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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 over 40,000 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’s success is due to solid partnerships with our stakeholders and a strong commitment to providing the best service.

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: www.appliededucation.edu.au
Email: info@appliededucation.edu.au
Directors Brett Thornett brett@appliededucation.edu.au
Dan Logan dan@appliededucation.edu.au

Ready to Enrol

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

- Course length – maximum duration and expected hours to complete the course.
- Course content – units 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
If your course is delivered online, 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 Excel.
- 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, Applied Education will give exemptions 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 destination course 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 before 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 RPL for already holding industry skills.
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 observations
- 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 full curriculum 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 individual experience and qualifications against appropriate learning outcomes/competency statements.
- If the claim matches the learning outcomes/ competencies, then full recognition is granted.
- If the claim does not match the learning outcomes/ competencies then further evidence will be requested, this may also involve an interview where the student will support their case. Further evidence must be supplied within the negotiated timeframe.
- If further evidence is not recognised then the claim will be rejected.
- The student may appeal the decision and ask for an assessor to make a recommendation.
- The outcome will be forwarded to the student within 10 working days of the final decision.
- The completed RPL application form with evidence will be placed on the student's file.
- Details of the application will be recorded

Qualification Prerequisites & Entry Requirements

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.

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

Allowed Course Duration
All students are required to complete their course within a specified timeframe. The maximum allowed time to complete a course is detailed in the table below.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Maximum Allowed Time to Complete the Course</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Certificate III &amp; IV</strong></td>
<td></td>
</tr>
<tr>
<td>BSB30120 Certificate III in Business</td>
<td>12 Months</td>
</tr>
<tr>
<td>FNS30322 Certificate III in Accounts Administration</td>
<td>12 Months</td>
</tr>
<tr>
<td>FNS40222 Certificate IV in Accounting and Bookkeeping</td>
<td>12 months</td>
</tr>
<tr>
<td><strong>Diploma</strong></td>
<td></td>
</tr>
<tr>
<td>FNS50222 Diploma of Accounting</td>
<td>12 months</td>
</tr>
<tr>
<td>FNS50222 Diploma of Accounting with tax electives</td>
<td>18 months</td>
</tr>
<tr>
<td>FNS50422 Diploma of Payroll Services</td>
<td>12 months</td>
</tr>
<tr>
<td>FNS60217 Advanced Diploma of Accounting</td>
<td>12 months</td>
</tr>
<tr>
<td><strong>Skill Sets</strong></td>
<td></td>
</tr>
<tr>
<td>BAS Agent Registration Skill Set</td>
<td>6 months</td>
</tr>
<tr>
<td>Tax Agent Registration Skill Sets</td>
<td>12 months</td>
</tr>
<tr>
<td>FNSSS00014 Accounting Principles</td>
<td>12 months</td>
</tr>
<tr>
<td>FNSSS00015 Advanced Accounting Principles</td>
<td>12 months</td>
</tr>
<tr>
<td>FNSSS00012 Payroll Administrator</td>
<td>12 months</td>
</tr>
</tbody>
</table>

Please note that if you are enrolled as a government-funded trainee, your maximum time allowed may differ from the above, it will be confirmed in your Training Contract.

If students are not able to complete the course within the specified timeframe, please refer to our extension policy and fees.

Study Material and Resources
For most courses, digital training manuals are provided as part of your enrolment fee. Digital training manuals are non-printable and non-editable. Students have the option of purchasing hard copy manuals, if available (refer to the 'Additional Fees and Charges' section). If hard copy manuals are not available, information will be provided on the Applied Education website and in the course information guide.

However, there is a requirement to purchase textbooks from a nominated supplier for the following courses:
- Diploma of Accounting
- Advanced Diploma of Accounting
- Advanced Accounting Principles Skill Set
- Tax Agent Registration Skill Set
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 listed on our website and course information guides.

**Updating of Course Material**

On occasion, the study material will be updated to a new version. 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. 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 complete 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 cash, 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. Please note there is an administration fee payable on enrolment if selecting 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 details. Payment plans are only available with credit card payments.

**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 submitted documentary evidence. Once submitted, your case will be forwarded to the Managing Director 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.
- A reduction 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.

It is the responsibility of Applied Education to 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, and support students by answering course-related queries.

Responsibilities of students include an obligation to initiate their own learning and discover the answers to assessment questions, pace learning to allow assessment within the given time frames and independently master any computer programs related to the course material. While our support
officers 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 a trainee receive additional support getting started and throughout their course. 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 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. For more information

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 provided 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.

We do not make outbound international calls. For assessor and/or student support call-backs to students located outside Australia, we can schedule contact via Microsoft Teams, or the student can contact us on the days/times listed above at +61 8 9221 0955.

