

# Student Handbook

February 2025



**Applied Education**

**Accounting, Bookkeeping and Business**

Australia's Training Experts Since 1999

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Dear Student

Thank you for selecting Applied Education to further your education and training pursuits.

Applied Education is a leading educational provider of vocational education and training in Australia, having trained almost 100,000 students since 1999. Your decision to complete Nationally Recognised Training is an important step in developing your cognitive process in learning new skills and knowledge.

We aim to provide a quality learning experience, which meets the needs of all students.

We have developed this Student Handbook to assist you with your learning through your Nationally Recognised Training course. Please take the time to read it carefully, and should you require further information please contact our staff.

Our team is committed to maintaining our high standards in training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with us a rewarding experience. We look forward to your productive feedback to ensure that our products and services meet your expectations.

I wish you an enjoyable learning journey.

Regards



Brett Thornett CPA  
Education Director, Applied Education

## Welcome

Applied Education is Australia's leading training expert in Accounting, Bookkeeping and Payroll. Our head office is located in Perth and comprises a professional network of training consultants dedicated to providing students with innovative, practical solutions for their training needs.

Applied Education has specialised in accounting, bookkeeping, business and tax training since 1999, and it remains our primary focus today. Our success is due to solid partnerships with our stakeholders and a strong commitment to providing career-orientated, quality training courses and outstanding student support.

*The mission of Applied Education is the dedication to provide a supportive learning environment with a sense of inclusivity, professionalism, warmth, individual pride, and company spirit that supports our students to reach their own goals.*

### Our Objectives

Applied Education delivers a framework that enables students' skills to be measured against nationally accredited standards. This means that students will be entitled to the award of a Statement of Attainment or Qualification upon successful completion of the Australian Accredited course.

The content is grouped into "units of competency". Each unit of competency has specific goals, against which we must measure your achievement; these are sometimes called the "performance criteria".

### Contact Us

You can contact Applied Education at:

Head Office Location	Level 1 524 Hay Street PERTH WA 6000
Telephone:	08 9221 0955 1800 678 073
Website:	<a href="http://www.appliededucation.edu.au">www.appliededucation.edu.au</a>
Email:	<a href="mailto:info@appliededucation.edu.au">info@appliededucation.edu.au</a>
Directors	Brett Thornett <a href="mailto:brett@appliededucation.edu.au">brett@appliededucation.edu.au</a> Dan Logan <a href="mailto:dan@appliededucation.edu.au">dan@appliededucation.edu.au</a>

## Ready to Enrol

Before enrolling in a course, students can request a course guide that provides information on:

- Course length – maximum duration and expected hours to complete the course.
- Course content – Units of Competency (UoCs) covered in each course.
- Opportunities for Recognition of Prior Learning (RPL) and Credit Transfer.
- Fees and payment plans (if applicable).
- Location of training (if applicable).
- Prerequisites and entry requirements (if applicable).
- The qualification level to be issued upon successful completion.

### IT Skills and Requirements

It is expected that you have basic information technology skills, including a basic understanding of how to use a computer. Applied Education staff are not able to provide technical support regarding setting up and performing essential computer management and maintenance tasks.

Students require the following equipment to complete their course at Applied Education:

- A computer or laptop with Microsoft Windows operating system.#
- Access to Microsoft Word, and PowerPoint or Excel depending on your course.
- A reliable internet connection; all data files and learning activities are available via our student platform.

If you are using digital training manuals, we recommend a second screen. It is not essential, but many students find it helpful.

#### #MYOB and Apple devices

Apple Mac computers, tablets and ChromeBooks are not compatible with MYOB software. If your course includes units of competency using MYOB Accounting Software and you only have access to a Mac computer, we recommend you first contact Apple to confirm if the following options are feasible on your computer:

- purchase and install on your Mac a Windows emulator such as "parallels" to run Windows on a Mac at your own cost; or
- use the free inbuilt Mac Boot Camp Assistant on your Mac computer and purchase a Windows OS software licence.

**Note: Applied Education and MYOB are unable to support issues relating to a Mac computer.**

### Credit Transfer (CT)

Applied Education recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations.

If students have a prior Qualification or a Statement of Attainment, issued under the Australian Qualifications Framework from any state or territory, with units equivalent to those of the course in which you wish to enrol, upon verification Applied Education will grant Credit Transfer for those units of competency.

The transfer of credit provides the student with exemption(s) from the relevant unit(s) within a course. Credit transfer does not involve an assessment of the student's knowledge or skills — it is an assessment of the credentials of the formal accredited learning presented against the Unit of Competency (UoC) to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a course.

Students must discuss CT with an Applied Education Course Advisor prior to enrolling in their course. Applied Education does not charge students for a credit transfer assessment.

## Recognition of Prior Learning (RPL)

Where permissible, all students have the opportunity to apply for Recognition of Prior Learning. RPL acknowledges the full range of an individual's skills and knowledge. This includes competencies gained from work experience, employment and other life experiences.

RPL is an assessment process that assesses the individual's formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency outcomes. RPL is assessed against the units of competency in a course based on the completion of one or a combination of the following:

- Review of Evidence including relevant Formal Qualifications
- Interviews
- Third-party report/s
- Phone interviews
- Validated workplace log books
- Written/ oral reviews

### The Steps for an RPL Assessment

- Students must discuss RPL with an Applied Education Course Advisor prior to enrolling in their course.
- A non-refundable RPL pre-course assessment fee will apply for all courses. (see Additional Fees and Charges for details)
- Once the pre-course assessment has been completed, the Assessor will advise the student of the evidence required and the student will be given access to the relevant RPL kit so they can clearly identify the learning outcomes or competencies they have to apply.
- The student collects evidence to support their claim for RPL, which must be submitted to Applied Education.
- The Assessor will then analyse the evidence against appropriate Unit/s of Competency (UoC)
- If the evidence meets the requirement of the Unit of Competency (UoC) then full recognition is granted.
- If the evidence does not match the learning outcomes/ competencies then further evidence will be requested, this may also involve an interview to obtain additional evidence of their competency. Where requested, additional evidence must be submitted within the negotiated timeframe.
- If further evidence is not satisfactory then the RPL application will be rejected.
- The student may appeal the decision and ask for an assessor to make a recommendation.
- The outcome of the appeal will be forwarded to the student within 10 working days of the final decision.

- The completed RPL application form with evidence will be stored on the student's file.
- Details of the application will be recorded for compliance purposes.

## Qualification Prerequisites & Entry Requirements

**Prerequisites:** A prerequisite unit is a unit of competency in which the learner must be assessed as competent prior to the determination of competency in the subsequent unit.

Some courses at Applied Education require prerequisite qualifications. Where applicable, details of the prerequisites are provided on the Applied Education website and in the course information guide.

**Entry requirements:** Entry requirements refer to specific qualifications, knowledge, skills, experience or criteria that must be met prior to commencement of training.

