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Welcome to Ascet Tech – Where Great Things Happen!

1. Introduction

We congratulate student on taking the first step towards your new qualification.

Ascet Tech is dedicated to deliver programs that are accessible by addressing the mobility needs of the emerging workers of tomorrow. We embrace our relationship with business, we are proud of the flexibility we provide our learner, and we strive to provide solutions that utilise the technology of today.

Ascet Tech is a future-focused learning and development organisation. We are here for individuals, corporate and government clients, providing a great student experience while developing vocational skills for people and their industry.

Statement of Principles and Obligations

In order to uphold its core values, Ascet Tech is committed to the following operating principles:

- To be open and accountable in the provision of training;
- To respond quickly and correctly to Government and Community needs;
- To act with Integrity and Fairness towards everyone;
- To provide training in line with community and industry needs; and
- To look after our students first!

All student are asked to work alongside Ascet Tech to uphold these principles.

2. Compliance

VET Quality Framework

Ascet Tech is involved in the process of delivering nationally recognised training courses. Ascet Tech is registered as an RTO, under the National Vocational Education and Training Regulator Act 2011 to undertake these services, having met and maintaining compliance with the VET Quality Framework standards and requirements.

The VET Quality Framework includes:

- The Standards for Registered Training Organisations 2015;
- The Australian Qualifications Framework;
- The Fit and Proper Person Requirements;
- The Financial Viability Risk Assessment Requirements; and
- The Data Provision Requirements.

Ascet Tech is audited by ASQA to these requirements on an ongoing basis. As the Commonwealth Government established regulator, ASQA has the authority to manage, audit and deregister RTOs.

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for qualifications in the Australian education and training system. Ascet Tech complies with the AQF as a condition of its RTO registration.

The AQF recognises Ascet Tech's RTOs as ‘authorised issuing organisations’, able to issue AQF qualifications and statements of attainment to student that have satisfied the relevant competency requirements.

AQF Recognition

One of the most important features of the VET Quality Framework is the recognition of training organisations and AQF qualifications, including Statements of Attainment.

Ascet Tech accepts testamurs issued by another registered training organisation and ensures that all Certificates and Statements of Attainment issued by any other registered training organisation are accepted as valid.

A testamur may be a Statement of Attainment for specific topics or units of competency, or it may be a complete Qualification such as certificate or diploma.
Unique Student Identifier
Ascet Tech ensures that it handles individual’s personal information in accordance with the requirements of the Privacy Act 1988 and the Student Identifiers Act 2014. Please refer to the Privacy section of this manual for further information.

Where Ascet Tech applies for a USI on behalf of an individual it ensures it has the authorisation of that individual. Ascet Tech provides the required USI Privacy Notice to all individuals, on whose behalf it is applying for a USI.

Ascet Tech ensures the security of USIs and all related documentation under its control, including information stored in its RTO student management systems. Where Ascet Tech has contracts with third parties under which it discloses information collected for the purposes of the Student Identifiers Act 2014, Ascet Tech ensures that any personal information is treated in accordance with the Privacy Act 1988 and the Student Identifiers Act 2014.

You can access or create a USI via the USI website at http://usi.gov.au

Legislative Compliance
Ascet Tech ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Ascet Tech is subject to a variety of legislation related to training and assessment, as well as general business practice.

3. Work Health & Safety
Ascet Tech places a high priority on the health and safety of its personnel and students. The well-being of individuals can directly affect their job satisfaction, motivation and overall morale in the work environment.

Ascet Tech is committed to providing a safe and healthy work environment for all individuals. Ascet Tech makes every reasonable effort to prevent accidents, protect individuals from injury and promote the health, safety and welfare of all individuals.

Responsibilities
All individuals:
• Have a responsibility to comply with all occupational health and safety procedures;
• Must take reasonable care of themselves and others on the premises;
• Must not interfere with or misuse items or facilities provided in the interest of health and safety; and
• Must report any incidents, actual or potential hazards and "near misses" to their relevant Ascet Tech contact.

