

Student Handbook

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

Applied Education is a leading educational provider of vocational education and training in Australia, having trained over 40,000 students in the last few years. Your decision to complete Nationally Recognised Training is an important step in developing your cognitive process in learning of new skills and knowledge.

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

To assist you with your learning, we have developed this Student Handbook. 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 a very rewarding training experience.

Regards



Brett Thornett CPA
Education Director – Applied Education



Contents

1. Introduction	5
2. Our Objectives	5
3. Course Information	6
Course Payment Options	6
Payment of Fees and Charges	6
Flexible Payment Options	6
Course Fees & Tuition Assurance	7
Fees for Specific Student Groups/Courses/Concessions on Courses	7
Enrolment	8
Allowed Course Duration	8
Study Material & Resources	9
Student Support	9
Evaluation of Training	10
Change in Situation	10
Fees and Charges	10
4. About Assessment	12
Competency Based Assessment	12
Australian Qualification Framework (AQF)	13
Previous Study and Skills Recognition	13
Credit Transfer	13
Recognition of Prior Learning (RPL)	14
The Steps for an RPL Assessment	14
5. Rights and Responsibilities	15
Rights and Responsibilities - Student	15
Rights and Responsibilities - Applied Education	15
Language, Literacy and Numeracy (LLN)	16
Important Notice Regarding Online Self-Paced Learning	16
Induction	16
Applied Education Student Code of Conduct	17
Applied Education Equal Opportunity Policy	18
Complaints and Appeals Policy and Procedure	19
Policy	19
Procedure	19
Course Refund Policy – Full Fee Students	20
Full Refunds – Full Fee Students	20
Course Refund Policy – Western Australia Trainees Only	21
Privacy Policy	22
Work Health and Safety	23

Quality System	23
6. Study Tips and Skills for Students.....	24
Tips if you get stuck with a question	24
7. Document Version	24

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1. Introduction

Applied Education are Australia's leading training experts, with our head office located in Perth and comprising 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 clients and a strong commitment to providing the best service.

2. Our Objectives

Applied Education delivers to students a framework that enables their 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 together in "units of competency". Each unit of competency has specific goals, against which we must measure your achievement; these are sometimes called the "performance criteria".

3. Course Information

Before enrolling into a course, students can request a course information pack which provides information on:

- Course length – expected hours to complete the course
- Course content – units covered in each course
- Opportunities for Recognition of Prior Learning (RPL)
- Fees – total fees
- Location of training (if applicable)
- Prerequisite requirements (if applicable)
- The qualification to be issued upon successful completion

Required equipment and skills to complete the course

In most instances, students will require the following equipment to complete a course at Applied Education:

- Computer or laptop with a currently supported version of Windows or Mac OS.
- Access to Microsoft Office Word and Excel – 2010 or above
- If using only electronic training material, it is recommended to make use of a second screen.
- Reliable internet connection
- Printer

Prerequisite Qualifications

Some courses at Applied Education do require prerequisite qualifications. If applicable, details regarding the prerequisite requirements are detailed on the Applied Education website and course information packs.

Preliminary Assessments

All students who enrol in a qualification course will be required to complete several preliminary assessments which include a Language, Literacy and Numeracy (LLN) Test and a Work Health and Safety Assessment. There is also a requirement to assess oral communication skills. For online students, this will require the submission of a voice recording of a role-play conversation between yourself and others (further details will be provided upon enrolment).

Information Technology Skills

Given a significant proportion of the course is completed through online correspondence, there is also the expectation that students will also have basic information technology skills. This includes 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.

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, MasterCard, AMEX (Note 3% charge applies for AMEX) or purchase order number.

Flexible Payment Options

Course fees are payable and enrolments are considered tentative until payment and a written form of enrolment is received by Applied Education.

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

- a) pay the full amount of fees and charges;
- b) pay fee by instalment;

Course Fees & Tuition Assurance

Course fee information is available on the Applied Education website and in the course information packs, including payment plan fees. Student fees are protected under a fee assurance scheme. Applied Education is covered by the ACPET's Australian Student Tuition Assurance Scheme (ASTAS). Further details regarding the fee assurance scheme can be found at: <https://www.acpetactivations.com.au/about-tuition-assurance/>

Payment by Instalments

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 payment.

Fees for Specific Student Groups/Courses/Concessions on Courses

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

Persons, or dependents of persons, who:

- a) hold a Pensioner Concessions Card; or
- b) hold a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
- c) hold a Health Care Card; or
- d) are in receipt of AUSTUDY or ABSTUDY; or
- e) 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

All students are required to complete an online or paper based enrolment form prior to commencing the course. Once enrolled, a student will receive a welcome email which provides details on how to proceed with their course, including details of their unique student ID number and password to access their online student platform and App.