Where entry requirements are identified, they will be provided on the Applied Education website and the course information guide. E.g. to enrol in our course you must be at least 18 years of age and have basic proficiency in using Microsoft Word and Excel and computer knowledge such as uploading and downloading files.



## Course Duration and Resources

### Course Duration

All students are required to complete their course within a recommended specified timeframe. The allocated time to complete a course is detailed in the table below.

Course Name	Allocated Time to Complete the Course
<b>Certificate III &amp; IV</b>	
BSB30120 Certificate III in Business	12 Months
FNS30322 Certificate III in Accounts Administration	12 Months
FNS40222 Certificate IV in Accounting and Bookkeeping	12 months
TAE40122 Certificate IV in Training and Assessment	12 months
<b>Diploma</b>	
FNS50222 Diploma of Accounting	12 months
FNS50222 Diploma of Accounting with tax electives	18 months
FNS50222 Diploma of Accounting with prerequisite units	18 months
FNS50222 Diploma of Accounting with prerequisite units and tax electives	24 months
FNS50422 Diploma of Payroll Services	12 months
FNS60217 Advanced Diploma of Accounting	12 months
<b>Skill Sets</b>	
BAS Agent Registration Skill Set	6 months
Tax Agent Registration Skill Sets	12 months
FNSSS00014 Accounting Principles	12 months
FNSSS00015 Advanced Accounting Principles	12 months
FNSSS00012 Payroll Administrator	12 months
<b>Other</b>	
Small Business Operations Course	6 months
AE617 Operate a Small Business Skill Set	6 months

Please note that if you are enrolled in a government-funded course, your maximum time allowed may differ depending on the training contract.

In the event a student is not able to complete the course within the specified timeframe, please refer to our extension policy and fees for more information.

### Study Material and Resources

For most courses, digital learning resources are provided as part of your enrolment fee. Digital training manuals (learner guides) are non-printable and non-editable. If required, students have the option of purchasing hard-copy manuals (refer to the 'Additional Fees and Charges' section). If hard-copy manuals are not available for purchase, information will be provided on the Applied Education website and in the course information guide.

There is a requirement to purchase textbooks from a nominated publisher for the following courses:

- Diploma of Accounting
- Advanced Diploma of Accounting
- Advanced Accounting Principles Skill Set
- Tax Agent Registration Skill Sets

Applied Education has negotiated significant discounts for these textbooks. To avail of the discounts, the textbooks must be purchased via the links provided on the online student platform.

Details of learning resources for each course are also listed on our website and course guides.

### Updating of Course Material

As a continuous improvement, all study materials are regularly reviewed and updated.

Students will have the choice of continuing to use the previous material or switching to the updated version. Any new versions of course training manuals will be available to all students in electronic form via the online student platform. However, if an existing student wants a hard copy of the new material, they are able to purchase these as per the fee structure for training manuals. (Refer to the 'Additional Fees and Charges' section)

## Course Payment Options

### Payment of Fees and Charges

Enrolment is not confirmed until statutory and Applied Education-based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived. Fee payment can be made in the form of direct transfer, personal cheque, bank cheque, Visa card or MasterCard.

On enrolment, students can take up one of the following payment options:

- pay the total amount of fees and charges up-front; or
- pay fees and charges by instalment.

### Course Fees

Course fee information is available on the Applied Education website and in the course information guides.

### Payment by Instalments

Depending on the course, students are given the choice of a number of payment plan options. Administration fees will be incurred for a payment plan option. The fee will vary according to the duration of the payment plan selected. Please refer to the 'Fees and Charges' section of this document for further information. Payment plans are only available with debit/credit card payments and payment is made by automatic deduction from the Learner's debit/credit card provided at enrolment.

### Special Consideration Application for Payment Plans

Enrolled students who are experiencing significant difficulties (medical, financial or personal) outside their control may apply for consideration to adjust their payment plan.

Examples of significant difficulties include but are not limited to, loss of employment through redundancy, a victim of crime, serious illness to the student or an immediate family member, and divorce.

To apply for Special Consideration for payment plans, students must lodge a support ticket requesting a Special Considerations Form, which will be emailed via the support ticket. On the form, students will be required to detail their hardship circumstances and submit documentary evidence. Once submitted, your case will be forwarded to the Management Team for review; a response to your application will be advised in writing within 7 business days.

The following outcomes may be granted:

- A deferred payment plan arrangement for a set period of time.
- An adjustment in the instalment amount for a set period of time.
- An extension of your course expiry date.

Students may only apply for Special Consideration once for the duration of their course. Any outcomes offered will not reduce the total amount of fees and charges outstanding for the course and do not affect the policy on 'Payment of Fees and Changes', as above.

### Fees for Specific Student Groups / Courses / Concessions on Courses

The following students are entitled to a 10% discount on the RRP of all courses over \$200:

Persons, or dependants of persons, who:

- hold a Pensioner Concessions Card; or
- hold a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
- hold a Health Care Card; or
- are in receipt of AUSTUDY or ABSTUDY; or
- are in receipt of the Youth Allowance

Note:

- Proof of eligibility for concession must be provided at or before the time of enrolment by providing a copy of a current and valid form of evidence.
- It is important to provide evidence of a concession before payment has been made. A concession discount cannot be applied after a course has been paid.

## Enrolment and Student Support

### Important Notice Regarding Online Self-Paced Learning

Applied Education's online learning programs are self-paced. These programs differ from classroom-based learning in significant ways. In self-paced learning programs, both providers and students have responsibilities to uphold.

Responsibilities of Applied Education:

- Provide the learning framework for your studies
- Specify learning materials and offer electronic resources to support learning
- Offer assessment services which include marking and feedback
- Support students by answering course-related queries.

Responsibilities of students include:

- Initiate their own learning
- Conduct yourself in an ethical manner
- Display commitment to self-study
- Pace learning to allow assessment within the given time frames
- Complete learning activities (if any)
- Independently master any computer programs related to the course material
- Undertake the assessments as per instructions
- Clarify queries (if any) by raising support tickets or phoning the Assessor at designated times.

Please note while our Assessors and Trainers may point you to material, chapters or resources where answers may be found, they are not permitted to provide the answers to students.

### Enrolment Steps

All students are required to complete an online enrolment application and agree to the terms and conditions prior to commencing their course. Once enrolled, a student will receive a series of welcome emails with steps to complete (including USI and NCVER data collection), their login details to the online student platform and video instructions on how to proceed with their course.

Students who enrol as trainees may have additional steps to get started. All students are required by government regulations to provide a USI and complete a Data collection form.

### Unique Student Identifier (USI)

All students enrolled in a nationally recognised qualification/unit of competency MUST have a USI. A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia.