Ascet Tech makes every effort to identify, assess, and control hazards within all areas that are accessed by personnel or student. These objectives are achieved through the:
• Provision of a safe and healthy work environment and systems of work;
• Maintenance of equipment, facilities and equipment under the control of the Ascet Tech. All equipment must be checked prior to usage to ensure safe usage;
• Provision of training for personnel to enable them to perform their tasks safely;
• Ongoing inspection and review of the work place, work practices, and procedures; and
• Appropriate response in the event of an incident to ensure an investigation is conducted to prevent a recurrence.

4. Child Safety
Ascet Tech is committed to the safety and well-being of young Individuals accessing our services.

Ascet Tech undertakes to comply with relevant child safety legislation across jurisdictions of operations and commits to establishing and maintaining child safe environments.

5. Privacy
Ascet Tech is committed to maintaining the privacy and confidentiality of its personnel and student records. Ascet Tech complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs):
• Australian Privacy Principle 1 – Open and transparent management of personal information;
• Australian Privacy Principle 2 – Anonymity and pseudonymity;
• Australian Privacy Principle 3 — Collection of solicited personal information;
• Australian Privacy Principle 4 – Dealing with unsolicited personal information;
• Australian Privacy Principle 5 – Notification of the collection of personal information;
• Australian Privacy Principle 6 – Use or disclosure of personal information;
• Australian Privacy Principle 7 – Direct marketing;
• Australian Privacy Principle 8 – Cross-border disclosure of personal information;
• Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers;
• Australian Privacy Principle 10 – Quality of personal information;
• Australian Privacy Principle 11 — Security of personal information;
• Australian Privacy Principle 12 — Access to personal information; and
• Australian Privacy Principle 13 – Correction of personal information.

Please refer to the Ascet Tech website at www.ascet.edu.au/student-resources/privacy-policy for further information and our full Privacy Policy.

6. Access and Equity

In line with obligations under Commonwealth legislation, Ascet Tech is committed to promoting a fair and equitable environment for personnel and students that is free from discrimination, harassment and vilification.

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and Equity principles include:

• Equity for all Individuals through the fair and appropriate allocation of resources;
• Equality of opportunity for all Individuals without discrimination;
• Access for all Individuals to appropriate quality training and assessment services; and
• Increased opportunity for Individuals to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

• Individuals with a disability;
• Aboriginals and Torres Strait Islanders;
• Women;
• Individuals from non-English speaking backgrounds;
• Individuals in rural and remote areas; and
• Long term unemployed.

Ascet Tech is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This legislation includes the Disability Discrimination Act (1992) and the Anti-discrimination Act (1998).

Ascet Tech also maintains compliance with the Disability Standards for Education (2005) including processes relating to:

• Enrolment;
• Participation;
• Curriculum development, accreditation and delivery;
• student support services; and
• Elimination of harassment and victimisation.

Ascet Tech strives to maximise opportunities for access, participation and outcomes for all student within the vocational education, training and employment system.
Equal benefits & opportunity

Ascet Tech treats all student and all individuals seeking to enrol equally and fairly. Ascet Tech has implemented open, fair and transparent procedures that are based on merit for making decisions about:

- The selection of individuals who seek to enrol; and
- The treatment of individuals undertaking courses.

Ascet Tech undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services. Ascet Tech is committed to treating all prospective and actual student on the same basis.

On the same basis

A person with a disability is able to seek admission to, or apply for enrolment in, an institution on the same basis as a prospective student without a disability if the person has opportunities and choices in admission or enrolment that are comparable with those offered to other prospective student without disabilities.

Ascet Tech ensures it treats prospective student with a disability on the same basis as prospective student without a disability as it makes any decisions about admission or enrolment on the basis that reasonable adjustments will be provided.

An adjustment is a measure or action (or a group of measures or actions) taken by Ascet Tech that has the effect of assisting a students with a disability:

- In relation to an admission or enrolment — to apply for the admission or enrolment;
- In relation to a course or program — to participate in the course or program; and
- In relation to facilities or services — to use the facilities or services;

On the same basis as students without a disability, and includes an aid, a facility, or a service that the student requires because of his or her disability.

