Student
Handbook

2025

RTO Code: 41573

admin@aaacademy.edu.au

www.aaacademy.edu.au

Hats Qld Pty Ltd T/A AA Academy

Head Office Address:
Suite 1, Level 12/190 Queen St, Melbourne VIC 3000

Welcome to AA Academy

Thank you for choosing AA Academy as your training provider and allowing us to be a part of your educational journey. At AA Academy, we are dedicated to offering professional, flexible learning experiences tailored to help you achieve your goals.

We take great pride in delivering high-quality education and ensuring that you have the best possible experience while you pursue your learning objectives. Our programs are designed to be adaptable, catering to a diverse range of learning styles and schedules. Whether you are studying full-time or balancing other commitments, we are here to support you every step of the way.

We are excited for you to embark on this learning adventure and to build lasting friendships along the way. Our community is one of collaboration and mutual support, where you can connect with peers who share your passion and ambition. Together, you will grow, learn, and inspire each other to reach new heights.

Our team of experienced educators and support staff is committed to helping you make the most of your learning experience. From personalized guidance to resources and tools, we aim to provide everything you need to succeed.

Never hesitate to reach out for assistance; we are here to ensure that your journey with us is smooth and fulfilling.

I look forward to celebrating your achievements and providing assistance whenever needed. Your success is our success, and we are eager to see you thrive. I trust that you will find your time with us enriching and wish you every success in your studies.

Welcome to AA Academy, and here's to a bright future ahead!

Rosalie Chung

Chief executive officer of AA Academy

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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 AA Academy.

AA Academy is the trading name of Hats Qld Pty Ltd, RTO No. 41573. The college aims to deliver high quality, innovative and engaging training that is relevant to students, employers, and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes, and facilitation methods to remain ahead in technology and industry standards.

AA Academy offers the following training product and services which includes the following:

- BSB40520 Certificate IV in Leadership and Management
- BSB50420 Diploma of Leadership and Management
- BSB60420 Advanced Diploma of Leadership and Management
- CHC33021 Certificate III in individual support
- CHC43015 Certificate IV in Ageing support
- CHC53315 Diploma of Mental Health

As an RTO, AA Academy is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

AA Academy 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-centered 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 trainers 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.

SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

AA Academy has developed the following student etiquette guidelines which 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.

AA Academy 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. AA Academy has policies and procedures in place for dealing with assessment malpractice.

- Cheating -
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as
your own is cheating and will not be tolerated.
- Collusion -
Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.
- Plagiarism -
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

You must follow reference guidelines if you take another person's idea and put it into your own words.

SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

Behavior

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behavior 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 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 victimization;
• Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

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

AA Academy retains the right at all times to remove disruptive students from the training environment. Thus, 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.

SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

Change of personal details

Students are required to ensure their personal details recorded with are up-to-date at all times. Should your circumstances or details change please update your record through your student login account as soon as you change your information or inform the college to change it.

Disciplinary Processes

AA Academy 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 training access.
- Expulsion from the training access; or
- Expulsion from the Training course.

Evaluation and Feedback

AA Academy 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. AA Academy has developed some feedback forms for you to provide feedback. Thank you in advance for your comments.

Learner Support services

AA Academy understands the importance of the quality of our Trainer Support for your success. The college 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.

SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

Mentoring & Guidance

AA Academy can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Telephone support calls from Trainers can be booked by calling 0401007453 Any training and assessing queries can be sent directly to trainers and assessors via the email support@tba.edu.au or in the official email of your nominated trainer which can be accessed 24 hours/7 days. We aim to answer all student messages within 24 hours Monday to Friday, however we must respond to student queries within 48 hours maximum Monday to Friday.

Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

Reading Writing Hotline

http://www.readingwritinghotline.edu.au/

1300 655 506

Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

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: • Complete all training sessions and complete all required reading and learning activities. • Prepare well in advance of each training session.

• Be a willing participant.

• 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 assessments 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.

SECTION 3 COURSE INFORMATION

BSB40520 – Certificate IV in Leadership and Management

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance, and support to others. They may also have some responsibility for organising and monitoring the output of teams.

They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Total Course Fees: $4,500

- Tuition fees: $4000
- Registration fees: $250
- Material fees: $250

Course Duration: Total duration is 26 weeks including 2 weeks of holidays

Course Delivery: Online through Moodle

Pre-Requisites: There are no pre-requisites for this qualification.

SECTION 3 COURSE INFORMATION

Entry Requirements:

- 18 years of age or over
- Students need to have either successfully finished Australian Year 12 or an equivalent level of education, from an Australian educational institution
- Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles you to work and study in Australia (a student or working holiday visa are unacceptable).

- Meet prescribed Language, Literacy and Numeracy requirements.
- Applicants should have basic computer and MS Office skills (Word, Excel, and Power Point).

- You will also need a computer (desktop, tablet, smart phone or similar) with online web-cam capability and good internet connection to undertake this course online. A printer/scanner will also be required.
- You must have Windows seven or later installed, only use Chrome or Firefox as your Browser, or safari if using an IPAD.
- Ensure that any firewall permissions/restrictions have been adjusted/given to ensure that your webcam and microphone are working.
- **The webcam MUST remain ON for the duration of the course. DO NOT turn off, cover or block the view of the webcam whilst you are logged into the course. At random times through the course the webcam takes a picture of who answered questions, this is to maintain the integrity of the course by seeing the person who enrolled in the course is the person answering the questions.**
- Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Pegasus International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience.

Delivery Structure: Delivery for this learning program, as a guide:

Structured online Classroom Training: 144 hours

Formative Assessment: 96 hours

Self-Paced Research: 60 hours

Total Training and Assessment: 300 hours

Attendance: Students must attend all training sessions.

Units of Competency: To complete BSB40520 Certificate IV in Leadership and Management, a total of 12 units must be completed.

SECTION 3 COURSE INFORMATION

Code	Title	Core/Elective
BSBLDR411	Demonstrate leadership in the workplace	Core
BSBLDR413	Lead effective workplace relationships	Core
BSBOPS402	Coordinate business operational plans	Core
BSBXCM401	Apply communication strategies in the workplace	Core
BSBXTW401	Lead and facilitate a team	Core
BSBOPS404	Implement customer service strategies	Elective
BSBLDR414	Lead team effectiveness	Elective
BSBCMM412	Lead difficult conversations	Elective
BSBSTR401	Promote innovation in team environment	Elective
BSBLDR521	Lead the development of diverse workforces	Elective
BSBSTR502	Facilitate continuous improvement	Elective
BSBPEF502	Develop and use emotional intelligence	Elective

SECTION 3 COURSE INFORMATION

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course- This course involves several learning and assessment methods. Typically, the learning methods may include Presentations and discussions, Demonstrations, Individual and group activities, Skills practice, Role plays, Case studies, Simulated scenarios, and Research activities.

Assessment methods generally include Practical Observation of Tasks, Written or Oral Questioning, Case Studies, Role Plays, Reports, Research Projects, Presentations, etc.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

SECTION 3 COURSE INFORMATION

Pathway: It provides a pathway to further learning and work in various leadership and management roles. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Coordinator
- Team Leader
- Production Supervisor
- Sales Team Manager
- Freight Administrative Supervisor

Completing this course will help you:

- Demonstrate leadership in the workplace.
- Lead effective workplace relationships and business meetings.
- Co-ordinate business operational plans and business resources.
- Apply communication strategies in the workplace lead and facilitate a team.
- Apply critical thinking to work practices.

Completion

At the successful completion of the course students will be awarded with the "Testamur" and a "Record of Results" which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a "Statement of Attainment" which will detail only the Units of Competency that student has achieved competency from the course.