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.

Course Name	Maximum Allowed Time to Complete the Course
Certificate III & IV	
FNS30317 Certificate III in Accounts Administration	12 months
BSB42618 Certificate IV in New Small Business – Upskill – 4 units	12 months
BSB42618 Certificate IV in New Small Business – up to 10 units	12 months
FNS40217 Certificate IV in Accounting and Bookkeeping	12 months
Dual Qualification FNS40217 Certificate IV in Accounting and Bookkeeping & BSB42618 Certificate IV in New Small Business – 17 units	18 months
Diploma	
FNS50217 Diploma of Accounting - Express	24 months
FNS50217 Diploma of Accounting - Express and Tax	30 months
BSB50215 Diploma of Business	18 months
Dual Qualification FNS50217 Express Diploma of Accounting & BSB50215 Diploma of Business	24 months
FNS50417 Diploma of Payroll Services – Upgrade units	18 months
FNS50417 Diploma of Payroll Services	24 months
Advanced Diploma	
FNS60217 Advanced Diploma of Accounting – 8 Advanced units	18 months
FNS60217 Advanced Diploma of Accounting – Express Commercial	36 months
FNS60217 Advanced Diploma of Accounting – Express Tax	36 months

Pathway Programs	
Accounting Pathway- Cert IV to Diploma of Accounting	24 months
Accounting Pathway- Cert IV to Diploma of Accounting plus Tax Agent Specialisation	36 months
Accounting Pathway – Cert IV to Advanced Diploma of Accounting – Commercial Specialisation	36 months
Accounting Full Pathway – Cert III to Advanced Diploma of Accounting – Tax Agent Specialisation	48 months
TPB Units	
Tax or BAS Agent registration units	12 months

If students are not able to complete the course within the specified timeframe, extension fees will apply. See Fees and Charges for further details.

Study Material & Resources

Students are provided with all material required to complete the course.

Cert III & Cert IV Level Units

For Certificate III and IV level units the workbooks are provided electronically as part of your enrolment fee.

Students have the option of purchasing hard copies of the electronic workbooks. (See the course fee section of this document for further details.)

Updating of Course Material

On occasions the study material will be updated to a new version. Students will have the choice of continuing using the previous material or are able to switch to the updated version. Any new version of course workbooks 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 workbooks. (See the course fee section of this document for further details.)

Diploma or Advanced Diploma Level Units

For **Accounting** Diploma and Advanced Diploma level units, **there is a requirement to purchase hard copy textbooks from a nominated supplier.** Applied Education has negotiated significant discounts for the textbooks which are available to students if the textbooks are purchased via the links available on the online student platform.

Diploma of **Business or Diploma or Payroll Services** units do not require the purchase any textbooks. All course work book material is provided electronically. **Students have the option of purchasing hard copies of the electronic workbooks.** (See the Applied Education website for further details.)

Google Apps for Education

All enrolled students are also given the option to make use of the Applied Education Google Apps for Education. The terms of service are detailed in the following web links.

https://gsuite.google.com/terms/education_terms.html

Student Accounts

Student Google Apps accounts are active for the duration of a student's academic program. The account will then remain active for a further six months after a course has been completed at which time the account will then become suspended. Suspended accounts will be automatically deleted after 90 days and the data within it will not be able to be recovered.

Note: The account will be suspended if a student withdraws from the course.

Student Support

Support is provided to students through the following means.

- Lodging an online support ticket - <https://www.appliededucation.edu.au/ticket>
- Assessor support phone calls - 8:30am – 1pm Australian Western Standard Time
- General support phone call support - 8:30am – 4:00pm Australian Western Standard Time
- Facebook

Evaluation of Training

All students are requested to complete a written evaluation on completion of the training. 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.

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.

Self-paced learning workbooks and/ or assessments must be completed.

Change in Situation

Students must advise Applied Education of any changes in their personal details by contacting (08) 9221 0955 or emailing reception@appliededucation.edu.au.

This can include ;
change of contact details
change of address
change of legal name

Fees and Charges

The following information provides an overview of other possible fees and charges.

Recognised Prior Learning (RPL) Pre-course assessment fee

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

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

Assessment reattempt fee

This fee is applicable if a student is required to attempt a new assessment \$150

Payment plan administration fee

Students are able to pay for a course through a payment plan. The initial payment will be \$475 followed by 6, 12 or 18 equal payments over the respective number of months for the remaining balance to be paid.

Payment Plan Fees Schedule (12 and 18 month options not available for all courses)

- 6 months \$100
- 12 months \$150
- 18 months \$200

Payment plans are only available with credit card payment.