Whether you are at high school, university, TAFE or a private recognised training organisation, you need a USI. Without one, you can't get Commonwealth financial assistance or your qualification or statement of attainment. For more information visit: <https://www.usi.gov.au/>

## Student Support

Applied Education aims to deliver outstanding student support. We are here to help our students throughout their student journey. For all our online, self-paced courses, we provide the following support options:

- A Welcome Call to help you get started.
- An online support ticket at <https://www.appliededucation.edu.au/ticket> which tracks and records all student help requests. The response time frame for support tickets is 1-3 business days.
- A direct Assessor support phone line, open from 8:30 am to 1 pm Australian Western Standard Time, Monday to Friday.
- A general support phone line, open from 8 am to 4 pm Australian Western Standard Time, Monday to Friday.
- Facebook Study Group for peer support.
- Student Online Forums.
- Online chat for student services support.

Note: For students located outside Australia, we do not make outbound international calls. However, students can submit a support ticket requesting a Teams meeting or contact us on the days/times listed above at +61 8 9221 0955.

## Live Online Classes/Lectures

### Recordings

Live online lectures or classes may be recorded. If advertised as recorded, please be advised that recordings may be made available to current and future students enrolled in the course for educational purposes. By participating in a recorded course, or class, or lecture, you consent to being recorded and agree to the use of these recordings for the stated educational purposes.

### Cancellations by Applied Education

In the event of insufficient numbers, Applied Education reserves the right to cancel, at its sole discretion, any particular course, webinar or lecture series. If cancellation occurs, participants will be contacted by us to arrange either a full refund of the cost of the course, webinar or lecture series or a transfer to an alternative course date, if available. Applied Education assumes no responsibility for non-refundable transport, accommodation, deposits, or any other expenses incurred due to course cancellations.

### Withdrawal/Refund by Student

A student enrolled in an online lecture series can withdraw at any time. However, to receive a refund, the student must have attended or accessed the recording of no more than 1 lecture, and provide 72-hours' notice. All refunds incur an administrative fee, please refer to the "Additional Fees and Charges" section.

### FNS50222 Diploma of Accounting with Lectures

Students must complete all Module 1 units before they can start Module 2 this includes attending the Module 2 lectures. This requirement is mandatory, as stipulated on Training.gov.au, which serves as the national register for Vocational Education and Training (VET).

Applied Education endeavours to provide the utmost support to help all students succeed in their learning journey.

If a student does not complete Module 1 before the first lecture of Module 2:

- the student can choose to watch the recorded version at a later date to catch up on Module 2 units once they have completed Module 1 units, or
- Transition to the Self-paced online course.

## Withdrawals and Refunds

Applied Education maintains a fair and equitable refund policy. Applied Education does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

In the unlikely event that a course is cancelled, Applied Education will provide a full refund to all students enrolled in the course.

All full-fee students have a 14-day evaluation period. Course fee refunds are available to students who advise Applied Education of their request to withdraw from the course within 14 days of enrolment if studying as a self-paced student or within 14 days after the first classroom session if studying as a classroom student. All refunds incur an administrative fee, please refer to the “Additional Fees and Charges” section.

**Please note that no refund is possible once the 14-day evaluation period has been completed.**

The enrolment date is the day that course fees were received. All course cancellations will incur a non-refundable administration fee. A proportional refund will also be given on unmarked returned hard-copy training manuals.

If a student wants to cancel their course after the allowed 14-day evaluation period, Applied Education may offer the following options within 60 days of the course start date:

- Transfer to another course to the same or lesser value; or
- Transfer the course to another student.

Note: Course transfer does not alter the duration of the course, please refer to the Extensions section.

## Liability

Withdrawal after the 14-day evaluation period or cancellation or suspension of enrolment in a course does not cancel the obligation to pay outstanding instalments. The student remains liable for payment of all instalments.

## Course Transfer

Students can request to transfer their enrolment in a nationally recognised qualification only within 60 days of the course start date and if no work has been started and submitted. All course transfers will incur an administration fee.

## Assessments

Assessment is a process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures (assessment methods). It is a process of collecting evidence and making judgements on whether the competency has been achieved. Different assessment methods such as online assessments, practical tasks, projects, case studies etc. may be used to assess competencies. The students will be made aware of how assessments will be completed, and the Assessor will use the performance criteria from the training package and activities to ensure the assessment is firmly related to the unit of competence.

Applied Education's assessment process meets the four key principles of assessment: valid, reliable, fair and flexible.

1. valid when it assesses what it claims to assess
2. reliable when it is consistent in all situations and with all students
3. fair when it places all students on equal terms
4. flexible when it can accommodate all delivery options and the needs of students.

At the end of each unit of competency, the student will be asked to demonstrate that they have learnt and applied the course content. This is called "demonstrating your competency".

There will be a number of assessment tasks for each unit of competency. Each assessment task measures the required aspects of that unit.

Applied Education will utilise one or a combination of assessment methods depending on the needs of the student and the requirements of the course.

### Preliminary Assessments

Students may be required to complete several preliminary assessments, such as:

- a Language, Literacy and Numeracy (LLN) test;
- a Work Health and Safety assessment; and
- an Oral Communication Skills assessment.

#### **Language, Literacy and Numeracy (LLN)**

Applied Education is required to check if students will need additional support before or during the course. Based on prior education levels and academic history, students may be asked to undertake a Language, Literacy and Numeracy online assessment as required by the Australian Qualifications Framework (AQF). The purpose of this assessment is to check a student's readiness for study so that we can provide appropriate support.

Depending on the student's skill level and the AFQ level of their course, the online assessment covers about 25-30 questions and should take between 15 minutes and 1 hour to complete.

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their trainer or Assessor. Where consistent with course requirements, students with concerns about having insufficient language, literacy and/or numeracy skills to complete the course may be provided with reasonable adjustment of course materials and assessment strategies that assist them in meeting qualification requirements through other methods.



An example of other methods: advising the student of LLN institutions where improvements to language barriers can take place; this will be at an expense to the student and not Applied Education; increasing workbook text size if it's deemed the student has a sight problem; arranging seating within the classroom; allowing extra time for online assessments; changing/removing time limit for assessments, changing the method of assessment (online to offline assessment), etc.

### **English as a Second Language (ESL)**

Students with identified ESL needs can be given access to specialist support services to enable them to improve their English standards.

### **Oral Communication Skills**

The Oral Communication assessment requires the submission of a voice recording of a role-play conversation between yourself and others (further details will be provided upon enrolment).

If students are unable to find suitable participants for the recorded role-play activity due to personal circumstances, we offer an alternative telephone interview to be undertaken with an Applied Education Assessor. The cost for this assessment option is \$45 per phone interview.

## Competency Based Training

All courses delivered by Applied Education are Competency-Based Training.

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. When students are being assessed in competency based training, they will be required to demonstrate knowledge and perform specific skills to the level required in the workplace.