For more information, please contact our friendly Student Support Officer or email your query at admin@aaacademy.edu.au

SECTION 3 COURSE INFORMATION

BSB50420 – Diploma of Leadership and Management

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing, and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse, and synthesise information from a variety of sources.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Total Course Fees: $6,500

- Tuition fees: $ 6,000
- Registration fees: $250
- Material fees: $250

Course Duration: Total duration is 56 weeks including 4 weeks of holidays.

Course Delivery: Online through Moodle

Pre-Requisites: There are no pre-requisites for this qualification.

SECTION 3 COURSE INFORMATION

Entry Requirements:

- 18 years of age or over
- Students need to have either successfully finished Australian Year 12 or an equivalent level of education, from an Australian educational institution
- Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles you to work and study in Australia (a student or working holiday visa are unacceptable).

- Meet prescribed Language, Literacy and Numeracy requirements.
- Applicants should have basic computer and MS Office skills (Word, Excel, and Power Point).

- You will also need a computer (desktop, tablet, smart phone or similar) with online web-cam capability and good internet connection to undertake this course online. A printer/scanner will also be required.
- You must have Windows seven or later installed, only use Chrome or Firefox as your Browser, or safari if using an IPAD.
- ·Ensure that any firewall permissions/restrictions have been adjusted/given to ensure that your webcam and microphone are working.
- **The webcam MUST remain ON for the duration of the course. DO NOT turn off, cover or block the view of the webcam whilst you are logged into the course. At random times through the course the webcam takes a picture of who answered questions, this is to maintain the integrity of the course by seeing the person who enrolled in the course is the person answering the questions.**
- Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Pegasus International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience .

Delivery Structure: Delivery for this learning program, as a guide:

Structured Online Classroom Training: 624 hours
Formative Assessment: 416 hours
Self-Paced Research: 260 hours
Total Training and Assessment: 1200 hours

Attendance: Students must attend all training sessions.

Units of Competency: To complete BSB50420-Diploma of Leadership and Management, a total of 12 units must be completed.

SECTION 3 COURSE INFORMATION

Code	Title	Core/ Elective
BSBOPS502	Manage business operational plans	Core
BSBCMM511	Communicate with influence	Core
BSBLDR523	Lead and manage effective workplace relationship	Core
BSBPEF502	Develop and use emotional intelligence	Core
BSBTWK502	Manage team effectiveness	Core
BSBCRT511	Develop critical thinking in others	Elective
BSBCMM412	Lead difficult conversations	Elective
BSBSTR502	Facilitate continuous improvement	Elective
BSBWHS521	Ensure a safe workplace for a work area	Elective
BSBTWK503	Manage meetings	Elective
BSBPEF501	Manage personal and professional development	Elective
BSBOPS505	Manage organisational customer service	Elective

SECTION 3 COURSE INFORMATION

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course- This course involves several learning and assessment methods. Typically, the learning methods may include Presentations and discussions, Demonstrations, Individual and group activities, Skills practice, Role plays, Case studies, Simulated scenarios, and Research activities.

Assessment methods generally include Practical Observation of Tasks, Written or Oral Questioning, Case Studies, Role Plays, Reports, Research Projects, Presentations, etc.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

Pathway: It provides a pathway to further learning and work in various leadership and management roles. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Transport Manager
- Corporate Service Manager
- Public Sector Manager
- Operations Manager
- Business Development Manager
- Production Manager etc.

Completing this course will help you:
- Communicate with influence.
- Develop critical thinking in others.
- Lead and manage effective workplace.
- Develop and use emotional intelligence.
- Manage team effectiveness.

Completion

At the successful completion of the course students will be awarded with the "Testamur" and a "Record of Results" which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a "Statement of Attainment" which will detail only the Units of Competency that student has achieved competency from the course.

For more information, please contact our friendly Student Support Officer or email your query at admin@aaacademy.edu.au

SECTION 3 COURSE INFORMATION

BSB60420 – Advanced Diploma of Leadership and Management

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Total Course Fees: $8,500

- Tuition fees: $8000
- Registration fees: $250
- Material fees: $250

Course Duration: Total duration is 90 weeks including 12 weeks of holidays

Course Delivery: Online through Moodle

Pre-Requisites:

Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).

or

Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

SECTION 3 COURSE INFORMATION

Entry Requirements:

- 18 years of age or over
- Students need to have either successfully finished Australian Year 12 or an equivalent level of education, from an Australian educational institution
- Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles you to work and study in Australia (a student or working holiday visa are unacceptable).

- Fulfil the Pre-requisite requirement of the course.
- Meet prescribed Language, Literacy and Numeracy requirements.
- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).

- You will also need a computer (desktop, tablet, smart phone or similar) with online web-cam capability and good internet connection to undertake this course online. A printer/scanner will also be required.
- You must have Windows seven or later installed, only use Chrome or Firefox as your Browser, or safari if using an IPAD.
- Ensure that any firewall permissions/restrictions have been adjusted/given to ensure that your webcam and microphone are working.
- **<u>The webcam MUST remain ON for the duration of the course. DO NOT turn off, cover or block the view of the webcam whilst you are logged into the course. At random times through the course the webcam takes a picture of who answered questions, this is to maintain the integrity of the course by seeing the person who enrolled in the course is the person answering the questions.</u>**
- Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Pegasus International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience

Delivery Structure: Delivery for this learning program, as a guide:

Structured Online Classroom Training: 936 hours

Formative Assessment: 624 hours

Self-Paced Research: 390 hours

Total Training and Assessment: 1950 hours

Attendance: Students must attend all training sessions through Moodle.

Units of Competency: To complete BSB60420 – Advanced Diploma of Leadership and Management, a total of 10 units must be completed.

SECTION 3 COURSE INFORMATION

Core	Title	Core/ Elective
BSBLDR602	Provide leadership across the organisation	Core
BSBOPS601	Develop and implement business plans	Core
BSBLDR601	Lead and manage organisational change	Core
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBSTR601	Manage innovation and continuous improvement	Core
BSBSTR602	Develop organisational strategies	Elective
BSBXCM501	Lead communication in the workplace	Elective
BSBCMM511	Communicate with influence	Elective
BSBHRM613	Contribute to the development of learning and development strategies	Elective
BSBSTR801	Lead innovative thinking and practice	Elective

SECTION 3 COURSE INFORMATION

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course- This course involves several learning and assessment methods. Typically, the learning methods may include Presentations and discussions, Demonstrations, Individual and group activities, Skills practice, Role plays, Case studies, Simulated scenarios, and Research activities.

Assessment methods generally include Practical Observation of Tasks, Written or Oral Questioning, Case Studies, Role Plays, Reports, Research Projects, Presentations, etc.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

Pathway: It provides a pathway to further learning and work in various leadership and management roles. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Managing Director
- Manager
- Chief Executive Officer
- Senior Executive
- Executive Director
- Business Analyst
- Area Manager etc.

SECTION 3 COURSE INFORMATION

Completion

At the successful completion of the course students will be awarded with the "Testamur" and a "Record of Results" which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a "Statement of Attainment" which will detail only the Units of Competency that student has achieved competency from the course.

For more information, please contact our friendly Student Support Officer or email your query at admin@aaacademy.edu.au

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.
- projects
- case studies.
- role plays/ simulations.
- demonstration of skills.
- classroom assessments.
- portfolio of evidence.

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

AA Academy is required to meet stringent quality requirements in the conduct of all assessments.

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

SECTION 3 COURSE INFORMATION

Principles of Assessment

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

Valid	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • 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	Assessment is flexible to the individual learner by: • 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	The individual learner's needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs. 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

SECTION 3 COURSE INFORMATION

Rules of Evidence and Assessment

AA Academy 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.

