



## Academy Of Training

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# *Student Handbook*



**2017 Student Handbook**

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## 1 Welcome to the Academy of Training

The Academy of Training is a Registered Training Organisation (RTO) with the Australian Skills Quality Authority (ASQA) for the provision of training delivery and assessment services in across several qualifications from the Business and Community Services Training Packages.

Our goal is to be the No 1 academy for the professional development of workers in the area of Business, Early Childhood Education and Care, Individual Support and Education Support.

Our Early Childhood students emerge from our academy capable of developing, implementing and evaluating individual programs for children from a wide range of backgrounds. These programs provide care and suitable activities to facilitate children's leisure and play whilst enabling them to achieve their developmental outcomes.

We are committed to high standards in the provision of vocational education and training and other client services. Our Code of Practice based on the VET Quality Framework describes the minimum standards of our vocational training delivery and assessment services and other client services.

## 2 AOT Code of Practice

The Academy of Training (AOT) provides the highest standard of vocational education and training in children's services. Our Code of Practice outlines our operational policies and our commitment to our clients.

The Academy of Training (AOT):

- Is committed to the continuous improvement of its training delivery and assessment services
- Complies with all state and territory regulatory and legislative requirements.
- Advertises and markets its training delivery and assessment services openly, honestly and with integrity.
- Provides accurate, relevant and up-to-date information on enquiry
- States its fees and charges on enquiry.
- Outlines its fees refund policy in the Student Handbook.
- Enrolls applicants to its courses on the basis of access and equity.
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework.
- Provides up-to-date resources and equipment.
- Prohibits discrimination in any form towards any group or individual.
- Employs suitably qualified and experienced staff.
- Conducts fair, flexible, valid and reliable competency based assessments.
- Provides an assessment appeals procedure and opportunities for re-assessment.
- Provides academic support to students or referral to external agencies for additional learning support.
- Refers students to external expert advice for personal and financial support.
- Encourages feedback and evaluation from its stakeholders.
- Maintains accurate, confidential and secure training and financial records.
- Provides timely and accurate information to government agencies and funding bodies.

### 3 Course Information

The qualifications that we deliver include:

- BSB30115 Certificate III in Business
- BSB40215 Certificate IV in Business
- CHC30213 Certificate III in Education Support
- CHC33015 Certificate III in Individual Support
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care

#### 3.1 Course timetable

Our courses are conducted during the school academic terms. You may enroll in day or evening classes.

- Full-time day classes from 9.30am to 3.00 pm - 6 months for Certificate III and 12 months for Diploma
- Part-time day and evening classes from 6.00pm to 9.00pm – 12 months for Certificate III and 24 months for Diploma
- According to funding requirement

#### 3.2 Induction to Course

At the beginning of the course you will receive a Student Handbook and a Training Record Book (for Trainees). Your trainer will give you information about:

- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- Where you can get extra help with your learning
- Course timetable
- Course content
- Emergency evacuation procedures
- Your obligations as a student at the AOT including attendance requirements.

#### 3.3 Attendance

You may enroll in day or evening classes according to the timetable provided at the time of enrolment. You are expected to be in attendance each day of the course. If you cannot attend a class you are required to notify the academy in advance on the AOT phone no.1300 769 744. Students who are absent from class for 2 days or more must provide a doctors certificate. Every effort will be made to negotiate the transfer of training in the event of a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

#### 3.4 Morning/Afternoon Tea and Lunch Break Facilities

A lunch and morning tea room and facilities are available for you at our various venues to use during breaks. Please keep this room clean and tidy.

#### 3.5 Evaluation

As part of our continuous improvement procedures you will be asked to complete a Course Evaluation Survey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials and the assessment procedures. Your comments enable us to make sure that your expectations are being met and to improve our services.