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 in lieu of a refund:

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

Course Transfer

Students can request to transfer their enrolment in a nationally recognised qualification to another student only within 60 days of the course start date 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 and validating evidence, which must be recorded by Training Consultants to prove student competence. The student must be made aware of how assessments will be completed, and the Training Consultant 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 to us 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**

All students who enrol in a qualification course will be required, by the national regulator ASQA, to complete several preliminary assessments being:

- 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 a student will need any additional support before or during the course by undertaking a short Language, Literacy and Numeracy (LLN) online test. The purpose of this activity is to check a student’s readiness for study.

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. Increase workbook text size if it’s deemed the student has a sight problem. Arrange seating within the classroom.

**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, for all online students, 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 assessed under the Principles of Competency-Based Training.
The aim of Competency Based Training is for an assessor to determine a student’s ability to complete the activities in each unit of competency. Competencies focus on the knowledge and tasks that are required in the workplace. When students are being assessed on these activities, they will be required to perform them to the level required in the workplace.

Unit Assessments
For each Unit of Competency, students will be required to undertake a number of written and practical assessment tasks to demonstrate their understanding of the required knowledge. 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 issued with appropriate qualification documentation.

Reverting an Assessment Submission to Draft
If a submission is waiting to be marked, a student can ask for it to be reverted to draft. Reasons may include missing a file, wrong file attached, submitted an old version.

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

If a student has not been marked “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. 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 achieve 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 target assessment dates 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.

Abusive, bullying or aggressive phone calls or emails will not be tolerated. If a student is found to have acted in an unacceptable manner, they will 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. We (Applied Education) consider any attempt to gain an 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 work that is their own, and when the work of others is used, it must be properly 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 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 which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

Penalties
In line with our Academic Integrity Policy, if a student is found to have plagiarised another’s work, initially they will be marked Not Yet Competent and will be required to undertake a new assessment, fees will apply. For subsequent instances of academic misconduct by a student, he/she will be deregistered from the course WITHOUT REFUND.

Fair Use Policy
Where students are engaged in self-paced learning it is expected that the student will read and complete their work using the supplied learning materials. Where a student uses Applied Education assessors and the ticket system as a form of extra tuition a fair use policy will be applied.

Fair use per unit will be:
• Certificate III and IV units – 35 minutes maximum per unit.
• Diploma and Advanced Diploma units – 45 minutes maximum per unit.

Change in Situation
Students must advise Applied Education of any changes in their personal details by lodging an online support ticket at https://www.appliededucation.edu.au/ticket
This can include:
• change of contact details
• change of address
• change of legal name

Attendance Requirements for Structured Workshops or Training Sessions
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
Students are required to participate in all training activities and carry out any tasks that may be asked by their Training Consultant to the best of their ability. All unit assessments must be completed.

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 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 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, for example, to 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

<table>
<thead>
<tr>
<th>Course Level</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cert III and Cert IV level courses</td>
<td>$300</td>
</tr>
<tr>
<td>Diploma and Advanced Diploma level course</td>
<td>$500</td>
</tr>
</tbody>
</table>

Please note this fee is not 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

### Payment plan administration fees

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

<table>
<thead>
<tr>
<th>Payment Plan Duration</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-week</td>
<td>$20</td>
</tr>
<tr>
<td>6-month</td>
<td>$100</td>
</tr>
<tr>
<td>12-month</td>
<td>$150</td>
</tr>
</tbody>
</table>

### Additional or progressive testamur documentation

The following fees apply if a student requires a reprint of already issued documents or statements of attainment before their course is complete.

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

### Printed copies of Applied Education supplied training manuals

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

<table>
<thead>
<tr>
<th>Manual Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Principles Skill Set (for 4 units)</td>
<td>$160</td>
</tr>
<tr>
<td>Payroll Administrator Skill Set (all units)</td>
<td>$200</td>
</tr>
<tr>
<td>Certificate III Accounts Administration (currently not available)</td>
<td>--</td>
</tr>
<tr>
<td>Certificate IV Accounting and Bookkeeping (for 10 units)</td>
<td>$249</td>
</tr>
<tr>
<td>Diploma of Payroll Services (for 9 units)</td>
<td>$300</td>
</tr>
<tr>
<td>BAS Agent Registration (for 1 unit)</td>
<td>$80</td>
</tr>
<tr>
<td>Any single manual</td>
<td>$25 per workbook plus $15 postage</td>
</tr>
</tbody>
</table>

### 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 average cost per book is approximately $70 to $90
Exam Supervision Fee
Any units that are used for Tax Practitioner Board (TPB) registration require a supervised exam assessment. 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 exam supervisor Applied Education is able to offer a face-to-face or Skype exam supervision service for a fee of $90 per exam.