SECTION 3 COURSE INFORMATION

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

- All assessments should be typed.
- You need to submit the assessments directly to your trainer by the due date as per your timetable.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.

Assessment results

Results of assessment are provided to students as soon as is practical. These results are available through your student login account on Student Management System (SMS), and you will also be notified about your result by your trainer through an email. 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.

Re-Assessment

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of Not Yet Competent (NYC). The student can have a total of 3 attempts to complete each task and achieve a 'Satisfactory' outcome (noting that the fourth attempt is chargeable as per the fees and refunds policy). The student will be advised of the timeframe for resubmission (usually within one month) and advised what they must include in their re-submission (usually the whole task again). If, after the third attempt, the student is still assessed as Not Satisfactory for a task, they will need to re-enrol in the unit.

Assessment Appeals

Students can make an appeal against any assessment decision by following the Student Complaints and Appeals Policy and Procedures outlined in the Student Handbook or can be assessed from the college's website.

SECTION 3 COURSE INFORMATION

Appeals will be dealt with following the Complaints and Appeals Procedure.

Reasonable adjustments

Students with disabilities are encouraged to discuss with 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 to accommodate or where other adjustments 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 will be 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 Certifications

In general, AA Academy issues three types of certificates. Certificates can only be awarded 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 an SOA is one unit of competency. You can request a SOA at any time during your training.

Certificates will only be posted to students at their nominated postal address as shown in their student login account. 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.

SECTION 3 COURSE INFORMATION

Course Delivery

AA Academy 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 meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student. The provision of training is through face to face classroom and face to face blended sessions. Learning is a partnership that involves participation from all involved.

Language, Literacy and Numeracy

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

AA Academy 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. AA Academy 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);
- Credit Transfer

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.

AA Academy 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.

SECTION 3 COURSE INFORMATION

AA Academy aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times 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 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 Student Support Officer at admin@aaacademy.edu.au Student Support Officer will provide the information you need to complete an application.

Recognition Prior Learning (RPL) Process

RPL is a method of assessing if you have evidence of competency for a particular 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.

SECTION 3 COURSE INFORMATION

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.

AA Academy 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.

Special Needs

Students intending to enrol for training with the 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/ RTO Manager 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/RTO Manager, 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 3 COURSE INFORMATION

CHC33021 Certificate III in Individual Support (Disability and Ageing)

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability, or some other reason.

These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical, and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards, and industry codes of practice.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Total Course Fees: $3,950

- Tuition fees: $3,500
- Registration fees: $150 (not refundable)
- Material fees: $300

Please refer course fee to the price list

You will be provided with a detailed payment plan at the time of enrolment. Please contact Student Support Officer or email your query at admin@aaacademy.edu.au for more information on the payment plan or any other query regarding the fees.

Course Duration: This qualification will be delivered over 52 weeks, 4 terms of 10 weeks + 12 weeks break, including 120 hours clinical placement and holidays.

Course Delivery: This program is delivered in the classroom and in the workplace.

Entry Requirements:
The training package does not specify any entry requirements or pre-requisites for this qualification.

SECTION 3 COURSE INFORMATION

However, AA Academy has the following entry requirements:

- Student must be 18 years and over
- Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles you to work in Australia (a student or working holiday visa are unacceptable). Complete a
- pre-training review, including meeting minimum LLN requirements for the course. Student must have suitable language, literacy, and numeracy (LLN) skills to read and comprehend learning materials and perform tasks related to recording workplace documents including reading and writing detailed reports, case notes, reports, and other documents, interpreting workplace policy and procedure and reporting hazards.

- Sign a declaration that the student will undertake 120 hours of 'work placement' in a regulated aged care facility
- Intermediate computer skills, including the ability to access and search the internet, use software (such as Microsoft Word) to create documents, upload and download documents.

- Have already attained and hold a current HLTAID011 Provide First Aid unit of competency. Students must submit the Completion Certificate and transcript of the current HLTAID011 Provide First Aid unit of competency, as evidence along with the application as a part of enrolment process.

Requirements for Work Placements:
- Prior to commencing the required 120 hours of work placement, students must provide current Victoria police check at the student's own cost and evidence of Vaccinations as required by the care centres (work placements).
- Have the requisite level of physical fitness that enables them to do CPR on the floor

Delivery and assessment details:
Students are required to attend 20 hours of training and assessment per week.
Additional, unsupervised study is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

Attendance: Students must attend all training sessions.

Units of Competency: To complete CHC33021 Certificate III in Individual Support (Ageing), a total of 15 units must be completed.

SECTION 3 COURSE INFORMATION

CODE	TITLE	CORE / ELECTIVE
CHCCCS031	Provide individualised support	Core
CHCCCS038	Facilitate the empowerment of people receiving support	Core
CHCCCS040	Support independence and wellbeing	Core
CHCCCS041	Recognise healthy body systems	Core
CHCCOM005	Communicate and work in health or community services	Core
CHCDIV001	Work with diverse people	Core
CHCLEG001	Work legally and ethically	Core
HLTINF006	Apply basic principles and practices of infection prevention and control	Core
HLTWHS002	Follow safe work practices for direct client care	Core

SECTION 3 COURSE INFORMATION

CODE	TITLE	CORE / ELECTIVE
CHCAGE011	Provide support to people living with dementia	Elective
CHCAGE013	Work effectively in aged care	Elective
CHCPAL003	Deliver care services using a palliative approach	Elective
HLTAID011	Provide First Aid	Elective- Entry Requirement
HLTHPS006	Assist clients with medication	Elective
CHCAOD001	Work in an alcohol and other drugs context	Elective

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course- A face-to-face training and assessment and distance and workplace mode is employed for this qualification and all training will take place at AA Academy's training facilities.

Students will be provided with learning and assessment materials that they will use to develop their knowledge and understanding. All students will be provided with a range of learning support options and resources to help them achieve competency.

SECTION 3 COURSE INFORMATION

Students can also be supported outside of face to face through e-mail and telephone contact with their trainer. Students are provided with their trainer's contact details at their orientation. Students are encouraged to contact their trainer at any time and trainers will liaise with students regarding their progress and provide advice as required, including any relevant course content and concepts, learning opportunities, assessment requirements, feedback on assessments and any issues the student is experiencing.

AA Academy uses a range of techniques during face-to-face delivery including trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students will complete tasks to appropriate workplace standards.

Delivery methodologies employ terminology, equipment, resources, materials, contexts, practices, and activities associated with the workplace role.

Students will be required to complete a work placement of a minimum of 120 hours within a workplace as detailed in the assessment requirements of the unit CHCCCS040 Support independence and wellbeing.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

SECTION 3 COURSE INFORMATION

Target group and pathways:

Target groups for the CHC33021 Certificate III in Individual Support are Domestic students who are 18 years or above:

- seeking to pursue or further a career in supporting individuals in a community, home, or residential care setting
- seeking a pathway to higher level qualifications.
- Students currently employed or trying to gain employment in the aged care industry. They are usually new to the aged care industry, have no previous experience and are able to commit to a full-time study load. Participants in this program are typically seeking to pursue career in the following types of roles:

1. Care assistant
2. Accommodation Support Worker
3. Community care worker
4. In Home Respite Worker

Course Outcome:

- Help clients with personal care needs including bathing, toileting, and dressing
- Identify healthy body systems
- Work in palliative care and dementia care
- Help clients with their social and emotional health
- Assist clients to move safely from one spot to another
- Build relationships with carers and families

For more information, please contact our friendly Student Support Officer or email your query at admin@aaacademy.edu.au

SECTION 3 COURSE INFORMATION

CHC43015 Certificate IV in Ageing Support

This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community-based environments. Workers will take responsibility for their own outputs within defined organisation guidelines and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery.

Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Total Course Fees: $8,500

- Tuition fees: $8,000

- Registration fees: $250

- Material fees: $250

You will be provided with a detailed payment plan at the time of enrolment. Please contact Student Support Officer or email your query at admin@aaacademy.edu.au *for more information on the payment plan or any other query regarding the fees.*

Course Duration: This qualification will be delivered over 17 weeks, including 120 hours of work placement and no holidays in between.

Course Delivery: This program is delivered in the classroom and in the workplace.

SECTION 3 COURSE INFORMATION

Entry Requirements:

The training package does not specify any entry requirements or pre-requisites for this qualification.

However, AA Academy has the following entry requirements:

- Student must be 18 years and over

- Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles you to work in Australia (a student or working holiday visa are unacceptable).

- Complete a pre-training review, including meeting minimum LLN requirements for the course. Student must have suitable language, literacy, and numeracy (LLN) skills to read and comprehend learning materials and perform tasks related to recording workplace documents including reading and writing detailed reports, case notes, reports, and other documents, interpreting workplace policy and procedure and reporting hazards.

- Sign a declaration that the student will undertake 120 hours of 'work placement' in a regulated aged care facility

- Intermediate computer skills, including the ability to access and search the internet, use software (such as Microsoft Word) to create documents, upload and download documents.

- Have already attained and hold a current HLTAID011 Provide First Aid unit of competency. Students <u>must</u> submit the Completion Certificate and transcript of the current HLTAID011 Provide First Aid unit of competency, as evidence along with the application as a part of enrolment process.

SECTION 3 COURSE INFORMATION

Requirements for Work Placements:

- Prior to commencing the required 120 hours of work placement, students must provide current Victoria police check at the student's own cost and evidence of Vaccinations as required by the care centres (work placements).

- Have the requisite level of physical fitness that enables them to do CPR on the floor

Delivery and assessment details

Students are required to attend 20 hours of training and assessment per week. Additional, unsupervised study is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

Attendance: Students must attend all training sessions.

Units of Competency: To complete CHC43015 Certificate IV in Ageing Support, a total of 18 units must be completed.

SECTION 3 COURSE INFORMATION

CODE	TITLE	CORE / ELECTIVE
CHCADV001	Facilitate the interests and rights of clients	Core
CHCAGE001	Facilitate the empowerment of older people	Core
CHCAGE003	Coordinate services for older people	Core
CHCAGE004	Implement interventions with older people at risk	Core
CHCAGE005	Provide support to people living with dementia	Core
CHCCCS006	Facilitate individual service planning and delivery	Core
CHCCCS011	Meet personal support needs	Core
CHCCCS023	Support independence and wellbeing	Core
CHCCCS025	Support relationships with carers and families	Core
CHCLEG003	Manage legal and ethical compliance	Core
CHCPAL001	Deliver care services using a palliative approach	Core

SECTION 3 COURSE INFORMATION

CODE	TITLE	CORE / ELECTIVE
CHCPRP001	Develop and maintain networks and collaborative partnerships	Core
HLTAAP001	Recognise healthy body systems	Core
HLTWHS002	Follow safe work practices for direct client care	Core
CHCDIV001	Work with diverse people	Core
HLTAID011	Provide First Aid	Elective- Entry Requirement
HLTHPS006	Assist clients with medication	Elective
HLTWHS004	Manage work health and safety	Elective

SECTION 3 COURSE INFORMATION

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course- A face-to-face training and assessment and distance and workplace mode is employed for this qualification and all training will take place at AA Academy's training facilities.

Students will be provided with learning and assessment materials that they will use to develop their knowledge and understanding. All students will be provided with a range of learning support options and resources to help them achieve competency.

Students can also be supported outside of face to face through e-mail and telephone contact with their trainer. Students are provided with their trainer's contact details at their orientation. Students are encouraged to contact their trainer at any time and trainers will liaise with students regarding their progress and provide advice as required, including any relevant course content and concepts, learning opportunities, assessment requirements, feedback on assessments and any issues the student is experiencing.

AA Academy uses a range of techniques during face-to-face delivery including trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students will complete tasks to appropriate workplace standards.

Delivery methodologies employ terminology, equipment, resources, materials, contexts, practices, and activities associated with the workplace role.

Students will be required to complete a work placement of a minimum of 120 hours within a workplace as detailed in the assessment requirements of the unit CHCCCS023 Support independence and wellbeing.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

SECTION 3 COURSE INFORMATION

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

Target group and pathways:

Target groups for the CHC43015 Certificate IV in Ageing Support are Domestic students who are 18 years or above with the following desirable profile:

- seeking to pursue or further a career in supporting individuals in a community, home, or residential care setting

- seeking a pathway to higher level qualifications.

- Students currently employed in the aged care industry. Participants in this program are typically seeking to pursue career in the following types of roles:

1. Community Program Coordinator
2. Residential Care Worker
3. Personal care worker
4. Accommodation Support Worker

Course Outcomes:

- Learn on the job with 120 hours work placement
- Provide personal care
- Follow infection control procedures
- Follow care plans
- Perform domestic duties
- A pathway to a rewarding career or further study

For more information, please contact our friendly Student Support Officer or email your query at admin@aaacademy.edu.au

SECTION 3 COURSE INFORMATION

CHC53315 Diploma of Mental Health

This qualification reflects the role of workers who provide services to clients in relation to mental health issues. They can provide counselling, referral, advocacy, and education/health promotion services. These workers are required to have high level specialist knowledge, skills, and competencies especially in regard to laws affecting people with mental health issues, the range of services available to them and health issues related to mental health.

To achieve this qualification, the candidate must have completed at least 160 hours of work as detailed in the Assessment Requirements of units of competency.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Total Course Fees: $6,450

- Tuition fees: $6,000

- Registration fees: $300

- Material fees: $150

You will be provided with a detailed payment plan at the time of enrolment. Please contact Student Support Officer or email your query at admin@aaacademy.edu.au for more information on the payment plan or any other query regarding the fees.

Course Duration: This qualification will be delivered over 104 weeks including 10 weeks of holidays.

Course Delivery: This program is delivered in the classroom and in the workplace.

SECTION 3 COURSE INFORMATION

Entry Requirements:

The training package does not specify any entry requirements or pre-requisites for this qualification.

However, AA Academy has the following entry requirements:

- Student must be 18 years and over

- Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles you to work in Australia (a student or working holiday visa are unacceptable).

- Have completed their education to a level which is equivalent to an Australian Senior High School Year 12 or has completed an AQF Certificate IV level qualification.

- Complete a pre-training review, including meeting minimum LLN requirements for the course. Student must have suitable language, literacy, and numeracy (LLN) skills to read and comprehend learning materials and perform tasks related to recording workplace documents including reading and writing detailed reports, case notes, reports, and other documents, interpreting workplace policy and procedure and reporting hazards.

- Sign a declaration that the student will undertake 160 hours of 'work placement' in a regulated aged care facility

- Intermediate computer skills, including the ability to access and search the internet, use software (such as Microsoft Word) to create documents, upload and download documents.

- Have already attained and hold a current HLTAID011 Provide First Aid unit of competency. Students <u>must</u> submit the Completion Certificate and transcript of the current HLTAID011 Provide First Aid unit of competency, as evidence along with the application as a part of enrolment process.

SECTION 3 COURSE INFORMATION

Requirements for Work Placements:

- Prior to commencing the required 160 hours of work placement, students must provide current Victoria police check at the student's own cost and evidence of Vaccinations as required by the care centres (work placements).