## 4 Legislative and Regulatory Requirements

The AOT is bound by and operates within the following legislative and regulatory requirements. The following relevant legislation is applicable across the operations of AOT and can be found on <http://www.austlii.edu.au/au/legis/> or <http://www.legislation.nsw.gov.au>

- Anti-discrimination Act (NSW) 1977
- Disability Discrimination Act (Commonwealth) 1992
- Equal Employment Opportunity (EEO) legislation
- from July 2011 the VET Quality Framework
  - the Standards for Registered Training Organisations (RTOs) 2015
  - the Australian Qualifications Framework
  - the Fit and Proper Person Requirements
  - the Financial Viability Risk Assessment Requirements, and
  - the Data Provision Requirements.
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011
- Family Law Act 1975
- Privacy Act 1988 and Privacy Regulation 2013
- Copyright Legislation Amendment Act 2004
- Fair trading laws
- Environmental law
- Freedom of information
- Industrial relations law
- AS/NZS 4360:2004 Risk management.

The following relevant legislation and other guidelines are relevant to this course

- Children & Young Persons (Care & Protection) Act 1998
- The Early Years Learning Framework for Australia
- Education And Care Services National Law Act 2010
- Education And Care Services National Regulations 2011
- Guide to Education And Care Services National Law and the Education And Care Services National Regulations 2011
- The United Nations Convention on the Rights of the Child (Article 3)
- National Physical Activity Recommendation for Children 0-5 Years
- ACECQA Guide to National Quality Framework
- Early Childhood Australia Inc. Code of Ethics
- Food Standards Australia and New Zealand
- Dietary Guidelines for Children and Adolescents in Australia
- Infant Feeding Guidelines
- ACCC and product safety Australia, Keeping Baby Safe: A guide to infant and nursery products
- Cancer Council Australia (Sun Smart Schools and early childhood programs)
- National Standards for Manual Tasks
- Staying Healthy: Preventing Infectious Diseases in Education And Care Services
- Allergy Management Practices - Allergyfacts.org.au
- Kidsmatter: Cultural Diversity and Children's Wellbeing

#### **4.1 Work Health and Safety Act 2011 and WorkCover NSW**

The AOT guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to work and study.

In case of fire, you are to make your way to the nearest exit and meet well clear of the building for a roll call.

No Smoking is allowed in any area of the building. If you wish to smoke you must leave the premises.

A First Aid Kit is located in the front office.

*You are responsible for:*

- always conducting yourself in a safe and healthy manner.
- ensuring the prevention of injury and disease to yourself, your trainers and your fellow students.
- identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- refraining from smoking

#### **4.2 Anti-Discrimination Act 1977**

The AOT is committed to providing a fair and equitable workplace for its staff, students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

*You are responsible for:*

- ensuring non-discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the academy.
- reporting any discriminatory behaviour, harassment or bullying to your trainer.

#### **4.3 Equal Employment Opportunity**

Staff turnover at the AOT is very infrequent. However, should the need arise to recruit additional staff the principles of EEO will be implemented. The AOT is committed to its staff remaining up-to-date with current trends in the Children's Services industry and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

#### **4.4 Access and Equity**

AOT provides equal access to training and delivery services for local and international students. Where possible, we conduct flexible training to meet specific needs of individual students.

AOT Banksia Road is located on the first floor via flights of stairs. There is no wheelchair access.

The student enrolment form requires students to self-assess their English language capabilities and to indicate any special needs for the course.

If a student with a disability meets the essential entry requirements, the AOT will make reasonable adjustments necessary for that person to perform their course-work. This involves:

- thorough consideration of how an adjustment might be made
- discussions with the student
- consultation with government agencies or organizations that represent or provide services to people with a disability

The learning support strategies used by trainers at AOT include:

- Pre-teaching technical terminology.
- Demonstrating procedures.

- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.

Where necessary inviting students to record training session on an audiotape.  
Providing written learning material and illustrations to reinforce the learning.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to the AOT is carried out in an ethical manner in accordance with Access and Equity principles

*Your trainers will:*

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

#### **4.5 Privacy and Personal Information Protection Act 1988**

AOT complies with the Privacy and Personal Information Protection Act 1988 which provides guidance on the collection, storage, use and disclosure of personal information. AOT will not disclose information about you to anyone outside the school without your written consent. Your student records are confidential and available to you only and on request. Records of enrolment assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

#### **4.6 Child Protection (Prohibited Employment) Act 1998**

Child Protection (Prohibited Employment) Act 1998 makes it an offence for a prohibited person to apply for, undertake or remain in child related employment. A prohibited person is a person convicted of committing a serious sex offence or a "registrable person". A registrable person is someone who has been found guilty of the following offences against children:

- Murder
- Sexual offence
- Indecency
- Kidnapping
- Child prostitution
- Child pornography

AOT is aware of its obligations as an employer under the Child Protection (Prohibited Employment) Act 1998. Upon entering on duty with the AOT, all staff complete a Working With Children Check Employment Screening Consent form which is stored in personnel files.

