Welcome

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 20,000 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 contact our staff.

Our team is committed to maintaining our high standards for 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
Training Director
Applied Education
# Contents

Welcome .......................................................................................................................... 1
Contents .......................................................................................................................... 2
Contact Information ........................................................................................................ 3
  Directors ....................................................................................................................... 3
  Reception ...................................................................................................................... 3
Introduction .................................................................................................................... 4
Our Objectives ................................................................................................................ 4
Assessment Process ........................................................................................................ 4
  Assessment is: ............................................................................................................. 4
  These include: ............................................................................................................. 4
Course Information ........................................................................................................... 5
  Enrolment .................................................................................................................. 5
  Course Length ........................................................................................................... 5
  Educational Standards .............................................................................................. 5
  Evaluation of Training .............................................................................................. 5
  Attendance Requirements for Structured Workshops or Training Sessions ............. 6
Change in Situation ......................................................................................................... 6
  Completion of Learning Requirements ..................................................................... 6
  Keeping a Copy of Work ........................................................................................... 6
  Competency Based Training and Assessment ........................................................... 6
Student Responsibilities ................................................................................................. 6
  Training Participation ............................................................................................... 6
  Completion of the Course ......................................................................................... 6
Applied Education Policies ............................................................................................. 7
  Anti-Discrimination Policy ...................................................................................... 7
  Access & Equity ........................................................................................................ 7
  Student Concerns, Complaints and Appeals Policy ................................................ 7
  Complaints and Appeals Policy .............................................................................. 7
  Procedure .................................................................................................................. 7
Course Fees Policy ........................................................................................................... 8
  Payment of Fees and Charges .................................................................................. 8
  Flexible payment options ....................................................................................... 8
  Schedule of Fees ...................................................................................................... 8
  Payment by Instalments ........................................................................................... 8
Fees for Specific Student Groups/Courses ...................................................................... 8
  Concessions on Courses ......................................................................................... 8
Student Funded Courses ................................................................................................. 9
  Refund of Fees ........................................................................................................ 9
  Full Refunds ............................................................................................................ 9
  Part Refunds .......................................................................................................... 9
Privacy Policy .................................................................................................................. 10
Plagiarism ......................................................................................................................... 10
  And so what does this mean? ................................................................................. 10
Student Behaviour ......................................................................................................... 11
Study Skills ...................................................................................................................... 11
  Tips for Studying Effectively ................................................................................ 11
Induction .......................................................................................................................... 12
  Language, Literacy and Numeracy Issues ............................................................... 12
  Numeracy ............................................................................................................... 12
  English as a Second Language (ESL) .................................................................... 12
Occupational Health and Safety .................................................................................... 12
  Who is Responsible for Occupational Health and Safety? ................................ 12
Legislation ....................................................................................................................... 12
Contact Information

Applied Education
Level 1, 524 Hay Street
Perth WA 6000

Directors

Brett Thornett
E: brett@appliededucation.com.au

Dan Logan
E: dan@appliededucation.com.au

Reception

T: 08 9221 0955
F: 08 9221 0966
E: info@appliededucation.com.au
Introduction

Applied Education is known as Australia’s Leading Training Experts with the head office 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 their clients and a strong commitment to providing the best service.

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 course.

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

Assessment Process

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 assessment 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.

There are 4 key principles of assessment which Applied Education use. It should be valid, reliable, fair and flexible.

Assessment is:

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.

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

These include:

- Review the Portfolio of Evidence including relevant formal qualifications
- Interviews
- Confirmation of testimonials
- Validated workplace logbooks
- Skills/ challenge testing
- Written/ oral tests
- Observation
- Demonstration
Course Information
Before enrolling into a course, students can request a course information pack which provides information on:

- Course length
- Course content
- Opportunities for Recognition of Prior Learning (RPL)
- Fees
- Refund policy
- Location of training (if applicable)
- Prerequisites for entry into the course
- Assessment methods
- The qualification to be issued upon successful completion

Enrolment
All students are required to complete an enrolment form prior to commencing the course.