- Have the requisite level of physical fitness that enables them to do CPR on the floor

Delivery and assessment details

Students are required to attend 20 hours of training and assessment per week. Additional, unsupervised study is expected to be approximately 8 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

Attendance: Students must attend all training sessions.

Units of Competency: To complete CHC53315 Diploma of Mental Health, a total of 20 units must be completed.

SECTION 3 COURSE INFORMATION

CODE	TITLE	CORE / ELECTIVE
CHCADV005	Provide systems advocacy services	Core
CHCMHS002	Establish self-directed recovery relationships	Core
CHCMHS003	Provide recovery oriented mental health services	Core
CHCMHS004	Work collaboratively with the care network and other services	Core
CHCMHS005	Provide services to people with co-existing mental health and alcohol and other drugs issues	Core
CHCMHS009	Provide early intervention, health prevention and promotion programs	Core
CHCMHS010	Implement recovery-oriented approaches to complexity	Core
CHCMHS011	Assess and promote social, emotional, and physical wellbeing	Core
CHCMHS012	Provide support to develop wellness plans and advanced directives	Core
CHCMHS013	Implement trauma informed care	Core
CHCPOL003	Research and apply evidence to practice	Core

SECTION 3 COURSE INFORMATION

CODE	TITLE	CORE / ELECTIVE
CHCPRP003	Reflect on and improve own professional practice	Core
HLTWHS004	Manage work health and safety	Core
CHCDIV001	Work with diverse people	Core
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	Core
CHCAOD001	Work in an alcohol and other drugs context	Elective
BSBFIM501	Manage budgets and financial plans	Elective
HLTHPS006	Assist clients with medication	Elective
CHCAGE011	Provide support to people living with dementia	Elective
HLTAID011	Provide First Aid	Elective- Entry Requirement

SECTION 3 COURSE INFORMATION

Learning and Assessment Methods

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course- A face-to-face training and assessment and distance and workplace mode is employed for this qualification and all training will take place at AA Academy's training facilities.

Students will be provided with learning and assessment materials that they will use to develop their knowledge and understanding. All students will be provided with a range of learning support options and resources to help them achieve competency.

Students can also be supported outside of face to face through e-mail and telephone contact with their trainer. Students are provided with their trainer's contact details at their orientation. Students are encouraged to contact their trainer at any time and trainers will liaise with students regarding their progress and provide advice as required, including any relevant course content and concepts, learning opportunities, assessment requirements, feedback on assessments and any issues the student is experiencing.

AA Academy uses a range of techniques during face-to-face delivery including trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students will complete tasks to appropriate workplace standards.

Delivery methodologies employ terminology, equipment, resources, materials, contexts, practices, and activities associated with the workplace role.

Students will be required to complete a work placement of a minimum of 160 hours within a workplace as detailed in the assessment requirements of the following units:

- CHCMHS004 Work collaboratively with the care network and other services.

- CHCMHS003 - Provide recovery oriented mental health services.

Credit Transfer (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

SECTION 3 COURSE INFORMATION

Recognition of Prior Learning (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

Target group and pathways:

Target groups for the CHC53315 Diploma of Mental Health are Domestic students who are 18 years or above with the following desirable skills:

- The target participants for this course delivery are those wishing to work within the mental health sector, including drug and alcohol issues

- The ability to reflect upon on and understand your own emotional responses to studying and working in the mental health environment. The ability to communicate across various culturally diverse groups and faiths

- Empathy, patience, and the ability to empower others

Participants in this program are typically seeking to pursue career in the following types of roles:

1. Community Rehabilitation and Support Worker
2. Welfare Support Worker
3. Mental health support worker
4. Community Rehabilitation Worker

Course Outcomes:

- A nationally accredited qualification at diploma level

- A minimum of 160 hours of work placement in industry

- Leadership and supervisory skills within the industry

- The confidence to assess and respond to complex needs.

- Strong pathways to continue your studies and enhance your career opportunities.

For more information, please contact our friendly Student Support Officer or email your query at admin@aaacademy.edu.au

SECTION 4 POLICIES and PROCEDURES

Access and Equity

AA Academy 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. AA Academy will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

AA Academy 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, trainers, and assessors, learning and assessment materials and opportunities.

For further information, see Access & Equity Policy and Procedure.

SECTION 4 POLICIES and PROCEDURES

Complaints and Appeals

1. Complaints

1.1. Complaints are treated seriously and dealt with promptly, impartially, sensitively, and confidentially.

1.2. Complaints will be resolved on an individual case basis, as they arise.

1.3. 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.

1.4. All complaints are acknowledged in writing and finalised as soon as practicable.

1.5. 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.

1.6. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.

1.7. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.

1.8. Final decisions will be made by the CEO or an independent party to the complaint.

1.9. The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.

1.10. 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.

SECTION 4 POLICIES and PROCEDURES

1.11. If the complaint will take in excess of 60 calendar days to finalise 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.

1.12. Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.

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

2. Appeals

2.1. 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.

2.2. The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.

2.3. The appeals policy is publicly available, via the Hats Qld Pty Ltd T/A AA Academy website

2.4. The appellant can provide detail of their appeal either verbally and/or in writing.

2.5. All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.

2.6. 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.

SECTION 4 POLICIES and PROCEDURES

2.7. Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.

2.8. All appeals are acknowledged in writing and finalised as soon as practicable.

2.9. Hats Qld Pty Ltd T/A AA Academy 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.

2.10. If the appeal will take in excess of 60 calendar days to finalise 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.

2.11. Hats Qld Pty Ltd T/A AA Academy 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.

2.12. All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current of future training.

Procedure

1. Complaints

1.14. Students will lodge a complaint in writing to admin@aaacademy.edu.au

1.15. Admin should forward the email to the CEO.

1.16. On receipt of the complaint documentation, acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email, letter or fax.

1.17. Keep all documentation in a Complaints file, which will remain in place until the complaint is resolved. After which time all complaints documentation will be placed on the Student file.

SECTION 4 POLICIES and PROCEDURES

1.18. Review, investigate and mediate to resolve the complaint within seven (7) days. Actions which may be taken include, but are not limited to:

1.18.1. Discussing the facts of the complaint with the complainant.

1.18.2. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness.

1.18.3. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level.

1.18.4. Interview all parties individually, including any witnesses.

1.18.5. Conduct interviews privately and confidentially

1.18.6. Where applicable, report the outcome of the meeting with the respondent to the complainant.

1.18.7. Seek preferred outcome from each of the parties.

1.19. Determine a resolution to resolve the complaint, within Hats Qld Pty Ltd T/A AA Academy policies.

1.20. Advise all parties of the outcome of the complaint in writing, within five (5) working days.

1.21. Confirm all parties are satisfied with the outcome of the complaint.

1.22. If student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator.

1.23. Complete all necessary documentation including the "Complaints Progress form", noting actions and outcomes of the complaints resolution process.

1.24. Place all documentation in the student's complaints file and provide to admin for completion.

1.25. Implement agreed actions and /or administrative arrangements.

1.26. Monitor the learning environment to ensure that the behaviour/incident does not re-occur.

SECTION 4 POLICIES and PROCEDURES

Referral to an external arbitrator

1.27. Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.

1.28. Cooperate with External Arbitrator for a review of the complaint.

1.29. Review, investigate and mediate the complaint with all relevant parties and make a ruling.

1.30. Prepare a formal written report on the investigation, providing a copy to both CEO and complainant.

1.31. Hats Qld Pty Ltd T/A AA Academy will abide by any resolutions as recommended by the External Arbitrator.

2. Appeals

2.13. If the student is unhappy with the assessment decision, they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision.

2.14. With a view to resolving the matter, discuss with the student: give specific feedback on their performance, identify areas of improvement, and provide options to the student such as further training and/or assessment.