#### **4.7 Standards for NVR Registered Training Organisations 2015**

On 26 September 2014, the Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators—the [Standards for Registered Training Organisations \(RTOs\) 2015](#). These replaced the [Standards for NVR RTOs 2012](#).

ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the Standards is a requirement for:

- all ASQA registered training organisations, and

- for applicants seeking registration.

The Act implements a national initiative to ensure effective regulation of VET providers throughout Australia. It also recognises the [www.training.gov.au](http://www.training.gov.au) database as the key public tool for accessing on training and training organizations.

#### **4.8 Copyright Act 1968 and Copyright Amendment Act 2006**

Copyright is designed to prevent the unauthorised use of original work or idea developed by its creator/owner. Recent reforms strengthen owners' rights and provide more certainty for users in the digital environment. Exceptions allow consumers to enjoy legitimate copyright material in some circumstances without breaching the law. New exceptions allow for the use of copyright material for social purposes, such as use by educational institutions and people with disability. AOT complies with Copyright legislation.

## **5 Training Delivery and Assessment Services**

### **5.1 Trainer Qualifications**

The AOT's trainers have the relevant qualifications required by the Australian National Training Authority. These include:

- Skills, knowledge and experience in Children's Services
- Qualifications in training and assessment
- Industry experience in the Children's Services industry.

### **5.2 Student Recruitment**

Recruitment to the AOT is carried out in an ethical manner in accordance with Access and Equity principles. All enquiries for participation are provided with the AOT flyer. Access to the courses is open to all applicants subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is on-going where places are available

Enrolment Procedure:

- Student contacts the AOT by telephone, fax, email, on-line or in person.
- Student is sent the flyer detailing information on the AOT's courses, fees and refund policy.
- the AOT follows-up the phone call to student to identify needs.
- Student completes enrolment form.
- On receipt of deposit student is issued receipt.
- Student is given an identification number and a database record is established.

### **5.3 Delivery of Training**

- Our programs are designed to allow for the adoption of a range of learning approaches to cater for differences in learning styles, learning interests and needs, and variations in learning opportunities.
- Students are expected to attend all scheduled training sessions with correct books, handouts etc.
- Students are expected to undertake reading and research activities in conjunction with the delivery of face-to-face theory and practical sessions.
- Language, literacy and numeracy support will be provided as required.

## 5.4 Core and Elective Units

| Qualification  | Core and Elective Units and Work Placement Hours   |
|--|--|
| BSB30115 Certificate III in Business                           | Total number of units = 12<br>1 core unit plus<br>11 elective units                                      |
| BSB40215 Certificate IV in Business                            | Total number of units = 10<br>1 core unit plus<br>9 elective units                                       |
| CHC30213 Certificate III in Education Support                  | Total number of units = 17<br>12 core units<br>5 elective units<br>Mandatory Work Placement of 100 hours |
| CHC33015 Certificate III in Individual Support                 | Total number of units = 13<br>7 core units<br>6 elective units<br>Mandatory Work Placement of 120 hours  |
| CHC30113 Certificate III in Early Childhood Education and Care | Total number of units = 18<br>15 core units<br>3 elective units<br>Mandatory Work Placement of 120 hours |
| CHC50113 Diploma of Early Childhood Education and Care         | Total number of units = 28<br>23 core units<br>5 elective units<br>Mandatory Work Placement of 240 hours |

## 5.5 Learner Support

The learning support strategies used by trainers at the AOT include:

- Pre-teaching technical terminology.
- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audio-tape.
- Providing written learning material and illustrations to reinforce the learning.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to the AOT is carried out in an ethical manner in accordance with Access and Equity principles

*Your trainers will:*

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

## 5.6 Conduct of Assessment

Assessment is conducted in accordance with the Assessment Guidelines of the BSB Business Services and CHC Community Services Training Packages and the VET Quality Framework.