Oral Communication Assessment
Telephone Interview with 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 units to which you have not 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 for a fee of $250. Some completed units may be credit transferred to the new course. Any additional units that need to be added to the new course will cost $100 per unit. 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, transferring a course to another student incurs a fee of $275
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:

<table>
<thead>
<tr>
<th>Course</th>
<th>Student Co- Contribution Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNS40222 Certificate IV in Accounting and Bookkeeping</td>
<td>$970</td>
</tr>
<tr>
<td>FNS50222 Diploma of Accounting</td>
<td>$1520</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Course</th>
<th>Student Co-Contrib. Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Non-Concession</td>
</tr>
<tr>
<td>FNS30322 Certificate III in Accounts Admin</td>
<td>$870</td>
</tr>
</tbody>
</table>

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

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 Apprentice – 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

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

<table>
<thead>
<tr>
<th>Course</th>
<th>Non-Concession</th>
<th>Concession</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB30120 Certificate III in Business</td>
<td>$850.50</td>
<td>$162.50</td>
</tr>
<tr>
<td>FNS30322 Certificate III in Accounts Admin.</td>
<td>$769.50</td>
<td>$237.50</td>
</tr>
<tr>
<td>FNS40222 Certificate IV in Accounting &amp; Book.</td>
<td>$996.30</td>
<td>$307.70</td>
</tr>
<tr>
<td>FNS50222 Diploma of Accounting</td>
<td>$1338.75</td>
<td>$408.70</td>
</tr>
</tbody>
</table>

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 an Australian or New Zealand citizen, or an Australian Permanent Resident or an eligible visa holder (see eligible visas at https://www.skills.sa.gov.au/courses-careers/eligibility-explained);
- be aged 16 years or older;* and
- not enrolled in school.

*A minimum age of 18 is required for enrolment with Applied Education.
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 qualifications to eligible participants under this funding:

<table>
<thead>
<tr>
<th>Course</th>
<th>Student Co- Contribution Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB30120 Certificate III in Business</td>
<td>$850.50</td>
</tr>
<tr>
<td>FNS30322 Certificate III in Accounts Admin.</td>
<td>$769.50</td>
</tr>
<tr>
<td>FNS40222 Certificate IV in Accounting &amp; Book.</td>
<td>$996.30</td>
</tr>
<tr>
<td>FNS50222 Diploma of Accounting</td>
<td>$1338.75</td>
</tr>
</tbody>
</table>
Course Duration
SA TPL students will have 12 months to complete the course. Additionally, Applied Education offers a 2x 3-month complementary extension to our SA TPL students.

Refund Policy
As per Applied Education’s refund policy.

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:

<table>
<thead>
<tr>
<th>Course</th>
<th>Non-Concession</th>
<th>Concession</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB30120 Certificate III in Business (Admin.)</td>
<td>$1592.50</td>
<td>$475.30</td>
</tr>
<tr>
<td>FNS30322 Certificate III in Accounts Admin.</td>
<td>$1478.75</td>
<td>$441.35</td>
</tr>
<tr>
<td>FNS40222 Certificate IV in Accounting &amp; Bookkeeping</td>
<td>$1998.75</td>
<td>$596.55</td>
</tr>
</tbody>
</table>

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.
Course Completion

Australian Qualification Framework (AQF)
A full AQF Certificate is issued when the student has completed all requirements for a qualification as listed in the syllabus document. The certificate does not list the units of competency completed. These are listed on the Record of Results, which is issued on completion of the course. A Statement of Attainment will be issued if a student has not completed the entire course.

Applied Education has a right to withhold the issuance of qualification documentation if fees are unpaid.

Qualifications
All students participating in training with Applied Education shall be issued with either a:
- 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.

Certificates will be issued within 10 working days of the last unit being marked competent.

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

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

It is important that Applied Education has the student’s current contact details so that the certificate is received promptly.

Replacement certificates can be provided but will incur a fee.

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](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
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 Occupational 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.

- Occupational Health and Safety (Commonwealth Employees) Act 1991
- Applicable “State” Workers Compensation legislation
- Applicable “State” Workplace Rehabilitation legislation
- Vocational Education and Training Accreditation Act 1996
- Occupational Safety and Health Act 1984
- Workplace Relations Act 1996
- Human Rights (Sexual Conduct) Act 1994
- Equal Opportunity for Women in the Workplace Act 1999
- 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.
http://www.comlaw.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 27 June 2023 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.