2.15. If the matter is successfully resolved, enter the details into the student management system

2.16. If the matter is not successfully resolved, the student should lodge their appeal in writing to admin@aaacademy.edu.au within 7 days of the result notification.

2.17. The email must clearly state the grounds for appeal and should include sufficient evidence to support the claim.

2.18. Admin should then forward the appeal on to the CEO

SECTION 4 POLICIES and PROCEDURES

2.19. On receipt of the appeals application, acknowledges receipt of the claim, in writing, to the appellant within two working days, this may be via email, letter or fax.

2.20. Keep all documentation in the Appeals file, which will remain in place until the appeal is resolved. After which time all appeal documentation will be placed on the Student file.

2.21. Nominates, within five working days, an independent assessor or panel to review the appeal and make a determination.

2.22. Advise the appellant in writing of the name of the independent Assessor or panel.

2.23. Appeals claim is reviewed and investigated which includes:

2.23.1. A review of the application form and supporting evidence.

2.23.2. A review of all assessment documentation and process.

2.23.3. An interview with the appellant to allow them the opportunity to formally state their claim.

2.23.4. An interview with the Assessor.

2.24. Determine the appeal outcome and provide an explanation to justify their decision.

2.25. The independent assessor /panel will advise the CEO of the appeals outcome, in writing, within 5 working days.

2.26. Note actions on the student file

CEO

2.27. If the outcome involves reassessment go onto the next step

2.28. Arrange for the appellant to be re-assessed and inform the appellant of the details regarding the re assessment, in writing, in accordance with assessment processes.

2.29. Place a copy of the re-assessment correspondence on the Student file.

2.30. If the appellant is dissatisfied with the result or the process of the appeal, the appellant may lodge a complaint with External Arbitrator.

2.31. If appellant refuses to be reassessed, the progress of the appeal to the External Arbitrator is at the discretion of the Appellant.

SECTION 4 POLICIES and PROCEDURES

Independent Assessor

2.32. The appellant has the option to nominate an independent observer to be present during the re assessment.

2.33. Conduct the re-assessment.

2.34. Determine the assessment outcome against the competencies.

2.35. Complete all relevant assessment documentation, (in accordance with the Assessment policy) notifying the appellant and the CEO of the outcome, in writing

CEO

2.36. Supply the appellant with the appeals outcome in writing within 2 working days 2.37. If the appeal is upheld, and if Hats Qld Pty Ltd T/A AA Academy is satisfied with the outcome: 2.38. Finalise the appeals documentation, place all documentation in the student's appeals file.

2.39. Complete documentation for the issuance of a Statement of Attainment or qualifications (as appropriate).

2.40. The appeals file is closed, and provided to Admin.

2.41. If the appeal is upheld and if Hats Qld Pty Ltd T/A AA Academy is NOT satisfied with the outcome, progress with Appeal with the External Arbitrator.

2.42. Note actions on student file

2.43. If the Appeal is rejected notify the appellant in writing that the original decision/judgement is to stand.

2.44. Student continues to progress through the usual Assessment process.

2.45. Note actions on student file

2.46. If student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator

SECTION 4 POLICIES and PROCEDURES

1. Information to Students

1.32. Prior to enrolment each student is provided with access to a Student Handbook, Course Information, and student policies.

2. Enrolment of Individual Students

2.1. Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Hats Qld Pty Ltd T/A AA Academy Access & Equity Policy. 2.2. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program).

2.3. All prospective students will be provided with information regarding the RTO and its course, in accordance with Hats Qld Pty Ltd T/A AA Academy Student Information Policy.

2.4. Hats Qld Pty Ltd T/A AA Academy will review the individual needs of each prospective student, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.

2.5. If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.

2.6. Students on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.

2.7. Enrolments will be considered tentative until payment and the Student Identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.

2.8. All Students enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.

2.9. Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

SECTION 4 POLICIES and PROCEDURES

3. Identifying Student Support Needs

3.1. Students intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training.

3.2. Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.

4. USI

4.1. All students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.

4.2. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx

4.3. Hats Qld Pty Ltd T/A AA Academy will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

5. Changes to Training and Assessment

5.1. Any changes to a training program, services or third party provider will be advised to students, as soon as possible prior to the date the change is to occur.

6. Cancellation of Courses and Refunds

6.1. It is NOT Hats Qld Pty Ltd T/A AA Academy normal policy to cancel scheduled training programs.

6.2. However, if for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available), or in another delivery mode.

6.3. If, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

6.4. If a student is nonresponsive to college communications for thirty (30) days then Hats Qld Pty Ltd T/A AA Academy has the right to withdraw enrolment

SECTION 4 POLICIES and PROCEDURES

7. Enrolment Changes

7.1. Defer Enrolment – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.

7.2. Course Withdrawal – Students are able to withdraw from their course, anytime they wish (see Refund/Cancellation Policy).

7.3. 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.

Transferring to another course is subject to cancellation/withdrawal in the enrolled course and charges apply (see Refund/Cancellation Policy).

8. Student Record of Enrolment

8.1. Hats Qld Pty Ltd T/A AA Academy is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)

8.2. Individual student records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)

8.3. All individual students have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

SECTION 4 POLICIES and PROCEDURES

Procedure

New Enrolments

1. Initial Enquiry

Dedicated Student Support Helpline number or email info@xxx.edu.au

1.33. Provide course information to the student by:

1.33.1. Referring a student to the website.

1.33.2. Post/fax or email.

1.33.3. Sending student handbook and course information

1.34. Create a record of the enquiry on CRM / SMS/Enquiry Diary

RTO Manager

1.35. Arrange a phone call or zoom session with the student. Follow the Induction Form to counsel the student.

1.36. Provide the Student Handbook and course information.

1.37. Highlight the key information about the course: Course structure, content, assessment, certification, fee and payment options, refund, etc.

1.38. Check to ensure whether each information of the Induction checklist is discussed and briefed with the student.

1.39. Allow the enough time to student to ask any further information needed and any clarify any issues that are still not clear

1.40. Sign and date the Induction form

1.41. Handover the Induction Form to the Admin Officer.

SECTION 4 POLICIES and PROCEDURES

2. Follow Up of Initial Enquiry

Admin

a. Contact all initial enquiries within one (1) week, attempt to confirm enrolment.

RTO Manager

b. Remind the Admin to contact all the initial enquiries within one (1) week and update the enrolment status.

3. Processing Course Enrolments

Admin

a. Receive the Induction Checklist from RTO Manager. Ask the student to sign and send us the induction checklist via email.

b. Request the student to complete the 'Enrolment form' which can be downloaded from the website, fill and save it and send it by email at info@tba, including language, literacy, and numeracy (LLN) test. Advise that the LLN test must be completed by themselves without others' assistance.

c. Determine if the student meets the minimum eligibility for the course.

d. Ask whether the student has any previous VET qualification,

e. Request a copy of previous VET qualification if applicable

f. Determine any possibility of the Credit Transfer and hand in the Credit Transfer Form if applicable.

g. Request the student to provide access to Hats Qld Pty Ltd T/A AA Academy to the USI registry (see USI Access Guideline).

h. Inform the Trainer/Assessor/RTO Manager about any Credit Transfer applications.

i. Ensure to receive at least two forms of ID.

j. Forward the completed application to the trainer/assessor/RTO Manager for enrolment approval, LLN Assessment, and Credit Transfer approval.