Competency based training focuses on an individual's mastery of a skill, whereby an individual is deemed competent or not yet competent in that skill.

## Unit Assessments

For each Unit of Competency, students will be required to undertake a number of written and practical assessment tasks to demonstrate the required knowledge and skills. If there is a section that is found not to be correct, students will be given feedback and the outcome "Not Yet Satisfactory". Students will then be given another opportunity to reattempt the incorrect section(s) of the assessment. Once a student has achieved the required outcome of an assessment, they will be awarded the result 'Satisfactory'.

When students have achieved 'Satisfactory' in all assessment(s) for a unit, they will be marked 'Competent' for that unit.

All assessment results are recorded. Students will be notified of the results of each assessment and have access to their assessment records through their online student platform. Once all required units are completed, a student will be awarded the appropriate Qualification/Statement of Attainment (SOA).

## Reverting an Assessment Submission to Draft

There are several instances when an assessment may be reverted to draft prior to marking, including but not limited to:

- Missing a file
- Wrong file attachment

## Assessment Resubmissions and Alternative Assessments

Applied Education provides students with several attempts at gaining a satisfactory result in assessments dependent on the AQF level of the unit being studied.

- **Certificate III and Certificate IV** units: one (1) original submission and two (2) resubmissions.
- **Diploma and Advanced Diploma** units: one (1) original submission and three (3) resubmissions.

If a student has been marked “Not yet satisfactory” after completing their final resubmission, the student will be offered an alternative assessment at an additional cost (see Additional Fees and Charges) which includes an extension of up to 14 days.

- **Alternative Assessment:** one (1) original and one (1) resubmission. If the student is deemed Not yet satisfactory, a second resubmission will be granted as a final attempt, after the student has had a one-on-one conversation with the lead Assessor for the unit.

If a student has been marked “not yet satisfactory” after completing their final alternative assessment resubmission, the student will be provided with a statement of attainment for the units in which they achieved competency.

## Assessment Marking Time Frames

Submissions are marked strictly in the order that they are received.

- First submission – up to 10 business days
- Resubmissions – up to 5 business days

Do not count the day you submit your assessment, weekends, and public holidays in Western Australia. Should your assessment not be assessed in the time frame, please contact us after 11 business days for a first attempt and 6 business days for a re-attempt. Please do not contact us on the day that your assessment is due.

Although we always aim to meet these timeframes, there may be instances, due to circumstances beyond our control, where these assessment timeframes cannot be met. We will, however, ensure that any such delays are kept to the absolute minimum.

## Student Rights and Responsibilities

### Student Behaviour

For students attending classroom training, consumption, or being under the influence of alcohol or illicit substances during training hours or abusing a trainer or other students will not be tolerated. Such behaviour will result in the student being asked to leave the premises and may also result in them being removed from the course with no refund. For online training, students may be removed from the session/course.

Abusive, bullying or aggressive phone calls, support tickets or emails will not be tolerated. If a student is found to have acted in an unacceptable manner, they will be warned to make changes to their communication style that include suitable business language and protocols. Students may also be given a formal written warning. Further breaches will result in removal from the course with no refund.

### Academic Dishonesty and Plagiarism

As a student, you are expected to actively promote academic integrity. Applied Education considers any attempt to gain academic advantage by dishonest or unfair means constitutes academic dishonesty. It is also contrary to the honesty and integrity provisions of the code of professional conduct of the Tax Practitioners Board (TPB) (<https://www.tpb.gov.au/code-obligations>).

Students are required to prepare and submit their own work, and when external resources are used, they must be appropriately acknowledged and referenced.

Academic integrity is vital to the ongoing reputation of the qualification you are seeking and to the maintenance of industry and professional standards.

It is your responsibility to ensure that you conduct yourself in an ethical manner in all aspects of your studies. Ethical practice and professional behaviour are essential criteria of workplace professionalism and form an important element of registration to professional bodies.

Plagiarism is the action or practice of taking the thoughts or writings of another (Generative Artificial Intelligence) and using them as one's own without acknowledgement. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, are not enclosed in quotation marks and are appropriately footnoted;
- Where direct quotations are not used but are paraphrased or summarised, and the source of the material is not acknowledged either by footnoting or other simple reference within the text of the paper;
- Where an idea that appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

### Use of Artificial Intelligence (AI) in Assessments

By enrolling in our courses, students agree to comply with the use of AI and understand the importance of maintaining academic integrity throughout their studies.

Artificial Intelligence refers to any software or application that uses machine learning, natural language processing, or other advanced computing techniques to perform tasks that typically require human intelligence.

Students are permitted to use AI tools and applications strictly for research purposes. This includes using AI to:

- Gather and analyse information.
- Support the understanding of complex topics.
- Facilitate the organisation and planning of study schedules.
- Enhance the learning experience through supplementary educational resources.

The use of AI in any form during assessments is strictly prohibited. This includes, but is not limited to:

- Generating answers or solutions to assessment questions.
- Writing or significantly contributing to written assignments.
- Assisting in the completion of practical or technical tasks evaluated through assessments.
- Any other use of AI that compromises the originality and integrity of the student's work.

Any student found using AI in a manner that violates this policy will be considered in breach of our academic integrity standards.

## Penalties

In line with our Academic Integrity Policy, if a student is found to have plagiarised another's work, initially they will be warned and marked Not Yet Competent and will be required to resubmit their own work. On some occasions, students will be required to undertake a new assessment, additional fees will apply. For subsequent instances of academic misconduct by a student, he/she will be removed from the course WITHOUT REFUND.

## Fair Use Policy

We have a Fair Use Policy that permits a total amount of time per Unit of Competency that each student can freely access Assessors and Trainers using support tickets and phone calls.

Where students are engaged in self-paced learning, it is expected that students read and complete their work using the supplied learning materials. If a student wishes to contact an assessor, it is important that the student first conducts their own research and investigation, and then considers the most time-efficient method of contact for their question.

Some questions can be answered quickly via a support ticket while some issues are more effectively resolved through a phone conversation. It is the student's responsibility to use Assessor support effectively.

Our Fair Use terms are:

- Certificate III and IV units – 35 minutes maximum per unit.
- Diploma and Advanced Diploma units – 45 minutes maximum per unit.

These terms are based on the average time Assessors spend helping a student on a unit plus a bit more. Where a student uses the ticket system and/or phone calls with Applied Education assessors as a form of extra tuition and is approaching the maximum time limit, they will be notified. Additional tuition for a unit can be purchased at \$120 per hour or part thereof.