Student Rights and Ascet Tech Responsibilities

<table>
<thead>
<tr>
<th>Enrolment</th>
<th>Ascet Tech Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students’ Rights</td>
<td>Ascet Tech Responsibilities</td>
</tr>
<tr>
<td>Right to seek admission and</td>
<td>• Take reasonable steps to ensure that the enrolment process is accessible.</td>
</tr>
<tr>
<td>enrol on the same basis as</td>
<td>• Consider student with a disability or disadvantage in the same way as student without</td>
</tr>
<tr>
<td>prospective student without</td>
<td>disability or disadvantage when deciding to offer a place.</td>
</tr>
<tr>
<td>disability or disadvantage</td>
<td>• Consult with the prospective student or their associates about the effect of the disability</td>
</tr>
<tr>
<td>including the right to</td>
<td>or disadvantage on their ability to seek enrolment; and</td>
</tr>
<tr>
<td>reasonable adjustments.</td>
<td>any reasonable adjustments necessary.</td>
</tr>
</tbody>
</table>

Participation

<table>
<thead>
<tr>
<th>Participation</th>
<th>Ascet Tech Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students’ Rights</td>
<td>Ascet Tech Responsibilities</td>
</tr>
<tr>
<td>Right to access courses and</td>
<td>• Take reasonable steps to ensure participation.</td>
</tr>
<tr>
<td>programs; use services and</td>
<td>• Consult with the student or their associate about the effect of the disability or</td>
</tr>
<tr>
<td>facilities; and have reasonable</td>
<td>disadvantage on their ability to participate.</td>
</tr>
<tr>
<td>adjustments, to ensure student</td>
<td>• Make a reasonable adjustment if necessary.</td>
</tr>
<tr>
<td>with disability or disadvantage</td>
<td>• Repeating this process over time as necessary.</td>
</tr>
<tr>
<td>are able to participate in</td>
<td></td>
</tr>
<tr>
<td>education and training on the</td>
<td></td>
</tr>
<tr>
<td>same basis as student without</td>
<td></td>
</tr>
<tr>
<td>disability or disadvantage.</td>
<td></td>
</tr>
</tbody>
</table>
### Curriculum Development, Accreditation and Delivery

<table>
<thead>
<tr>
<th>Students’ Rights</th>
<th>Ascet Tech Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Right to participate in courses and relevant supplementary programs that are</td>
<td>• Enable student with disability or disadvantage to participate in learning experiences</td>
</tr>
<tr>
<td>designed to develop their skills, knowledge and understanding, on the same</td>
<td>(including assessment and certification).</td>
</tr>
<tr>
<td>basis as student without disability or disadvantage and to have reasonable</td>
<td>• Consult with the student or their associate.</td>
</tr>
<tr>
<td>adjustments to ensure they are able to participate in education and training.</td>
<td>• Take into consideration whether the disability or disadvantage affects the student’s</td>
</tr>
<tr>
<td></td>
<td>ability to participate in the learning experiences.</td>
</tr>
</tbody>
</table>

### Student Support Services

<table>
<thead>
<tr>
<th>Students’ Rights</th>
<th>Ascet Tech Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Right to access student support services provided by education institutions,</td>
<td>• Ensure that student with disability or disadvantage are able to use general support</td>
</tr>
<tr>
<td>on the same basis as student without disability or disadvantage. student with</td>
<td>services.</td>
</tr>
<tr>
<td>disability or disadvantage have the right to specialised services needed to</td>
<td>• Ensure that student have access to specialised support services.</td>
</tr>
<tr>
<td>participate in the educational activities they are enrolled in.</td>
<td>• Facilitate the provision of specialised support services.</td>
</tr>
</tbody>
</table>

### Harassment & Victimisation

<table>
<thead>
<tr>
<th>Students’ Rights</th>
<th>Ascet Tech Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Right to education and training in an environment that is free from</td>
<td>• Implement strategies to prevent harassment or victimisation.</td>
</tr>
<tr>
<td>discrimination caused by harassment and victimisation on the basis of their</td>
<td>• Take reasonable steps to ensure that personnel and student are informed about their</td>
</tr>
<tr>
<td>disability or disadvantage.</td>
<td>obligation not to harass or victimise student with disability or disadvantage.</td>
</tr>
<tr>
<td></td>
<td>• Take appropriate action if harassment or victimisation occurs.</td>
</tr>
<tr>
<td></td>
<td>• Ensure complaint mechanisms are available to student.</td>
</tr>
</tbody>
</table>

### Support Services

The following support services are available and accessible for all students studying with Ascet Tech. Ascet Tech will provide student with contact details to refer any matters that require further follow up with relevant professionals.