Assessment is competency based against the standards outlined in the units of competency. It includes:

- assessment to determine your training needs
- assessment during the training to judge how you are progressing
- assessment of performance at end of the units of training
- recognition of prior learning or recognition of current competency

Assessment is conducted in a simulated workplace and involves the collection of sufficient evidence to demonstrate you are competent. This may include:

- Measurement of services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate.

Assessment methods may involve you in:

- Demonstrating your skills
- Providing a service
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to the group
- Conducting a workplace project

Your Training Record Book provides a record of competence for each unit of competency. We encourage you to check the development of your skills and knowledge and indicate to your trainer when you are ready for assessment. The outcomes of assessment are Competent or Not Yet Competent. If you are assessed as Not Yet Competent you can request a re-assessment.

During the course your individual assessment records are maintained by you in your Training Record Book and by your trainer in hard and soft copy.

## 5.7 Assessment Appeals

If you are dissatisfied with a Not Yet Competent decision for an assessment task/s you can appeal the decision. This involves speaking to the assessor to request a review of the evidence. The assessor may require you to provide further evidence.

If you are still dissatisfied with a Not Yet Competent decision the principal may organise for an external and independent assessor to review the evidence.

## 5.8 Recognition of Prior Learning (RPL)/ Recognition of Current Competency (RCC)

Subject Modules can be used to assist RPL, RCC or pathway. Recognition of Prior Learning or RPL pathways is taken by students by providing evidence that they meet the skills and knowledge to the standards required for this course

- RPL is offered to all students prior to commencement of the course.
- RPL is based on a portfolio and interview approach, where students accept the main responsibility for identifying, gathering and submitting evidence about their achievement of the competencies.
- For those units where the participant cannot provide evidence to the standards required, the participant has the option to study individual units or clusters as required.
- While the main responsibility is with the students, a Trainer and Assessor will be available to support students by phone and email.
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If you believe you already have the skills and knowledge required to demonstrate competency you can request RPL/RCC. It does not matter whether you acquired your skills and knowledge through formal learning, work experience and/or life experiences.

To request RPL/RCC you will need to:

- Read your Training Record Book and talk to the AOT Trainer if there is anything you need explained.
- Collect and complete the Request for Recognition of Prior Learning form from the office.
- Check your skills and knowledge for each unit of competency. These are outlined in the Record Book.
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work).
- List the types of evidence you have for each unit of competency.
- Present your evidence and the list of evidence to the principal for assessment.

You will have to participate in an interview with the assessor and you may be required to undergo a challenge test. You must pay the cost for RPL.

## 5.9 National Recognition

The AOT recognizes AQF qualifications and / or Statements of Attainment issued by any other RTO. We reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the transcript.

## 5.10 Issuance of Qualifications

On successful completion of all units of competency you will be issued with a Certificate for your qualification. If you do not complete the entire course of study a Statement of Attainment will be issued for successful completion of individual units of competency.

# 6 Records Maintenance and Student Privacy

The AOT abides by the National Privacy Principles. Your information will not be disclosed to anyone outside the academy without your consent. Your records are confidential and available to you only and on request. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure. However, in the event the academy receives state or federal government funding to conduct a course of study, the academy is required to disclose information provided by the student for the purposes of statistic analysis research, program evaluation, post completion and internal management purposes.

We keep copies of your results for a period of 30 years. You must bare the cost for re-issue of records and awards.

## 7 Fees and Charges

### 7.1 Fees Schedule

Our courses are conducted during the NSW academic terms. Students may enroll in day or evening classes. They are expected to be in attendance each day of the course. If they cannot attend a class they are required to notify the academy in advance on the AOT phone no.1300 769 744. Students who are absent from class for 2 days or more must provide a doctors certificate. Every effort will be made to negotiate the transfer of training in the event of a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

Course Fees must be paid in advance and can be paid by cash, cheque or credit card.