SECTION 4 POLICIES and PROCEDURES

4. Recognition and LLN Assessment

Trainer / Assessor

a. See the LLN test of the student and provide the feedback

i. Satisfactory: Can proceed with the training
ii. Satisfactory but needs to improve in a specific area: If so, please provide a comment on what additional support is needed
iii. Not Satisfactory: Provide the comment why not satisfactory and why cannot continue the course.

b. Review the Credit Transfer application if there is,

i. Check the application
ii. Ensure the Unit Code Unit Name, and evidence supplied
iii. Verify the evidence received by the student with the issuing RTO or via the USI Registry
iv. Request the CEO for access to the USI registry if it is to verify through the US registry. v. If applicable, Verify the Credit Transfer units and provide the assessment outcome.
vi. Sign the Credit Transfer Form

c. Handover the Enrolment Form to the Admin

5. Finalising Enrolment

Admin

a. Ensure to receive two forms of ID, as advised in the enrolment information.

b. Check to see if student details are on SMS (if applicable)

c. All student enrolments are processed through SMS, so process the enrolment in SMS.

d. Enter the AVETMISS data if the student has not applied himself/herself in SMS.

e. Verify the data if the student has applied directly to the SMS.

f. Approve the enrolment and generate the student ID

g. Ensure the USI has been recorded in the SMS

h. Enrol into the units of the course enrolled

i. Create the payment schedule, raise an invoice, and process the payment.

j. Take the payment and ensure to give a copy of the invoice and receipt to the student.

k. Create a student file (See 'Records Management Procedures' for details).

l. Hand in relevant course materials to the student, send an email (using the template), and provide access to all the course materials.

m. Store all the documents in the newly created student file.

n. Notify the trainer/assessor of the necessary planning of the course delivery.

Student Withdrawal / Deferral / Amendment

6. Application to Withdraw/ defer/ amend enrolment
Student

a. Student completes 'Course Withdrawal/Amend Form' on the website or sends an email to info@tba.

b. Student mentions the course withdrawal/amendment and the reason for doing it.

Admin
c. Reviews the course withdrawal/amendment request and checks the feasibility and completeness of the request.

d. Communicates with the student about the refund process and application for a refund, if applicable (see Refund Policy)

e. Collects the refund request (see Refund Procedures)

f. Forwards the request to RTO Manager for approval/ authorisation.

g. Includes the confirmation of the course fee payments, and bank details of the student to the applicable refund.

SECTION 4 POLICIES and PROCEDURES

7. Authorisation

RTO Manager

a. Reviews 'Course Withdrawal/Amend Form' request.
b. Determines whether the application is approved.
c. For the cancellation/refund, determines the refund amount (where applicable)

8. Processing Withdraw/ deferral / amend enrolment request

Admin

a. Make relevant changes in SMS – cancellation of the course and unit enrolment.
b. Make relevant notification on student file.
c. Cancels the course status if the request was withdrawal.
d. Contact student to advise outcome.
e. Makes the refund payment to the student if the refund was applicable.
f. Receive the payment for the necessary charges (if any) as indicated in the request form, in case of amendment/deferral
g. Provide/revoke student's relevant materials /logins (as applicable)

Student Records

AA Academy 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 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/ RTO Manager.

SECTION 4 POLICIES and PROCEDURES

Enrolment cancellation/withdrawal / deferral / amendment

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

c) Transfer to another "Student" – Prior arrangement no later than one week prior to the course. An administration free is applicable for all transfers to another student.

RTO Cancellation of courses
AA Academy 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 seven (7) days. The college has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by us.

Equal Opportunity

AA Academy 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

AA Academy has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students. AA Academy is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. The college 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.

SECTION 4 POLICIES and PROCEDURES

The college 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/RTO Manager should be contacted.

As a student of AA Academy, 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 it 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.

SECTION 4 POLICIES and PROCEDURES

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. AA Academy 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.

SECTION 4 POLICIES and PROCEDURES

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

AA Academy will not tolerate sexual harassment in the learning or work environment.
The college 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 people.
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.

SECTION 4 POLICIES and PROCEDURES

- 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.

Privacy

AA Academy abides by the Privacy Act and respects students, staff, and trainer/assessors' right to privacy.

As an RTO, 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.

AA Academy 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 college may use personal information to advise students of upcoming events and training courses, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us to improve the quality of the services and training and is treated confidentially.

AA Academy will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Privacy Policy.

Student Support

AA Academy is committed to assisting students to complete their studies through the provision of academic and welfare support. Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- study assistance
- access
- cultural issues
- complaints and appeals
- personal circumstances

SECTION 4 POLICIES and PROCEDURES

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, AA Academy identifies students' suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

AA Academy ensures that sufficient support staff are in place to meet the needs of the enrolled students. AA Academy nominates specific personnel for student support, the details of whom are provided to students.

A course-appropriate orientation is provided to students to assist them to adjust to prepare for their studies.

Students are provided with information about the support services available in the Student Handbook and as part of their orientation.

Support services provided by AA Academy can include:
• Pre-enrolment materials
• one-to-one support from the trainer/assessor
• support with personal issues
• access to additional learning resources
• reasonable adjustment in assessment
• learning resources centers
• buddy program
• information about external sources of support.
• Mediation services or referral to these services
• Counselling services or referral to these services
• Any other services that AA Academy considers necessary to support learners to achieve competency.

SECTION 4 POLICIES and PROCEDURES

Where AA Academy is unable to provide the support service required by the student, AA Academy will refer the student to an external provider.

AA Academy surveys students about support services provided and uses the feedback to improve services provided. AA Academy will offer following support and services to students:

- AA Academy will provide the students with a Student Handbook, Course Brochure, Policies and Procedures, facilities and resources available to the students to make them informed decision.

- Where required, Individual Support Plan for each Student or Applicant will be created, and this may include:

  1. Additional one-on-one session with Trainer and Assessor.
  2. Workplace support such as workplace mentor, additional visits by the Trainer and Assessor etc. o reasonable adjustment if necessary for a student with learner support needs and this be recorded in the individual support plan.
  3. Reasonable adjustment if the student declares any disability and/or health impairment and this be recorded in the individual support plan.
  4. External support or referral, depending on the needs of the student, may be to improve their LLN skills or Foundation Skills or study skills or skills in relevant component of the ICT, formal writing skills etc.

- AA Academy may offer few options for eligible students to access financial support to complete their course.

- First Nations students and students from diverse backgrounds will be provided with the following: o culturally appropriate and targeted orientation programs and support services for the duration of their enrolment at AA Academy.

  1. If an Aboriginal or Torres Strait Islander student requires support or assistance with regards to study or general matters, they may liaise directly with their trainer or contact the student support team. Outside community services available include (but not limited to): https://www.aboriginalcounsellingservices.com.au/
  2. 13YARN [Thirteen YARN], Aboriginal & Torres Strait Islander crisis support line funded by the Australian Government. Phone 13 92 76 https://www.13yarn.org.au/

- AA Academy will organise a quick tour of the campus on the orientation day for the students. It will introduce the facilities to the students to familiarise with the resources that are available to them.

- AA Academy may refer a student who requires to access a legal practitioner, the referral is at no cost to the student. Students would be responsible for any cost related to the legal advice provided by the lawyers.

SECTION 4 POLICIES and PROCEDURES

- AA Academy is committed to a culture that embraces and fosters diversity and inclusion. People from all social and cultural backgrounds will be equally treated and due respect will be given to the traditional owners of the land, Aboriginal and Torres Strait Islander people. The college will endeavour to ensure all staff, students, and those with whom we interact feel safe, respected, and valued for their diversity.

- Students may seek to receive help if they have any concern with their mental wellbeing, domestic violence, relationship problems, gambling and alcohol problems. AA Academy will endeavour to assist by providing counselling services in all cases. However, when AA Academy is unable to address any of the student concerns, students will be directed to external professional help and counselling.

Course Fees

AA Academy has developed a fair and equitable process for determining course fees, refunds, and payment options.