<table>
<thead>
<tr>
<th>Referral Service Available</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifeline</td>
<td>Phone: 13 11 14</td>
</tr>
</tbody>
</table>

Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help student, a friend or loved one.
Referral Service Available

<table>
<thead>
<tr>
<th><strong>Kids Helpline</strong></th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if student prefer).</td>
<td>Phone: 1800 551 800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Drug Info</strong></th>
<th>Phone: 1300 85 85 84</th>
</tr>
</thead>
<tbody>
<tr>
<td>DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms</td>
<td><a href="http://www.druginfo.adf.org.au/contact-numbers/help-and-support">www.druginfo.adf.org.au/contact-numbers/help-and-support</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Reading and Writing Hotline</strong></th>
<th>Phone: 1300 655 506</th>
</tr>
</thead>
<tbody>
<tr>
<td>For the price of a local call anywhere in Australia, the Hotline can provide student with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.</td>
<td><a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Centrelink</strong></th>
<th>Phone: 1800 057 111</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Australian Apprenticeship Centres (AAC)</strong></th>
<th>Phone: 13 38 73</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If student are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.</td>
<td><a href="http://www.australianapprenticeships.gov.au">www.australianapprenticeships.gov.au</a></td>
</tr>
</tbody>
</table>

Discrimination

Discrimination can be direct, indirect or systemic.

*Direct discrimination* is any action which specifically excludes a person or group of Individuals from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between Individuals.

*Indirect discrimination* is the outcome of rules, practices and decisions which treat Individuals equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

*Systemic discrimination* is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of Individuals because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Bullying & Harassment

*Bullying* is repeated, unreasonable behaviour directed towards an individual or a group of individuals that creates a risk to health and safety and is unlawful. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.
Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating intimidating or threatening. Examples of bullying may include (but are not limited to):

- A manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an individual or group of individuals in private or in front of their peers;
- An individual being treated less favourably by another individual or group of individual, including, but not limited to, bullying or intimidation; forcing an individual to participate in an “initiation” process; the playing of practical jokes or forcing an individual to undertake demeaning tasks;
- Sniggering or gossiping behind someone’s back;
- Laughing at someone which is intended to make them feel uncomfortable or distressed;
- A manager setting unreasonable timelines or constantly changing deadlines for an individual to meet, or setting tasks that are unreasonably below or beyond a person’s skill level; and/or
- Continuously and deliberately excluding someone from workplace activities including ignoring or keeping individuals isolated from relevant communications about work issues.

Ascet Tech is committed to providing a workplace and student services which are free from bullying, harassment and unlawful discrimination. Ascet Tech aims to ensure all those participating in the workplace and services are treated with respect, dignity and fairness with an aim of creating an environment which promotes positive working relationships.

Ascet Tech ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents and students engaging in Ascet Tech’s services.

Ascet Tech expectations are not limited to the workplace or working hours, and will include all work related events which includes, but is not limited to; lunches, student functions, meetings and conferences as well as social events.

Ascet Tech expectations relate to, but are not limited by the following types of communication:

- Verbal communication either over the telephone or in person in the workplace, and outside of it;
- Written communication including; letters, notes, minutes of meetings etc.;
- Internal and external electronic communication including:
  - Email;
  - Instant messaging services;
  - Internal intranet;
  - Faxes;
  - Social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media; and
  - Communications via text message.

In line with Ascet Tech’s commitment to creating a workplace which is free from workplace health and safety risks and one which strives to create positive working relationships, all individuals are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between Individuals and their circumstances;
- Ensuring they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace which includes all individuals;
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type;
- Adhering to the complaint procedure if they experience any bullying behaviour(s) personally;
- Reporting any bullying behaviour(s) they see happening to others in the workplace, or connected with the workplace in line with the complaint procedure; and
- Keeping information confidential if involved in any investigation of bullying.

Fair and reasonable management action taken in order to counsel an individual for instances of underperformance, investigating complaints made against personnel, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

All individuals are expected to adhere to the standards of behaviour contained herein at all times. Any individual who is found to have breached these expectations will be disciplined accordingly, which may lead up to, and
include termination of employment. If a contractor of Ascet Tech is found to have breached these expectations, their contract stands to be terminated, or may not be renewed in the future.