Additional or progressive testamur documentation

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

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

Printed copy of workbooks

Where applicable, all workbooks supplied by Applied Education are available as electronic PDF documents. These PDF documents have been protected so that they cannot be printed. Hard copy workbooks can be purchased for the following fees.

Cert IV Accounting and Bookkeeping	\$275
Cert IV New Small Business	\$250
Cert IV New Small Business upgrade	\$100
Diploma of Payroll Services (full)	\$250
Diploma of Payroll Service (upgrade)	\$150
Diploma of Business	\$200
Dual Diploma - Accounting & Business	\$300
Diploma of Accounting	\$150 (Cert IV unit workbooks only)
Advanced Diploma of Accounting	\$130 (Cert IV unit workbooks only)
Cert III Accounts admin	\$120
BAS agent registration	\$80 one unit / \$100 two units
Any single workbooks	\$25 per workbook plus \$15 postage

Note - The workbooks supplied for the Diploma and Advanced Diploma of Accounting by Applied Education are only for units at the Certificate IV level. Any textbooks required for Diploma and Advanced Diploma level units are required to be purchased directly from our supplier.

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 are able to offer a face to face or Skype exam supervision service for a fee of \$50 per exam.

Course Extension Fees

If your allowed time to complete the course has passed, you are able to request a three month extension at no extra charge. Please [lodge a student support ticket](#) for further information. If a student requires more time to complete the course after the first extension, a course extension fee will apply.

12 month course extension fee - \$100 per incomplete unit

Course Upgrade Fee

If your allowed time to complete the course has passed and your enrolled course has been superseded (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 able to 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)

Additional Fee: students wishing to spend additional one-to-one time with training consultants will be charged at the following rate:

This fee applies over all units

- First half hour: free
- One hour or part of: \$100
- Half hour: \$50

4. About Assessment

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 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.

Competency Based Assessment

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 do 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.

For assessment tasks, students will be required to undertake a number of written and practical 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 Competent". Students will then be given another opportunity to reattempt the incorrect section(s) of the assessment. Once a student has achieved the required outcome, they will be awarded the result 'Competent'.

If after four attempts a student is still not assessed as being competent they will be required to attempt a new assessment. Additional fees will apply when a new assessment is required to be attempted.

All assessment results are recorded. Students will be notified of results in each assessment and have access to their assessments records through their online student platform.

Once all required units are completed a student will be issued with appropriate qualification documentation.

Time Taken for Submission to be assessed

First attempt – up to 10 business days

Reattempts – up to 5 business days

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.

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.

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.

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.

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.

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

Replacement certificates will incur a fee of \$50 and a statement of attainment will incur a fee of \$30.

Previous Study and Skills Recognition

It may be possible for previous study or experience to be recognised through credit transfer or Recognised Prior Learning.

Credit Transfer

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 with units equivalent to those they are enrolled in, issued under the Australian Qualifications Framework from any state or territory, Applied Education will give exemptions for those units of competency.

The transfer of credit provides the student with exemption(s) from 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.

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 work experience, employment and other life experiences.

RPL is an assessment process that assesses the individual's non-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

- A non-refundable RPL pre-course assessment fee will apply for all courses. (see 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 students file.
- Details of the application will be recorded

5. Rights and Responsibilities

At the outset it is important to outline the rights and responsibilities for both students and Applied Education. These are detailed in the following section.

Rights and Responsibilities - Student

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 possibly may also result in them being removed from the course with no refund.

Abusive, bullying or aggressive phone calls or emails will also 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.

Plagiarism

Plagiarism is the action or practice of taking thoughts or writings of another and using 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.

If a student is found to have plagiarised another's work they will be required to redo a new assessment. A new assessment fee of \$150 will apply.

Rights and Responsibilities - Applied Education

Applied Education has a number of responsibilities to uphold to students. These are outlined in the following policies and procedures.

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 Applied Education.

Each learner has the right to:

- Learn in a safe environment
- Access their personal records
- Appeal assessment decisions
- Receive training / assessment appropriate to the AQF level of their qualification
- 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
- The appropriate certificate on completion

Language, Literacy and Numeracy (LLN)

As part of the initial phase of your course, Applied Education is required to check if a student requires 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.

Note – it is a requirement that this assessment be undertaken before any of the course units may be attempted.

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.

A guide to literacy and numeracy can be downloaded from <http://australia.gov.au/topics/education-and-training/literacy-and-numeracy>.

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 to 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.

Induction

Full fee students are provided with detailed instructions and videos on how to proceed with their course through their online student platform. All new students will also receive a series of emails advising of the services and support they can receive while enrolled as a student of Applied Education.