For Fee For Service Courses, a deposit of \$500-00 is required on application to secure a place in the course. This includes a non-refundable enrolment charge of \$150

Other fees apply for NSW and QLD Funded courses relevant to the course you are enrolling.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured.

All outstanding fees **MUST** be paid prior to course completion as this will ensure you finish your course and avoid further administrative fees.

A credit may be held for a 3 month period should the student wish to complete the course, other wise a further administrative fee of \$150 will be incurred per extension period.

### 7.2 Fees Refund Policy

Should AOT cancel any training session students are entitled to a full refund or transfer funds to replacement training sessions. Students who withdraw their application for enrolment prior to the commencement of the course will be refunded all fees paid (excluding the \$150-00 enrolment charge).

After course commencement students who discontinue the course will not be entitled to any refund. Every effort will be made to negotiate the transfer of training in the event of a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

*You are responsible for:*

- referring all enquiries regarding fees, charges and refunds to the principal.
- ensure regular fee payments are up to date.
- Download [AOT Fees Schedule for Other Fees](#)
- Download [AOT Fees and Refunds Policy](#)
- Download [AOT Student Refund Request Form](#)
- Download [AOT Student Payment Plan Request Form](#)

### 7.3 Student Tuition Co-Contribution (Queensland)

The government will pay a portion of the training costs for your course directly to your chosen training provider up to a set amount. You will be required to pay a co-contribution fee to AOT for your course. The fee may be paid on your behalf by your employer or another third party, such as your parents, but cannot be paid by the training provider you select.

| Qualification  | Student Co-Contribution   |
|--|---|
| BSB30115 Certificate III in Business                           | Total number of units = 12<br>Concession \$100 (\$8.33 per unit)<br>Non-Concession \$150 (\$12.50 per unit) |
| CHC30113 Certificate III in Early Childhood Education and Care | Total number of units = 18<br>Concession \$100 (\$5.56 per unit)<br>Non-Concession \$150 (\$8.33 per unit)  |
| CHC50113 Diploma of Early Childhood Education and Care         | Total number of units = 28<br>Concession \$200 (\$7.14 per unit)<br>Non-Concession \$300 (\$10.71 per unit) |

## 8 Facilities and Equipment

***The AOT is maintained as an authentic children's services workplace environment.*** Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation.

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Specialist product and equipment
- Suitable tables set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Accessible references and resources

*You are responsible for:*

- identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment.
- refraining from smoking anywhere in the building
- refraining from drinking and/or eating in the workrooms.

## 9 Student Responsibilities/Code of Behaviour

While you remain a student at the AOT it is your responsibility to:

- To conduct yourself in a safe and healthy manner.
- To behave in a manner which prevents injury and disease to you, your trainer and fellow students.
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment.
- To comply with and assist in the academy's emergency procedures.
- To refrain from smoking anywhere in the academy building
- To refrain from drinking and/or eating in the workrooms.
- To attend class regularly and punctually.
- To comply with the Assessment Information outlined in the Student Handbook and the Training Record Book
- To discuss any complaints or grievances with your trainer or academy principal.
- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff, work placement supervisors or visitors to the academy.
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or principal.
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices which may disrupt classes eg. mobile phones and pagers.

## 10 Complaint and Grievance Procedures

We welcome your feedback and suggestions on our services. We endeavour to respond to your suggestions and/or complaints promptly and with courtesy.

If you have a problem, complaint or grievance with another student you should use the following procedure:

Step 1:

- identify and discuss the complaint or grievance with the other party
- discuss the best outcome to the complaint or grievance
- agree to act to resolve the complaint or grievance

Step 2: If the complaint or grievance is unresolved talk to your trainer who will try to remedy the problem.

Step 3: If after talking to your trainer the complaint or grievance remains unresolved you should approach the principal who will mediate to resolve the problem.

Step 4: If you are dissatisfied with the outcome of the mediation you may appeal the decision by requesting an external independent arbiter. This gives you the opportunity to formally present your case. The AOT will provide you with a written statement of the appeal outcome.