Course Length
All students are required to complete their course within the specified timeframe:

- Certificate IV in Accounting – 12 months
- Certificate IV in Bookkeeping – 12 months
- Certificate IV in Bookkeeping & Accounting – 18 months
- Certificate IV in Occupational Health & Safety – 6 months
- Diploma of Accounting – 18 months
- Diploma of Accounting & Prerequisite Units – 30 months
- Diploma of Project Management – 12 months
- Advanced Diploma of Accounting – 18 months

If students are not able to complete the course within the specified timeframe, extension fees will apply.

Educational Standards
Applied Education will ensure that adequate learning resources are available and that the environment supports productive learning:

- All training program content will be delivered with a professional and positive attitude.
- The Training Consultants will meet strict qualification requirements before they are to conduct and validate assessments. All Training Consultants are assessed on their experience, competence and person suitability before employment. The minimum qualifications required are as follows:
  - Certificate IV Assessment and Workplace Training or equivalent, plus
  - Three years relevant industry experience
  - Any occupation training requirements as stated within course curriculum and/or training packages
  - Industry experience, which is current and relevant
  - Training Consultants are encouraged and assisted to further their industry training and interpersonal skills.
- Training will always be carried out to the highest recognised and accredited industry standards and comply with the requests of the Australian Quality Training Framework (AQTF) i.e. Applied Education has agreed to recognise the decisions of all other States and Territories as a Registering Training Organisation (including the imposition of any conditions or sanctions with respect to registration) and in accrediting courses.
- The student and Training Consultant will work together to identify specific needs.
- The learning process will include training components and personal guidance that address identified needs, and enable students to achieve vocational goals.
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 at the induction.

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).
- If you are unable to attend training sessions, you must contact your Employer and Training Consultant and try to give at least 48 hours’ notice.

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

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.

Keeping a Copy of Work
Please retain a copy of all work that is submitted to Applied Education. Regrettably students will be asked to re-do any assessment tasks that are lost in transit.

Competency Based Training and Assessment
All courses delivered by Applied Education are assessed under the Principles of Competency Based Training.

The aim of Competency Based Training is for your Training Consultant to assess the student’s ability to do the activities in each unit of competency instead of sitting an examination that has a specific “pass mark”.

Competencies include the skills 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.

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

Qualifications are issued from results.

Student Responsibilities

Training Participation
- To make every possible effort to complete the qualification within the time frame. The progress timetable is set out in your Training Plan if you are a Trainee.
- To attend any training or progress meetings with a Training Consultant.
- To complete assessment tasks or workbooks given to you by a Training Consultant, which is part of your course.
Completion of the Course
On successful completion of the course, students will be issued with a Qualifications Certificate. This may be awarded within 10 working days of the student meeting all of the course requirements.

This qualification does more than just recognise the skills that you have gained; it can provide you with training and career pathways.

Applied Education Policies

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 favoritism 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.

Student Concerns, Complaints and Appeals Policy
Applied Education will act on each substantiated complaint. Students should advise their Training Consultant of any concerns that they may have regarding their progress throughout their course.

Complaints and Appeals Policy
We ensure that:

- All students are provided with a copy of the Complaints and Appeals Policy and Procedure document.
- 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.

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.

- Discuss the matter with the Training Consultant. If not satisfied, the student may then:
- Send a letter or email to Applied Education addressed to the Accountability Officer, ensuring that sufficient details about themselves, the course, and the circumstances surrounding the grievance are outlined. The Accountability Officer will discuss the circumstances with the Training Consultant and contact the student with the result within 10 working days of receipt of appeal. (An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided).
- Please email to brett@appliededucation.com.au
- 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 will contract such a person as and when required.