**Equity & Bullying Complaints**

Any individual who believes that they have been subject to actions or words that may constitute discrimination or bullying should act upon such bullying as soon as possible by following the procedure set out below. Individuals who believe they have witnessed discriminatory or bullying behaviour by another individual in the workplace are also able to make complaints.

In the first instance, the aggrieved individual should, wherever practicable and if they feel comfortable doing so, attempt to amicably resolve the matter with the individual(s) who are alleged to have engaged in bullying. When confronting the issue, the individual should clearly state the offensive behaviour experienced, explain that the behaviour is unwelcome and offensive and ask that the behaviour does not continue. The person may not be aware that their behaviour or conduct was causing offense or was unwelcome.

This is not a compulsory part of the complaint procedure, and if an individual does not wish to confront the person directly, then this is not encouraged.

Where the alleged bullying involves the individual’s direct manager and it is not practical for them to directly resolve the matter, they shall immediately notify the Chief Human Resources Officer who, with the individual’s approval will endeavour to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

**Informal Complaint Procedure**

An informal complaint procedure includes a range of alternatives which can be applied in a flexible manner in order to address different complaints in consideration of the relevant circumstances. The informal complaint procedure is intended to be used for less serious allegations of bullying and instances which generally do not warrant disciplinary action being taken. An individual who is unsure of whether or not to make a formal or informal complaint may make an informal complaint first and decide if they want to escalate the complaint to a formal complaint.

Different options for handling informal complaints may include, but are not limited to:

- Ascet Tech relevant manager having a conversation with the alleged bully about the behaviour complained of; and
- Ascet Tech relevant manager having a meeting with the individuals concerned in an attempt to reach a resolution.

**Formal Complaint Procedure**

Where an individual wishes to lodge a formal complaint, they will be required to do so by communicating this in writing to the Chief Executive Officer.

A written complaint shall include the names of individuals concerned, details of the incident(s) and the names of any witnesses present.

Where a written complaint has been lodged, a formal investigation procedure will commence immediately. Formal investigations may be conducted by the Chief Executive Officer or an external person who is appointed by Ascet Tech e.g. an independent mediator.

Regardless of whether the investigation is carried out by an Ascet Tech personnel member, or by an independent body/person, the investigator will aim to follow the procedure set out below:

- Clarify details of what took place and ensure that all necessary information is obtained;
- Identify the outcome the complainant is seeking;
- Discuss with the complainant their legal rights, including lodging a formal complaint with the relevant state or federal tribunal;
- Discuss the complaint made with the person/s accused of bullying; and
- Making a determination as to whether the alleged behaviour occurred and if it constituted bullying.

If Ascet Tech feels it is appropriate in the interests of health and safety of individuals concerned, and / or the efficiency of the investigation process, individuals may be requested to refrain from attending work / course
services for a period of time whilst the investigation is underway. Alternatively, individuals may be given different duties or work to perform while the investigation is being conducted. Employees who are requested to do either of these will be paid at their normal rate of pay during this period.

Where it becomes apparent that the complaint made relates to conduct which constitutes misconduct or otherwise warrants disciplinary action, the investigator is to refer to the Discipline section of this manual for further action and resolution.

Whilst the investigator will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with other workers or Individuals involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, Ascet Tech will alert the appropriate authorities. Those Individuals who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

Outcomes

The outcomes of a formal or informal complaint procedure will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation procedure suggest that an individual is guilty of bullying, appropriate disciplinary procedures will be followed in line with the Discipline Policy. The disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

Where the complaint involves a contractor or agent of Ascet Tech and an investigation process reveals that a person has engaged in unlawful conduct or other behaviour which is prohibited by this policy, those concerned may face termination of their contracts immediately, or will not be renewed in the future.

In addition to the remedies provided above, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- Providing training to employees concerned regarding bullying;
- Requiring employees who have breached this policy to apologise to appropriate person(s);
- Adjusting working arrangements where appropriate;
- Providing counselling to employees (complainant and the person complained of);
- Placing employees on performance improvement plans to ensure improved behaviour; and/or
- Providing coaching and mentoring.