If you have a problem, complaint or grievance with your trainer, the course content, the facilities, **your work experience placement** or any component of the course you should use the following procedure:

Step 1: In the first instance, talk to your trainer **or work experience supervisor**.

Step 2: If you feel it is not appropriate for you to talk to your trainer **or work experience supervisor** then talk to the principal or put your complaint in writing and address the letter to the Principal.

Step 3: The Principal will respond to your written complaint within 5 working days.

Step 4: If you are dissatisfied with the Principal's response you can appeal the decision by requesting a mutually agreed independent arbiter. This gives you the opportunity to formally present your case. The AOT will provide you with a written statement of the appeal outcome.

The AOT will not tolerate inappropriate behaviour of any kind. If you are being bullied or harassed by anyone while you are at the academy or on work experience you should use the following procedure:

Step 1: Tell the person you don't like being bullied or harassed and ask them to stop.

Step 2: If the inappropriate behaviour continues talk to your trainer or **work experience supervisor** who will try to remedy the problem.

Step 3: If after talking to your trainer **or work experience supervisor** the inappropriate behaviour continues you should approach the principal who will mediate to resolve the problem.

Step 4: If you are dissatisfied with the outcome of the mediation you may appeal the decision by requesting a mutually agreed external independent arbiter. This gives you the opportunity to formally present your case. The AOT will provide you with a written statement of the appeal outcome.

A record of each complaint, grievance, appeal and its outcome is maintained by The AOT.

## 11 Traineeship Information (for Students Undertaking Traineeships)

**Visits:** Induction visit and 8 x 1 hour monitoring and assessment visits. Once every twelve weeks if your traineeship is on track and there are no delays.

**Support:** Telephone or Email (preferred), contact with your Trainer, for clarification and comprehension of work content. Administration Needs: Head Office: 1300 769 744

### **Trainer Assessment Visits:**

**At each visit**, you are required to have completed the units of work as instructed by your Trainer. Each unit will need to have the following completed:

- Activities to the related chapter, (these will be throughout the chapter you are studying)
- Self-check questions at the end of each chapter
- The corresponding assessment task/s (from assessment booklet)

**During your assessed visit**, your Trainer will also assess you on the Practical competencies related to the unit you have completed. That is, that you are demonstrating characteristics that show you are applying the skills of the particular unit, to your workplace and your practice.

The practical demonstration and theory completed, along with your Supervisor feedback is assessed to deem you competent in the units you are presenting for assessment.

At each visit, you will hand in your completed work to be marked by your Trainer with an Assessment coversheet. You will work as normal within your job role and with your team. Your Trainer will conduct a report based on observation and practice.

Feedback will be given to you in relation to your theory and practice. A report will be made and submitted with your completed theory to Head office (Greenacre). This work will be retained by The AOT as evidence for your file.

### **You are required to keep copies of all work for your own records and verification of completion.**

If your work is deemed NYC (not yet competent); you will be given another opportunity to resubmit your work. This will most likely be required if your Trainer believes your work lacks relevant detail or if they are of the opinion that you have not truly comprehended the content of the Unit of Competency and on-job requirements

### **Confirming your visit:**

You are required to contact your Trainer **the week before your visit**, to confirm the start of your shift for that day; and to inform them that your theory is complete and ready for assessment.

If you are not ready, you will need to reschedule a more suitable time. It is best to time manage your theoretical tasks to stay on track and complete your traineeship within the twenty-four months.

**Extensions:** Extensions of Traineeships are available to trainees who have encountered unforeseen circumstances. These extensions will only be granted if the Employer, Trainer and RTO agree that there are valid reasons to apply for an extension. **Should you require an extension; the application will need to be made by your Employer, three months prior to your completion date.** Completion of your Traineeship means that you will achieve your qualification and therefore be paid a higher rate in your workplace.

**Completion:** Having completed all the required units for your course, Head office will verify that the evidence in your file is complete. You will also be required to have a current certificate in Senior First Aid training. You may contact Head office at any time to enroll to complete First Aid (separate fee charged).

If you have paid your Administration fees to The AOT and all work is verified as complete, your qualification will be issued.