The enrolment application and training product are available on the college website – www.aaacademy.edu.au within the course information and the Fees and Refunds Policy.

Flexible payment options

AA Academy accepts various methods of payment for course fees. Payment for courses can be made in the form of:
- Visa card
- MasterCard
- Direct Deposit

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for the qualification program may be paid via a payment arrangement in advance.

The college may review fees for courses from time to time without notice.

SECTION 4 POLICIES and PROCEDURES

Refund Policy

1. General refund information

1.1. Details of Hats Qld Pty Ltd T/A AA Academy's refund policy are made available to the public on the website

1.2. All refund requests must be in writing using the refund request form or via email.

1.3. All refund requests must be considered within three (3) days of application

1.4. Payments of all refunds will be made within seven (7) days of approval of the refund

2. Course cancellation – Hats Qld Pty Ltd T/A AA Academy

2.1. Students will be eligible for a full refund if Hats Qld Pty Ltd T/A AA Academy cancels the course

2.2. Students will not be required to request the refund, Hats Qld Pty Ltd T/A AA Academy will process the refund automatically after receiving students' bank account details

2.3. If the student is withdrawn from a course by Hats Qld Pty Ltd T/A AA Academy due to inappropriate behaviour, they will not be entitled to a refund. These withdrawals must be done within the guidelines as outlined in the Student Conduct Policy

3. Course Cancellation (prior to course commencement) - Student

3.1. The course commencement date will be the date nominated by the student to commence their course enrolment form.

3.2. If the student cancels their enrolment more than seven (days) before the course commences, then they will receive a full refund minus a $300 enrolment fee.

3.3. If the student cancels their course within seven 7 days of the course commencing, then they will be given a full refund, minus a $300 enrolment fee and a $150 cancellation fee.

SECTION 4 POLICIES and PROCEDURES

4. Course Cancellation (after course commencement) – Student

4.1. The course commencement date will be the date nominated by the student to commence their course on the enrolment form.

4.2. If the student cancels after the commencement of their course, they will be entitled to a pro-rata refund.

4.3. Refunds will be calculated based on the class timetable and the number of units that the student should have commenced at the time of cancellation.

4.4. Refunds will be calculated using the following formula

4.4.1. Total amount paid – $300 enrolment fee + $150 cancellation fee = potential refund amount

4.4.2. Potential refund amount ÷ number of units in the course = per unit cost

4.4.3. Potential refund amount – (per unit cost x number of units already commenced) = final refund amount

5. Special Circumstances

5.1. Hats Qld Pty Ltd T/A AA Academy does not accept responsibility for changes to a student's work commitments or personal circumstances. The following situations are not considered special circumstances

5.1.1. Change in work hours

5.1.2. Inconvenience of travel or travel issues on the day

5.1.3. Family commitments

5.2. Hats Qld Pty Ltd T/A AA Academy will consider refunds for special circumstances in the following situations

5.2.1. Serious misadventure

5.2.2. Serious Illness

5.2.3. Serious Illness of an immediate family member

5.3. For students to be considered for a refund for special circumstances, the student will be required to provide evidence of the special circumstances occurring.

SECTION 4 POLICIES and PROCEDURES

6. Enrolment Extensions

6.1. Students must complete the course within the due date. Students who are unable to complete the course within the due date due to any unforeseen circumstances may seek an extension by submitting a request form along with the supporting documentation to the RTO Manager via email at admin@aaacademy.edu.au The RTO Manager will investigate each request based upon individual circumstances.

6.2. The request for the extension should be made at least one week before the expiry of the enrolment.

<u>Procedure</u>

1. Lodgement of refund by student

1.5. Student sends an email to admin@aaacademy.edu.au or completes the "Refund Request Form", notifying their request for cancelling the course a refund of fees paid.

1.6. Administration officer at the front desk reviews the course cancellation request and verifies the eligibility for a refund.

1.7. Administration officer may contact the student regarding the cause of course cancellation.

1.8. Administration officer forwards the email template course cancellation/refund if the student has requested via email or student can download the Application for Cancellation and Refund Request form from the College's website.

2. Calculation of refund amount and paying the refund

2.1. Once received, the Administration Officer verifies the details and forwards the application to accounts.

2.2. Account department then verifies whether the student is eligible for a refund and calculates the amount of refund to be paid, based on the 'Refund Policy.'

2.3. Account department pays the due amount directly to the nominated account details on the email/ Refund Request Form student. If there is no refund available, account department notifies the student.

2.4. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account.

2.5. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.

SECTION 4 POLICIES and PROCEDURES

3. Finalising the refund request

3.1. Account department changes the course status to 'Cancelled' and unit competency to either 'Cancelled' or 'Withdrawal', based on the stage of the progression.

    3.2. Account department destroys all the physical records and deletes the student folder.

Refunds Procedures		
STEP 1 – Lodgement of Refund by Student		
No	**Who**	**Actions**
1.1	**Student**	a) Student completes "**Refund Request Form",** notifying their request for a refund of fees paid via email at support@xxx.edu.au
1.2	**Admin Officer**	a) Review the refund application and ensure that the Student is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check student records to identify how the money was originally paid (i.e. cash, debit/credit card, bank transfer etc.). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete "Refund Request Form". e) Provide completed "Refund Request Form" to RTO Manager for Approval f) Go to Step 3.

SECTION 4 POLICIES and PROCEDURES

STEP 2 – Refund of fees – Due to Course Cancellation		
No	Who	Actions
2.1	**Admin Officer**	a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that specific course. b) Determine the full amount of refund due to each client. c) Check to identify how the money was originally paid (i.e. cash, bank transfer, credit card or through a company). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card or Bank transfer, note the refund to be processed via refunding the credit/debit card or Bank transfer. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete a "Refund Request Form" for each client eligible for a refund. e) Provide completed "Refund Request Form" to RTO Manager for Approval.

STEP 3 – Management approval for Refund		
No	**Who**	**Actions**
3.1	**RTO Manager**	a) Review refund and note approval/modification/decline on "Refund Request Form". b) Return Completed "Refund Request Form" to Admin/Front Desk for processing.

STEP 4 – Finalise Refund Request		
No	**Who**	**Actions**
4.1	**Admin Officer**	a) If a refund is approved: i. Process refund in SMS ii. Enter note in SMS for the client iii. Update the "**Refund Request Form**". iv. Take a copy of completed "**Refund Request Form**" for client file. v. Send original "**Refund Request Form**" to accounts for processing. vi. File all documentation on client file. b) If a refund is declined: i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the "**Refund Request Form**". iv. File original completed "**Refund Request Form**" and all documentation on the client file.

SECTION 4 POLICIES and PROCEDURES

STEP 5 – Processing the Refund		
No	**Who**	**Actions**
5.1	**Accounts**	a) Upon receipt of completed **"Refund Request Form"** process and make refund to the client. Noting the method of refund. b) Update accounts system (e.g. MYOB, QuickBooks, XERO etc.) c) File the documentation accordingly, in the **Refunds File.**

Contact Details

Information about Assessments and Correspondence

The assessment documents and learning materials will be available to you from your trainer, after the confirmation of your enrolment. You will also receive your Student ID. Please use your student number every time you communicate with us.

If you have any query regarding assessments or assignment submission, please email: admin@aaacademy.edu.au

For any general queries, please email: admin@aaacademy.edu.au

For any complaints about our services, please email: admin@aaacademy.edu.au

For any support related queries, please email: admin@aaacademy.edu.au

Student **Handbook**

AA Academy

RTO Code: 41573

admin@aaacademy.edu.au

www.aaacademy.edu.au

Hats Qld Pty Ltd T/A AA Academy

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