## Change in Situation

Students must advise Applied Education of any changes in their personal details or circumstances that may impact their study by lodging an online support ticket at <https://www.appliededucation.edu.au/ticket>

This can include but is not limited to:

- change of contact details
- change of address
- change of legal name

## Attendance Requirements for Classes

Students will be advised of attendance requirements when enrolled in the course. Excessive absenteeism may result in your removal from the course, as outlined below:

- For not attending scheduled training sessions in excess of three (3) booked training sessions without providing acceptable proof of absence. Acceptable proof of absence would be: Annual Leave, Compassionate Leave, Paternity Leave, Maternity Leave, Adoption Leave, or other leave approved by the student's employer, and Sick Leave (students must provide a certificate).

Please contact Applied Education if you are not able to attend your scheduled class.

## Completion of Learning Requirements

In order to complete the training qualification or course successfully, it is advised for students to complete all training activities and carry out any tasks that may be asked by their Trainer to the best of their ability.

## Student Code of Conduct

The purpose of this code is to outline the way in which students engaged with Applied Education services are expected to conduct themselves during their training. The code outlines students' rights and responsibilities related to participation in all Applied Education's training and education programs.

### Students' Rights

All students enrolled with Applied Education have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment, free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
- Access the information Applied Education holds about them.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.

- Make appeals about procedural and assessment decisions.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support options offered by Applied Education to effectively participate in their training program.
- Provide feedback to Applied Education on the client services, training, assessment and support services they receive.

### **Students' Responsibilities**

All students, throughout their training and involvement with Applied Education, are expected to:

- Ensure they have read, understood, and agree to all terms and conditions outlined in the Applied Education student handbook.
- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others.
- Notify us if any of their personal or contact details change.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Make payments for their training within agreed time frames.

### **Bullying**

Bullying of Applied Education staff will not be tolerated. This includes either written or verbal abuse, such as rude or condescending comments, swearing or shouting.

If any student is found to be behaving in a bullying manner, Applied Education will take disciplinary action to rectify and/or manage the behaviour. In most instances, this will involve a formal written warning.

If the behaviour is repeated, or instances of severe behavioural misconduct occur, the case will be referred to an evaluation panel where evidence will be reviewed. If the severe misconduct is substantiated with appropriate evidence, the offending student will be removed from the course without any refund.

## Applied Education Rights and Responsibilities

As a Registered Training Organisation, we comply with the government's strict quality and consistency standards (RTO Standards 2015) and we have a number of responsibilities to uphold to students, as outlined below.

Applied Education believes in the principles of natural justice and reasonable adjustment, access and equity in learning. Applied Education has developed a Student Rights Statement to articulate the rights of the learner whilst studying with us and that will deliver.

### Student Rights Statement

Each learner has the right to:

- Receive quality training and assessment that is appropriate to the AQF level of their qualification
- Learn in a safe environment
- Access their personal records
- Appeal assessment decisions
- Be free from discrimination or harassment
- Be treated equally and fairly
- Have previous learning recognised
- Have their safety and dignity maintained
- Receive culturally appropriate training
- Give feedback on their learning experience
- Receive the appropriate AQF Certificate/Statement of Attainment on completion

## Extensions

If you feel that you are unable to complete your course prior to the expiry date, we offer a once-off extension for 6 months at the cost of \$100 per incomplete unit. Incomplete units are units to which you have not yet been assessed as competent.

Extensions can only be granted where a course has been paid in full and has not yet expired. To apply for an extension, you must lodge a support ticket before your course expires. Students may apply for a free extension of up to 3 months under compassionate and compelling circumstances with documented evidence (e.g. medical certificate). Free extensions are assessed individually and granted at the discretion of Applied Education.

Please be aware that course content can be subject to frequent changes due to, for example, legislative updates, rates and rulings, and directives from the national training regulator. If you are unable to complete your course in the given duration and are eligible for an extension, you may have to transfer to the latest version of the course. Any incomplete units will be required to be started again. Incomplete units are units to which you have not been assessed as competent.

Textbooks are also updated frequently, and you may be required to purchase a new textbook. The cost of new textbooks is not included in the extension fee.



## Additional Fees and Charges

In addition to individual course fees, the following fees and charges are applied to extra services/products.

### Recognised Prior Learning (RPL) Pre-course assessment fees

Cert III and Cert IV level courses	\$300 per unit
Diploma and Advanced Diploma level course	\$500 per unit

Please note this fee is non-refundable should you decide not to proceed with your course.

### Alternative Assessment fee

This fee is applicable if a student is required to attempt a new assessment	\$150
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### Payment plan administration fees

We offer a range of payment plans for different courses. Payment plans are only available with a credit card payment.

9-week payment plan admin fee	\$40
6-month payment plan admin fee	\$100
12-month payment plan admin fee	\$150

### Reissuance of printed qualification documentation

This is only applicable to past students who completed units of competency before the introduction of USI (approximately 2015)

Statement of attainment	\$30
Reprint of certificate and record of results	\$50

### Reissuance of digital qualification documentation

For students, who initially chose not to consent to the PowerQR Parchment Validation System

\$20

### Printed copies of training manuals produced by Applied Education

Where available, hard copy training manuals can be purchased from Applied Education for the following fees (incl postage\*).

Accounting Principles Skill Set (for 4 units)	\$160
Payroll Administrator Skill Set (all units)	\$200
Certificate III Accounts Administration (for 9 units)	\$220
Certificate IV Accounting and Bookkeeping (for 10 units)	\$249
Diploma of Payroll Services (for 9 units)	\$300
BAS Agent Registration (for 1 unit)	\$80
Any single manual	\$25 per workbook plus \$15 postage*

\*postage within Australia only. For international postage requests and costs, please contact [reception@appliededucation.edu.au](mailto:reception@appliededucation.edu.au).

### Textbook Requirements

Textbooks are required to be purchased directly from a supplier for the Advanced Accounting Principles Skill Set, Diploma of Accounting, Advanced Diploma of Accounting, and Tax Agent Registration course. The total cost will vary depending on how many units are required to be completed.

The cost per book is approximately \$70 to \$150

### Assessment Supervision Fee

Units that are used for Tax Practitioners Board (TPB) registration require independently supervised assessments. Students have the option to nominate their own supervisor on a date and time that is suitable for them. If a student is not able to find their own supervisor Applied Education offers online supervision via Microsoft Team for a fee. \$90 per exam.

### Oral Communication Assessment

Telephone Interview with an Applied Education Assessor \$45

### Course Extension Fees

If you feel that you are unable to complete your course prior to the expiry date, we offer a once-off extension for 6 months at the cost of \$100 per incomplete unit. Incomplete units are the ones in which you have not yet been assessed as competent.

### Course Upgrade Fees

If your allowed time to complete the course has passed and your enrolled course has been superseded (the course has been updated by the training regulator), you are able to upgrade to the new course. Some completed units may be credit transferred to the new course. There may be costs for any additional units that need to be added to the new course which will be assessed on a case-to-case basis. Please lodge a student support ticket for further information.

### Additional One-to-One Training Fees (Perth only)

Students wishing to spend additional one-to-one time with training consultants will be charged at the following rates.