### Setting out your Theory Assessment submission

Your theory should be set out clearly and titled correctly. Your theory may be typed (size 12 fonts) or hand written with a black biro.

Name: \_\_\_\_\_ Centre: \_\_\_\_\_ Date: \_\_\_\_\_  
Unit: \_ (code and title) \_\_\_\_\_ Chapter: \_\_\_\_\_

Activity/ Self-check/ Assessment (state which one)

You must write out the question first, followed by your answer.

Your name and centre and unit code should be on every page. Please number each page.

Each unit's Activity/ Self-check/ Assessment, should be collated together with a cover-sheet attached.

### Personal issues:

At The AOT, we understand that we are all individuals with real lives. Should you be experiencing any personal issues that may affect your work or Traineeship, please discuss these issues with your Employer who will endeavor to support any transitional periods. Our goal is to work together as a team in order for you to successfully complete your Traineeship.

### Assessment Note:

It is your responsibility to complete all tasks required for your traineeship. Your work should be authentic (your own). Your Trainer is available to guide you and assist in your comprehension (understanding). It is often easier to understand the content when you apply it to your practice in the workplace environment. Your mentor (supervisor) should also be available to assist you in understanding your theory.

Please bear in mind that your supervisor (mentor) is often busy with their own work obligations and responsibilities. If you need assistance, be prepared with jotted notes to ask them during quiet periods in the day.

Congratulations in choosing a profession where you can make a real difference in people's lives. It is truly a rewarding career that can take you on a path of many avenues in your Industry.

## 12 Student Work Placement Assessment Information

The work place gives you opportunities to put the skills and knowledge developed through your reading and workshops into practice in a real work environment.

You will be assessed during work placement in the following ways:

- You must complete a range of tasks during your day to day duties. You will fill in a series of record sheets that relate to the units you have been working through. The record sheets are in your On the Job Logbook. You can read them and think about what is involved before you start your work placement. You should then work with your work placement supervisor and your assessor to plan and decide when you can carry out tasks. The supervisor must sign off the pages to verify your progress. There is space on the pages for the supervisor's initials.
- Most activities must be completed on more than one occasion whilst you are working with different children from a range of age groups (0-2 Infants, 2-3 Toddlers and 3-5 Preschool) and in different situations e.g. individual children, groups, outdoors, indoors etc. On the pages of the log book write down the details such as how old the children are and the situation under which you conducted the task. You need to record the task more than once. Permission must be granted by parents of children and work colleagues and anyone else that may be involved in your recordings – the permission forms will be provided to you by your trainer.
- You will be asked to complete some tasks by writing in a notebook or journal. You must submit this notebook with your reflections and tasks completed at the end of your course as part of the assessment requirements. Individual assessment tasks will indicate where you should be recording in the notebook.
- You should keep all the information you gather and documents you develop e.g. menus, artwork, games etc. in a portfolio (a big folder) – please submit this at the end of the course as evidence of what you have done. Once again, you will be instructed to collect specific pieces of evidence along the way.
- You're on the job supervisor will also complete a 3rd party report to verify that you have demonstrated the required skills and knowledge during your work placement. This must be submitted at the end of your course as part of the assessment requirements.
- Your trainer/assessor at the AOT will email or telephone you and visit you on a regular basis on the job to make sure you have everything you require and to conduct assessments and monitor your progress. If you have any problems with your assessment tasks during work placement contact your assessor.

**Work placement or practicum students:** If you cannot attend the work placement at any time you should let the Centre know. Your attendance will be recorded and an attendance sheet submitted to AOT at the end of the work placement.

Your assessor will discuss your portfolio and notebook entries with you to verify that they contain your work and that you are applying the knowledge from your workbook in the workplace.

## Acknowledgement of Receipt of AOT Student Handbook

I acknowledge that I have been informed about the

- Delivery of Training
- Assessments
- Appeals Process
- RPL
- Fees and Charges
- Refund Policy
- Complaints and Grievance Procedures

I (Name)\_\_\_\_\_ acknowledge that I have  
received a copy of the AOT Student Handbook on \_\_\_/\_\_\_/\_\_\_\_\_

Signature:\_\_\_\_\_