the Department’s Guideline about Fees.
- The Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure
- Students have the right to a ‘cooling off period’ if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

2. Fees and charges for Skills First students

Tuition Fees

- Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student’s course. Tuition fees may or may not be applicable to a course.
- Tuition Fees will not be charged for any units that have a Credit applied.

- For some courses, a Materials Fee applies which is additional to the Tuition Fees. Students cannot receive their text books and materials until this is paid. Students can also buy material or text books from outside.
- Since Angel Institute of Education is not an approved RPL funded provider, Skills First students wanting to complete RPL will be required to pay full fees for any RPL units.
- The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.

Concessions

- Concession fees apply to Skills First students who enrol in a course at Certificate IV level or lower, and can provide evidence of entitlement to concession.
 - To be eligible for concession rates, the student must, on the date of enrolment:
 - Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
 - Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
 - Be a holder of a Veterans Gold Card
 - A copy of the card must be provided to our office prior to the commencement of training.
 - Concession fees will be 20% of the normal Tuition Fee.
 - Concession rates are only applied to Tuition Fees and do not apply to other fees such as materials fees.
 - Concession fees also apply to any Skills First student enrolled under the Asylum Seeker VET Program.
- Concession fees will also apply to students who are Aboriginal or Torres Strait Islander and students that enrol under the Asylum Seeker VET program, enrolling at any level course.
- Job Service agencies referring Job Seekers to participate in a Skills First course with Angel Institute of Education will be required to pay the difference between the normal Tuition Fee and the Concession Fee if the Job Seeker is eligible for concession.

Fee Waivers

- Tuition Fee waivers will be granted to the following individuals, meaning that no Tuition Fees need to be paid for these students:
 - A student who is from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
 - A student who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.
 - A student who is referred with a standard Young People Transitioning from Care Referral Form.
- Tuition fee waivers as outlined above will only be granted where Angel Institute of Education is provided with the appropriate evidence as required by the Department.

Statement of Fees

- All Skills First students will receive a Statement of Fees at enrolment which is an individualised quote for the course they are enrolling in. This will include:
 - the code, title and currency of the training product in which the student is to be enrolled including:
 - estimated duration
 - expected locations at which training and assessment will occur

- expected modes of delivery
- the hourly tuition fees relevant to the individual enrolment taking account of any applicable concessions or waiver/exemptions
- any other applicable fees.

3. Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after two attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
 - Course fees do not include required text books and learning materials. Textbooks can either be purchased from Angel Institute of Education or external textbook providers
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$50 per document.
- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
 - Stationery such as paper and pens.
 - Re-assessment if required, as outlined above.
 - Re-issuance of AQF certification documents – a cost of \$50 per document applies.
- Angel Institute of Education cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

4. Payments

- Payments can be accepted by electronic transfer
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Angel Institute of Education reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

5. Publication

- Angel Institute of Education will publish in a prominent place on its website the following:
 - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, materials or administration fees. The following caveat will be displayed with all fees: *The student tuition fees as published are subject to change given individual circumstances at enrolment.*
 - Costs for fee for service programs.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal form.

Student Transfers

- a) **Transfer to another “Course date”** – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
The transfer is subject to course availability.

RTO Cancellation of courses

Angel Institute of Education reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within twenty-eight (28) days. Angel Institute of Education has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Angel Institute of Education.

Equal Opportunity

Angel Institute of Education is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Angel Institute of Education has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

Angel Institute of Education is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. Angel Institute of Education is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

AIE will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO should be contacted.

As a student of Angel Institute of Education, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;

- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. Angel Institute of Education will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc. are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and “ganging up”. Repeated “put-downs”, aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

Sexual harassment

Angel Institute of Education will not tolerate sexual harassment in the learning or work environment.

The Angel Institute of Education deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person’s private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Privacy

Angel Institute of Education abides by the Privacy Act and respects students, staff and trainer/assessors’ right to privacy.

As an RTO, Angel Institute of Education is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

Angel Institute of Education collects information from students upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Angel Institute of Education may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Angel Institute of Education will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Angel Institute of Education Privacy Policy.

Refund Policy

Refunds for fee-for-service students

- A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.

- A full refund of any fees paid (including the deposit) will apply if Angel Institute of Education is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Angel Institute of Education or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Angel Institute of Education or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Angel Institute of Education ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where Angel Institute of Education needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Angel Institute of Education will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Angel Institute of Education to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

Refunds for Skills First students

- A full refund will be granted for Skills First students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to our head office.
- A full refund will also apply if Angel Institute of Education is required to cancel a course due to insufficient numbers or other unforeseen circumstances.
- Skills First students who withdraw from a course and wish to seek a refund must request this in writing using the Application for Refund Form. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund. A refund will apply for the Tuition Fees paid for any units that have not been commenced.
- Refunds will not be provided for materials fees if the student has received any or all course materials.
- The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

Recording and payment of refunds

- Refunds will be paid to the Fee Payer, the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Workplace Health and Safety (WHS)

Angel Institute of Education is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Angel Institute of Education encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Angel Institute of Education recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO

has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

- Provide and maintain safe plant, equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into WHS performance.

Duty of Care

Angel Institute of Education is committed to taking practicable steps to provide and maintain a safe and healthy work and learning environment for all staff, students, and contractors. Specific responsibilities are shown below.

Angel Institute of Education Management:

- Are responsible for the effective implementation and regular review of this WHS policy.
- Must observe, implement and fulfil responsibilities under legislation that applies to WHS and endeavour to comply with relevant standards and codes of practice.
- Must ensure that the agreed procedures for regular consultation between management and staff are followed.
- Monitors the WHS management policies and procedures. Outcomes of WHS monitoring are used to help maintain appropriate risk controls. The effectiveness of these risk controls and this monitoring and review process is linked to Angel Institute of Education Continuous Improvement processes
- Are responsible for ensuring that a WHS management system is implemented.

Staff, contractors, students and visitors:

- Have a duty of themselves and others.
- Have a responsibility to cooperate with all WHS processes.
- Have a responsibility to comply with relevant Angel Institute of Education WHS management system policies and procedures.
- Must not bypass or misuse systems or equipment provided for WHS purposes.
- Must report any unsafe conditions which come to their attention to the CEO.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

Angel Institute of Education will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will investigate to reasonably prevent a recurrence.

Angel Institute of Education is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Investigating incidents and accidents

The CEO is responsible for investigating incidents and accidents.

Following the report of an incident (near miss) or accident (and after first aid and other injury management processes have been implemented), the CEO will immediately undertake an investigation.

The process for investigations may include.

- Interview all people involved in the accident or incident and witnesses.
- Use the risk management approach to help understand the underlying hazards that caused the incident or accident and whether controls failed, were insufficient or were absent.
- Listen to recommendations of people involved in the incident or accident about what is required to prevent such incidents or accidents in the future.
- Analyse results of investigation and document recommended courses of action for evaluation by the CEO.

Once action is approved, communicates outcomes and planned actions.