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 Fees Policy**

**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 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 will take up one of the following payment options:

- a) pay the full amount of fees and charges;
- b) present a signed authority from an employer to invoice that employer for the student’s fees and charges;
- c) pay fee by instalment;
- f) make application on the grounds of severe financial hardship for fees and charges to be waived; or
- g) for students who have fallen behind in their instalments during the previous semester, Applied Education may work out with the student an appropriate arrangement to pay the amount outstanding, plus the fees and charges for the next semester. If this can be arranged, the student may be enrolled.

Students who fail to take up one of the above options will not be enrolled.

**Schedule of Fees**

A full schedule of full cost and traineeship fees is available from the Applied Education website.

**Payment by Instalments**

Students are given a minimum of eight weeks from the commencement of semester to finalise payment, which may include payment by instalments.

**Fees for Specific Student Groups/Courses**

**Concessions on Courses**

The following students are entitled to the concession rate on course fees:

- a) Persons and dependents of person holding:
  - a. A Pensioner Concessions Card
  - b. A Repatriation Health Benefits Card issued by the Department of Veterans’ Affairs
  - c. A Health Care Card
- b) Persons and dependent of persons in receipt of AUSTUDY or ABSTUDY
- c) Persons and dependents of persons in receipt of the Youth Allowance
- d) Persons who are inmates of a custodial institution

Proof of eligibility for concession, must be shown at the time of enrolment. For online or self-enrolments where concession is claimed, proof of concession checks by Applied Education will be carried out at a later date.
Student Funded Courses
Applied Education will maintain a fair and equitable refund policy.

Requests for refunds must be lodged within two weeks of the official withdrawal date. The enrolment date is the day that we have received your enrolment form.

Upon return of the course materials in an unused condition, the course fees will be refunded less a $250 administrative and postage charge.

Where the course materials are not returned, or returned in a used condition, course fees will be refunded less a $550 materials, administrative and postage charge.

There is no refund to participants who do not obtain their qualification after assessment.

Applied Education Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal to a course by a student.

Applied Education provides full refund to all students, should there be a need for Applied Education to cancel a course, or provide an opportunity for the student to attend another scheduled course. Applied Education will firstly encourage a student to enroll on another course date, prior to processing refund applications. If Applied Education cancels a course, students do not have to apply for a refund; Applied Education will process the refunds automatically.

Payment of all refunds is made within one week (seven days).

Refund of Fees
Enrolment fees may be refunded under the following circumstances:

Full Refunds
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 Director 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
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
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 circumstances 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 director.

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.

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.

Plagiarism
Plagiarism is the action or practice of taking and using, as one’s own thoughts or writings those of another 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.

And so what does this mean?
Basically students can use someone else’s ideas, but they must acknowledge that person’s words.

There may be times when the Training Consultant asks students to complete an assignment as part of a group, in this instance the work will be submitted as one group entity and therefore each students work will be the same. In this instance and only this instance the use of combined students work is allowed.
Student Behaviour

Consumption, or being under the influence, of alcohol or eliciting substances during training hours or abusing a Training Consultant or other work colleague is unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the course.

Study Skills

Tips for Studying Effectively

- 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 your study with your work and personal life.
- Revise your work prior to the next training session.
- Do 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.
Induction

All students will be provided with an induction. This involves a familiarisation with the course requirements, and where appropriate, a tour of training facilities and introduction to Applied Education staff. Inductions may be completed as a part of a group, on a one to one basis or via the telephone. If you do not receive an induction, please let us know.

Language, Literacy and Numeracy Issues

Students requiring any assistance or support with language, literacy or numeracy should speak confidentially with their Training Consultant.

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.

Numeracy

Where courses require a specific level of numeracy, Applied Education can include a self assessment section to enable students who enroll or are planning to enroll, to determine if they have sufficient numeracy levels to successfully complete a course.

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.


Occupational 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 (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

All legislation can be accessed via


**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.

**Competent**

The student has demonstrated competency in all outcomes for that unit.

**Not Yet Competent**

The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.
**AQF Certificate**

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 Statement of Attainment, which is issued on completion of the course.