- First half hour: free
- One hour or part of: \$120
- Half hour: \$60

### Course Refunds and Transfers

Students may cancel their course within the 14-day evaluation period.

There is a non-refundable administration fee of \$250

Where permissible, a course transfer incurs a fee of \$275

Lecture series / online classroom non-refundable administration fee of \$75

## Government Funding Arrangements

Applied Education is approved for a number of state and federal funding programs. Depending on the funding type there may be changes to fees, charges, eligibility, duration, support and refunds.

### Queensland Government Funding

#### **Higher Level Skills Program**

The Higher Level Skills (HLS) program is a Queensland Government initiative that will offset the cost of a Certificate IV or higher course so that Queenslanders can gain advanced skills to secure employment or further their careers.

#### **Student Eligibility**

This subsidy is available to Australian or New Zealand citizens, permanent residents, or temporary residents with the necessary visa.

To be eligible for the HLS, you:

- must be a Queensland resident aged 15 years or older\*; and
- are no longer at school; and
- are an Australian or New Zealand citizen or Australian permanent resident; and
- must not hold, or be currently enrolled in, a Certificate IV or higher level qualification (not including qualifications completed at school)

\*A minimum age of 18 is required for enrolment with Applied Education.

#### **Fee and Charges**

Applied Education offers the following qualifications to eligible participants under this funding:

Course	Student Co-Contribution Fee	
	Non-Concession	Concession
FNS40222 Certificate IV in Accounting and Bookkeeping	\$1,180	\$828
FNS50222 Diploma of Accounting	\$1,520	\$1,240

These prices include all course materials and other optional services that students might need during their studies.

Students are only entitled to access Queensland government-subsidised training for one completed Certificate IV or above qualification. For this reason, it is very important that before signing an enrolment form and committing to a course of study that will use up the entitlement, the student takes the time to consider the course they are choosing, the time needed to complete the course and to compare training options and costs.

#### **Course Duration**

QLD HLS students will have 12 months to complete the course. Additionally, Applied Education offers a 2x 3-month complementary extension to our QLD-funded students. In the event that a student is still unable to finish the course, they will be required to re-enrol under the same funding arrangement. For more information on the Higher Level Skills program visit the website at <https://desbt.qld.gov.au/training/training-careers/incentives/highskills>

#### **Refund Policy**

As per Applied Education's refund policy.

### **Certificate 3 Guarantee Program**

The Certificate 3 Guarantee (C3G) Program is a Queensland Government initiative that provides a subsidy towards the training cost for eligible individuals undertaking their first post-school certificate III qualification. This funding program aims to equip participants with the necessary skills to secure a job or advance their careers.

#### **Student Eligibility**

This subsidy is available to Australian or New Zealand citizens, permanent residents, or temporary residents with the necessary visa.

To be eligible for the C3G, you:

- must be a Queensland resident aged 15 years or older\*; and
- are no longer at school; and
- are an Australian or New Zealand citizen or Australian permanent resident; and
- must not hold, or be currently enrolled in, a Certificate III or higher level qualification (not including qualifications completed at school)

\*A minimum age of 18 is required for enrolment with Applied Education.

#### **Fee and Charges**

Applied Education offers the following qualifications to eligible participants under this funding:

Course	Student Co-Contribution Fee	
	Non-Concession	Concession
FNS30322 Certificate III in Accounts Administration	\$970	\$708

These prices include all course materials and other optional services that students might need during their studies.

Students are only entitled to access Queensland government-subsidised training for one completed Certificate III qualification. For this reason, it is very important that before signing an enrolment form and committing to a course of study that will use up the entitlement, the student takes the time to consider the course they are choosing, the time needed to complete the course and to compare training options and costs.

#### **Course Duration**

QLD C3G students will have 12 months to complete the course. Additionally, Applied Education offers a 2x 3-month complementary extension to our QLD-funded students. In the event that a student is still unable to finish the course, they will be required to re-enrol under the same funding arrangement.

For more information on the Certificate 3 Guarantee program visit the website at

<https://desbt.qld.gov.au/training/training-careers/incentives/certificate3>

#### **Refund Policy**

As per Applied Education's refund policy.

## South Australian Government Initiatives

Applied Education is an approved provider to deliver subsidised courses in South Australia under a Training contract arrangement (Traineeship) and General training arrangement.

### **South Australia Subsidised Traineeship and Apprenticeship – Training Contract Arrangements**

#### **Student Eligibility**

To be eligible for undertaking a course via a traineeship in South Australia, a student must obtain a Training Contract. A training contract is a formal arrangement between the apprentice/trainee and the Employer. A parent or guardian will also need to be involved if the apprentice/ trainee is under 18 years of age. The Apprenticeship Network Provider (ANP) will facilitate the establishment of the training contract.

For more information about Traineeship in South Australia please refer to:

[https://providers.skills.sa.gov.au/DesktopModules/Bring2mind/DMX/API/Entries/Download?EntryId=1044&Command=Core\\_Download&language=en-US&PortalId=1&TabId=941](https://providers.skills.sa.gov.au/DesktopModules/Bring2mind/DMX/API/Entries/Download?EntryId=1044&Command=Core_Download&language=en-US&PortalId=1&TabId=941)

#### **Fees and Charges**

Applied Education offers the following qualifications to eligible participants under this funding:

Course	Student Co-Contribution Fee	
	Non-Concession	Concession
BSB30120 Certificate III in Business	\$955.50	\$367.50
FNS30322 Certificate III in Accounts Administration	\$937.30	\$360.50
FNS40222 Certificate IV in Accounting and Bookkeeping	\$1,119.30	\$430.50
FNS50222 Diploma of Accounting	\$1,494.50	\$530.70
FNS50222 Diploma of Accounting Tax Electives	\$1,617.00	\$574.20
TAE40122 Certificate IV in Training and Assessment	\$1,190	\$438

#### **Course Duration**

The duration of the course will be the same as the duration of the student's training contract.

#### **Refund Policy**

As per Applied Education's refund policy.

### **South Australia Subsidised Training Priority List (TPL) - General Training Arrangement**

#### **Student Eligibility**

To be eligible for subsidised training by the South Australia Government, you must:

- reside or work in South Australia;
- be aged 16 years or older; and
- not enrolled in school.
- be an Australian or New Zealand citizen, or an Australian Permanent Resident or a temporary visa type holder approved by SA government;
- Undertake all parts of the UAN (Upfront Assessment of Need) process. The UAN is delivered via an online Teams Meeting. However, depending on your Proof of Vocational competency, you may be required to attend a face-to-face meeting at our Adelaide office.

For full eligibility refer to: <https://providers.skills.sa.gov.au/Deliver/Student-eligibility-for-subsidised-training>

### Fees and Charges

Applied Education offers the following qualification to eligible participants under this funding:

Course	Student Co-Contribution Fee	
	Non-Concession	Concession
TAE40122 Certificate IV in Training and Assessment	\$1,190	\$438

### Western Australian Government Funded Traineeship arrangement

Applied Education is an approved provider to deliver subsidised courses in Western Australia under a training contract arrangement (Traineeship).