Students who enrol as a trainee are provided with an over the phone induction. This involves familiarisation with the course requirements and how to use the online student platform.

Applied Education 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 of 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, victimized or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimization.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
- 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 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 both 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 Equal Opportunity Policy

Anti-Discrimination Policy

Applied Education's student recruitment policy shall provide for its students equal opportunity 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 an 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 complaint and make use of the Complaints and Appeals procedure.

Policy

We ensure that:

The Complaints and Appeals Policy and Procedure is 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 in the 'Students' heading of the Applied Education website.
- Upon receipt of the filled in Complaint or Appeal form, the General Manager 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>

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.

Course Refund Policy - Full Fee Students

Applied Education will maintain a fair and equitable refund policy. Applied Education Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal to 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.

Full Refunds - Full Fee Students

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 class session if studying as a classroom student.

The enrolment date is the day that course fees were received.

All course cancellations will incur an administration fee as per the following schedule.

- | | |
|--------------------------|-------|
| • Certificate IV | \$100 |
| • Diploma & Advanced Dip | \$100 |
| • TPB units | \$50 |

A proportional refund will also be given on unmarked returned workbooks.

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

If a student wants to cancel their course after the allowed 14 day evaluation period, Applied Education will offer the following options in lieu of a refund.

- Postponement of study for up to six months
- Transfer to another course to the same or lesser value

Adherence to Consumer Law

The General Manager is the nominated Consumer Protection Officer who manages any consumer related enquiry. If consumer or student issues cannot be resolved by both parties in a timely mutually satisfactory manner, there is an option to seek assistance or a review from a range of independent organisations such as:

ASQA (Australian Skills Quality Authority) Ph: 1300 701 801

The relevant consumer law agency for the state you reside in.

<http://consumerlaw.gov.au/contact/>

For applicable state jurisdictions, Applied Education offers a cooling off period. The consumer (student or client) is entitled to a 10 day cooling off period from the date of enrolment in order to protect their rights in making the best decision for their situation.

Students and other stakeholders will be provided with any information about any change in service arrangements or provision, licencing or regulatory requirements, that is likely to affect them in a timely manner. This may be done by individual written correspondence such as letters or emails.

Course Refund Policy - Western Australia Trainees Only

Full Refunds – (Traineeships)

Students who withdraw are entitled to a full refund where:

- a course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student;
- a student is not given a place due to maximum number of places being reached.

The General Manager of Applied Education can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

Part Refunds (Traineeships)

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of delivery has been concluded will be eligible for a full refund of their course fee and 50% of the resource fee paid.

Students must provide written advice of withdrawal using the Cancellation / Withdrawal form located on our website to ensure they are eligible for a refund. Requests for a refund must be lodged within two weeks of the official withdrawal date.

Pro Rata Refunds (Traineeships)

The Director of Applied Educations can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal hardship beyond their control.

For Example:

- Serious illness resulting in extended absence form classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of the general manager.

In all cases relevant documentary evidence, for example a medical certificate, is required.

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 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](http://www.ncver.edu.au)

All employer information obtained will be treated as 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 who 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 Occupational Health and Safety and Security by adhering to Government Legislation and taking personal interest in the wellbeing 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 and Equal Opportunity Commission Act 1986

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 set National Policies, Practices, Guidelines and Protocols related to operation as a training organisation. Applied Education operates under a set of policies and procedures, which comply with the Australian Skills Quality Authority Standards (ASQA) and the Standards for NVR Registered Training Organisations 2012.

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

The following results are used to record unit outcomes on the above documents.

6. Study Tips and Skills for Students

The following are suggestions on how to proceed with a course to ensure successful completion.

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during session and reviewing work at home.
- If you are studying via self-paced learning ensure that you keep to your schedules for work completion.
- Prioritise study with your work and personal life.
- Revise your work prior to the next training session.
- Take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of tea or coffee) when you have completed the study task for the session.
- Develop notes as you read, noting any new terms.
- Relate what you are reading about to what you already know.

Tips if you get stuck with a question

When undertaking self-paced distance learning, there are times when a student may have difficulty with a question. The following are a few tips on how to best deal with such a situation.

- Read the question again slowly and carefully out loud.
- Read the question to another person and ask them to interpret what is being asked.
- Review the forums in the 'Student' menu found on the Applied Education website. There is a good chance someone else has already asked the same question.
- Post your question on the Applied Education student Facebook group.
- Lodge a support ticket -
- Call to speak to an assessor during support times of 8:30am to 1:00pm (WST). - 08 6110 4541

7. Document Version

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.

This document was updated on – 08/10/2018