Applied Education has a right to withhold the issuance of the Statement of Attainment if fees are unpaid.

**Statement of Results**
This will be issued to a student who has completed all of the necessary units along with their signed Certificate.

**Statement of Attainment**
A Statement of Attainment is issued where students have partially completed a qualification. This may be done in two ways.

1. The student does not complete the full requirements for the qualification, or
2. Units have been delivered from an accredited and registered program.

The Certificate or Statement of Attainment is forwarded to the student’s nominated address within 10 working days after the course is completed.

**Replacement Certificates**
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.

**Statement of Attendance**
A Statement of Attendance is where students may have attended (part) of a program but not achieved competency. Applied Education recognises the AQF qualifications and Statements of Attainments issued by other Registered Training Organisations.

**Credit Transfer**
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. Students are not charged for credit transfer.

Students may be granted credit for the completion of formal accredited learning with a school, university or RTO.

Students who have completed units from their course at other institutes will be given recognition on presentation of a verified transcript or statement of attainment.

**Skills Recognition**

**Recognition of Prior Learning (RPL)**
All students will be given the opportunity to apply for RPL for industry skills or where credit or credit transfer may apply.

RPL acknowledges the full range of an individual’s skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

If students have a prior Qualification or a Statement of Attainment, with a unit equivalent to what 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.
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 these 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
- Confirmation of testimonials
- Validated workplace logbooks
- Skills/ challenge testing
- Written/ oral reviews

The Steps for RPL

1. Student requests RPL at enrolment.
2. A Training Consultant 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.
3. The student collects evidence to support their claim for RPL, which must be submitted to Applied Education.
4. An application form should be completed and forwarded, with the evidence, to the Accountable Officer.
5. The Accountable Officer and/ or Training Consultant will then analyse individual experience and qualifications against appropriate learning outcomes/ competency statements.
6. If the claim matches the learning outcomes/ competencies then full recognition is granted.
7. 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.
8. If further evidence is not recognised then the claim will be rejected.
9. The student may appeal the decision and ask for a Training Consultant to make a recommendation. The cost of this further process will be shared equally by the student and Applied Education.
10. The outcome will be forwarded to the student within 10 working days of the final decision.
11. The completed RPL application form with evidence will be placed on the students file.
12. Details of the application will be recorded.
Written advice to the Accountable Officer is necessary to ensure you are eligible for a refund. Please complete this form and fax to:

(08) 9221 0966 or post to Applied Education, Level 1, 524 Hay Street, Perth WA 6000

Student Detail

<table>
<thead>
<tr>
<th>Name:</th>
<th>Company:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td>Fax:</td>
</tr>
</tbody>
</table>

Enrolment fees may be refunded under the following circumstances:

**Refunds**

Students must provide written advice of withdrawal to ensure they are eligible for a refund. Requests for a refund must be lodged within two weeks of the official withdrawal date. No refund is applicable to Learning Manuals.

**Full Refunds**

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; or
- a student accepts an offer of a place in a university. In this situation, students must provide a copy of the letter of offer with their refund application.

No refund is applied to Learning Manuals

**Part Refunds**

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form prior to or within four weeks of commencing their unit or their program of study or before 25% of delivery has been concluded (whichever is sooner) will be eligible for a full refund of their course fee and 50% of the resource fee paid.

No refund is applied to Learning Manuals
Declaration

I have read the conditions and declare that the above information I have provided is correct and that I understand the terms and conditions of my enrolment as per the student handbook.

Student Signature __________________________________________ Date ______________________

Employer Signature _________________________________________ Date ______________________

RTO Signature _____________________________________________ Date ______________________

Office Use

<table>
<thead>
<tr>
<th>Enrolment Date:</th>
<th>/ /</th>
<th>Course Cancelled</th>
<th>Y / N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation Date:</td>
<td>/ /</td>
<td>Decision: APPROVED / REJECTED</td>
<td></td>
</tr>
</tbody>
</table>

Signature