### Student Eligibility

To be eligible for undertaking the course via traineeship in Western Australia, a student must obtain a Training Contract. A training contract is a formal arrangement between the apprentice/trainee and the Employer. A parent or guardian will also need to be involved if the apprentice/ trainee is under 18 years of age. The Apprenticeship Network Provider (ANP) will facilitate the establishment of the training contract.

For more information about Traineeship in South Australia please visit:

<https://www.jobsandskills.wa.gov.au/>

### Fees and Charges

Applied Education offers the following qualifications to eligible participants under this funding:

Course <i>Fees and charges are according to DTWD VET Fees and Charges policy Version 1.3.</i>	Student Co-Contribution Fee (Indicative Fee, Subject to changes)	
	Non-Concession	Concession
BSB30120 Certificate III in Business (Administration)	\$1592.50	\$475.30
FNS30322 Certificate III in Accounts Administration	\$1478.75	\$441.35
FNS40222 Certificate IV in Accounting and Bookkeeping	\$1998.75	\$596.55

### Course Duration

The duration of the course will be the same as the duration of the student's training contract.

### Refund Policy

WA Traineeship refund policy will be aligned with the latest DTWD VET Fees and Charges policy.

### Refund Policy

As per Applied Education's refund policy.

## NSW Smart and Skilled Targeted Priority Full Qualifications (TPFQ) Requirements Policy

Applied Education offers the Smart and Skilled program: Targeted Priority Full Qualifications (TPFQ) - Newcastle and Lake Macquarie for:

- FNS50222 Diploma of Accounting: and
- FNS60222 Advanced Diploma of Accounting.

There are several categories of student fees, based on the program, the qualification and the characteristic of the student. The full details can be found at <https://www.nsw.gov.au/education-and-training/resources/qualification-prices-fees>

Applied Education will only charge the student the applicable fee mandated by the NSW Government for the subsidised training category that the student is undertaking. The student fee (if applicable) will be confirmed when Applied Education validates the required student data into Smart and Skilled Provider Calculator. Applied Education will not charge any additional fees except for allowable additional costs outlined in Section 5 of the Smart and Skilled Fee Administration Policy.

You can find the full information regarding the Smart and Skilled Fee Administration Policy on the below link.

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

### Student Eligibility

A person who is eligible to receive Smart and Skilled subsidised training is a person who at the time of enrolment in a qualification or course on NSW Skills list with a Smart and Skilled provider:

- 1) Lives or works in NSW (determined by postcode of the usual place of residence or place of work); or

Newcastle	2259 2264 2265 2267 2278 2280 2281 2282 2283
and Lake	2284 2285 2286 2287 2289 2290 2291 2292 2293
Macquarie	2294 2295 2296 2297 2298 2299 2300 2302
	2303 2304 2305 2306 2307 2308 <u>2318 2322 2323</u>

- 2) An Aboriginal or Torres Strait Islander who does not live or work in NSW but lives in specific defined interstate NSW border areas (According to Appendix 2: Defined interstate NSW border areas\*) is eligible for government-subsidised training under Smart and Skilled; and

Is:

- (i) An Australian citizen; or
  - (ii) A permanent Australian resident; or
  - (iii) A New Zealand citizen; or
  - (iv) A humanitarian visa holder (according to Appendix 1: Refugees and asylum seekers \*); and
- 3) Is aged 15 years or older; and
  - 4) Is no longer in secondary education – except for registered home school students.

\*Applied Education will confirm the eligibility with the student before enrolment.

\*\* Please note Applied Education only enrol students above 18 years of age.

Applied Education will sight or maintain acceptable evidence as detailed in Section 3: Accepted Evidence Smart and Skilled Student Eligibility Policy. You can find the full information regarding the student eligibility on the below link.

<https://www.nsw.gov.au/sites/default/files/2023-05/student-eligibility-policy-1-jul-23-to-30-jun-24.pdf>

### **Credit Transfer (CT) and Recognition of Prior Learning (RPL)**

Applied Education complies with the Australian Skills Quality Authority (ASQA) guideline in relation to granting Credit Transfer (CT). Applied Education will grant CT for any Unit of Competency (UoC/s) already achieved and where the evidence to support this is provided.

For RPL, Applied Education will comply with the NSW Recognition Framework as published from time to time.

### **Consumer Protection Information**

For more information related to NSW Smart and Skilled Consumer Protection Strategy please visit the webpage below.

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-consumer-protection-strategy>

### **Enrolment Deferment and Discontinue**

Deferring students

Enrolled students must contact the Student Support team in the event that they feel like they need to defer the study due to unforeseen circumstances. Applied Education will make every effort to assist enrolled students to continue Training where possible. An updated Training Plan will be developed to keep students on track of completion.

In line with Smart and Skilled Operating Guidelines, enrolled students only permit deferrals totalling no more than 12 months from the date of receipt of notice from the Enrolled Student. Applied Education will advise students of the Fee implications of deferring their Subsidised Training in accordance with the Fee Administration Policy.

Enrolled students who do not recommence subsidised training within a 12-month period of deferral will be treated as new students and the Notification of Enrolment process must be carried out.

### **Discontinuing students**

Enrolled students must notify Applied Education in writing if they wish to discontinue their Training in an Approved Qualification without completion. The cancellation form is available upon request.

### **Smart and Skilled Funding Enrolment Process**

Applied Education will collect the following information from the prospective student as part of the requirement to enrol the student under Smart and Skilled program:

- 1) Prospective students must provide USI (Unique Student Identifier). For more information visit <https://www.usi.gov.au/>
- 2) Prospective students must give consent to Applied Education by signing the "Consent to use and disclosure of personal information" form which will be provided upon enrolment. Successful completion of the Notification of Enrolment Process will result in the issue of a Commitment ID.



## Course Completion

### Post-Course Survey Requirement

It is a regulatory requirement that all RTOs must collect quality indicator data using the required learner engagement and/or employer satisfaction questionnaires. (ASQA standard 7.5) Therefore it is a condition of enrolment that all students must first complete a post-course survey before their course documentation can be issued.

### Australian Qualification Framework (AQF)

A full AQF Certificate and Record of Results will be issued via email upon completion of the full qualification. A Statement of Attainment will be issued for Skill Sets, individual units of competency and partial completion of a qualification. Applied Education has a right to withhold the issuance of qualification documentation if fees are unpaid.

### Qualifications

Students participating in training with Applied Education shall be issued with:

- Full AQF Certificate, or
- Statement of Attainment, or
- Statement of Attendance/ Completion

### Record of Results and Qualification Certificate

This will be issued to a student who has completed all of the necessary units for a qualification course.

The Certificate will be sent to the student's nominated email address within 10 business days after the course is completed.

### Statement of Attainment

A Statement of Attainment is issued when a student has completed skill sets, individual units of competency or some, but not all, units required for a qualification course.

The Statement of Attainment will be sent to the student's nominated email address within 10 business days after the course is completed.

It is important that Applied Education has the student's current email address so that qualification documents are received promptly.

### Post-Course Survey Requirement

It is a regulatory requirement that all RTOs must collect quality indicator data using the required learner engagement and/or employer satisfaction questionnaires. (ASQA standard 7.5) Therefore it is a condition of enrolment that all students must first complete a post-course survey before their course documentation can be issued.

## Evaluation of Training

All students are requested to complete a written evaluation on completion of their course. These evaluations are used by VET Regulatory Bodies and Applied Education to monitor your feedback with the training and to identify opportunities for improvement. Your participation in this activity is very important and highly valued.

## Additional Policies and Procedures

### Applied Education Equal Opportunity Policy

#### Anti-Discrimination Policy

Applied Education's student recruitment policy shall provide equal opportunity for its students regardless of sex, race, colour, national origin, age, religion and physical or mental handicap. Applied Education shall not show favouritism in any area to any student.

#### Access & Equity

Applied Education has a Code of Conduct that includes access and equity policy. This document is available on request. It is the responsibility of all Applied Education staff to ensure the requirements of the Access & Equity Policy are met at all times.

### Complaints and Appeals Policy and Procedure

If a student has a concern, they should initially discuss their concern with the relevant staff member of Applied Education. If, however, the student is not satisfied with the outcome they are then able to elevate the complaint and make use of the Complaints and Appeals procedure.

We ensure that the Complaints and Appeals Policy and Procedure are detailed in the following section of the student handbook. The key principles of the policy are:

- All grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the grievance procedure.
- All grievance appeals and outcomes will be documented in writing.
- Applied Education will attempt to resolve any grievances fairly and equitably within 10 working days. Contact Applied Education for a copy of the Complaints and Appeals full policy and procedure.

#### Procedure

Students may raise any matters of concern relating to training delivery and assessment, the quality of the training, amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most grievances to be addressed however in some cases alternative measures may need to be explored.

Students who feel they may have been unfairly treated may follow the procedures listed below.

- The student should first discuss the matter with an appropriate staff member of Applied Education. If not satisfied, the student may then:
- Download and fill in a 'Complaints and Appeal Form' which can be found on the Applied Education website, at <https://www.appliededucation.edu.au/about-applied-education/terms-and-conditions>
- Upon receipt of the filled-in Complaint or Appeal form, the directors will discuss the circumstances with the relevant staff at Applied Education and then contact the student with an outcome within 10 working days.
- Applied Education will endeavour to resolve any complaint as quickly as possible. If however, we determine that more than 60 calendar days are required to process and finalise the

complaint or appeal, Applied Education will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and regularly updates the complainant or appellant on the progress of the matter.

- Where a grievance cannot be resolved through discussion and conciliation, the need for an appropriate external and independent agent to mediate between the parties may be required. Applied Education is a member of the Resolution Institute (member number 34442) that administers a Student Mediation Scheme. Details of the Student Mediation scheme can be found at the following link, <https://www.resolution.institute/membership-information/student-mediation-scheme>
- In the event of a dispute arising the parties agree to submit to the jurisdiction of any competent court in Western Australia. Such a dispute will be determined in accordance with the law and practice applicable in such a court.

Applied Education will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation. A Corrective Action Record will be raised and filed in the Quality Policy Folder for future reference.

The matter may be resolved by:

- Granting the appeal; or
- Rejecting the appeal; or
- Referring the matter to an independent external assessor for resolution.

## Privacy Policy

Applied Education will ensure that it respects the privacy of students, prospective students and employers, by implementing the National Privacy Principles.

The National Privacy Principles (NPPs) in the Privacy Act (Privacy Amendment (Private Sector) Act 2000) sets out how private sector organisations should collect, use, keep secure and disclose personal information. The principles give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong.

Applied Education will ensure that it operates consistently with the National Privacy Principles and only collects the personal information that is necessary for the conduct of our business and that we will use that information in the manner for which it was intended.

Applied Education will store and use the information appropriately and limit access to only those who have a legal reason to have access to that information, or to whom the student has given permission.

For example, student information is only given to the following bodies where required:

- DET            Department of Education & Training
- ETTE         Employment Training & Tertiary Education
- STA           State Training Authorities
- NCVER       National Centre for Vocational Education Research Ltd

All employer information obtained will be treated in the strictest of confidence whether so marked or not. Applied Education collects personal information solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by

the Australian Government which is the registered authority. The requirements of the registering authority may mean the release of your personal information for the purposes of audit. While students are undertaking their course, there will be times when Applied Education and/ or the Training Consultant, Business Development Consultant or Administration Officer may need to discuss the situation with others.

## Work Health and Safety

Applied Education is committed to providing a safe and healthy environment for all students and aims to achieve the highest degree in Occupational Health and Safety and Security by adhering to Government Legislation and taking a personal interest in the well-being of staff and students.

### Who is Responsible for Work Health and Safety?

Students are responsible for not only their own health and safety but also the health and safety of others within their working/ training environment. Students should report unsafe working conditions, faulty equipment and accidents in the workplace/ training environment immediately to their Training Consultant or Supervisor.

## Legislation

Applied Education abides by the following Commonwealth and State Acts and Legislation to maintain its position within the industry.

- Work Health and Safety Act 2011
- Applicable “State” Workers Compensation legislation
- Applicable “State” Workplace Rehabilitation legislation
- Vocational Education and Training Accreditation Act 1996
- Work Health and Safety Act 2020
- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Workplace Gender Equality Act 2012
- Sex Discrimination Act 1994
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Privacy Act 1988
- Copyright Act 1968
- Copyright Amendment (Digital Agenda) Act 2000
- Industrial Relations Act 1979
- Archives Act 1983
- Fair Work Act
- Income Tax Assessment Act

Legislation can be accessed via the following links.

<https://www.legislation.gov.au/>

<http://www.legislation.act.gov.au>

## Quality System

Applied Education has been approved as a registered training organisation and has demonstrated compliance with National Policies, Practices, Guidelines and Protocols related to its operation as a training organisation. Applied Education operates under a set of policies and procedures, which comply with the Australian Skills Quality Authority (ASQA) Standards for Register Training Organisations 2015.

For more information about Applied Education's registration and accreditation, contact a Training Consultant.

## Document Version

This document was updated on 17 February 2025 and is accurate at this time.

This student handbook may be updated to reflect new policies and procedures. It is incumbent on each student to ensure they are reviewing the latest version of this student handbook. The latest version will always be available for download from the Applied Education website.