Appeals Procedure

If any parties involved are unhappy with the outcome, or the way the complaint handling procedure was managed by Ascet Tech please contact the Ascet Tech Chief Executive Officer to discuss student concerns. Once notified the Chief Executive Officer will conduct a review of the procedure followed, and the outcome issued, and make a final determination on the issue. Once this determination is made, the person who has made the appeal will be notified of the outcome and this determination will be final.

The following external bodies can also provide further information:

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<thead>
<tr>
<th>Jurisdiction</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td>Australian Capital</td>
<td>ACT Human Rights Commission</td>
</tr>
<tr>
<td>Territory</td>
<td>02 6205 2222</td>
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<tr>
<td></td>
<td><a href="http://www.hrc.act.gov.au">http://www.hrc.act.gov.au</a></td>
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<tr>
<td>Jurisdiction</td>
<td>Contact Details</td>
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<tr>
<td>New South Wales</td>
<td>Anti-Discrimination Board of NSW</td>
</tr>
<tr>
<td></td>
<td>02 9268 5544</td>
</tr>
<tr>
<td>Northern Territory</td>
<td>Northern Territory Anti-Discrimination Commission</td>
</tr>
<tr>
<td></td>
<td>1800 813 846</td>
</tr>
<tr>
<td>Queensland</td>
<td>Anti-Discrimination Commission Queensland</td>
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<tr>
<td></td>
<td>1300 130 670</td>
</tr>
<tr>
<td>South Australia</td>
<td>Equal Opportunity Commission SA</td>
</tr>
<tr>
<td></td>
<td>08 8207 1977</td>
</tr>
<tr>
<td>Tasmania</td>
<td>Office of Anti-Discrimination Commissioner Tasmania</td>
</tr>
<tr>
<td></td>
<td>03 6165 7515</td>
</tr>
<tr>
<td>Victoria</td>
<td>Victorian Human Rights Commission</td>
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<tr>
<td></td>
<td>1300 292 153</td>
</tr>
<tr>
<td>Western Australia</td>
<td>Equal Opportunity Commission WA</td>
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<tr>
<td></td>
<td>08 9216 3900</td>
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<tr>
<td>National</td>
<td>Australian Human Rights Commission</td>
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<tr>
<td></td>
<td>1800 620 241</td>
</tr>
<tr>
<td>National Ascet Tech Employees</td>
<td>Fair Work Ombudsman</td>
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<td>13 13 94</td>
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### 7. Third Party Engagements

Ascet Tech may engage a range of third parties from time to time in order to support the delivery of its services. Ascet Tech is responsible for all services delivered under its registration, regardless of where these are conducted, including in other countries. This responsibility applies to all RTO obligations, including:

- Providing data;
- Cooperating with ASQA;
- Complying with advertising and marketing standards;
- Informing prospective student;
- Dealing with complaints and appeals;
- Collecting fees; and
- Recordkeeping.
8. Consumer Protection

Australian Consumer Law

Ascet Tech maintains compliance with the national *Competition and Consumer Act 2010* and associated *Australian Consumer Law (ACL)* requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects students and ensures fair trading in Australia. Under the ACL, students have the same protections, and businesses have the same obligations and responsibilities, across Australia. Ascet Tech has implemented this *Consumer Protection Policy* and aligned *Consumer Protection Strategy* to protect the needs and interests of all students. A designated *Consumer Protection Officer* has also been implemented:

Kim Oates
CEO
1300 655 544
kim@ascet.edu.au

Guarantee

As a course services provider, Ascet Tech supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

Ascet Tech ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Consumer Protection Strategy

**Ascet Tech Obligations**

Ascet Tech ensures it:

- Provides the training and support necessary to allow student to achieve competency;
- Provides a quality training and assessment experience for all student;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers’ personal information – please refer to the *Privacy* section of this manual for further information;
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides students with details of these pathways for resolving or escalating complaints.

**Students Rights and Obligations**

Ascet Tech students have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access Ascet Tech's consumer protection complaints process.

Students’ obligations include:

- Providing accurate information to Ascet Tech; and
- Behaving in a responsible and ethical manner.

Unsolicited Consumer Agreements

Ascet Tech or its contracted third party representatives may, from time to time, engage in marketing promotions that result in *unsolicited consumer agreements*. Such promotions may include telephoning prospective student for course service offerings or approaching prospective student in public areas outside of Ascet Tech premises.

Ascet Tech representatives who make unsolicited contact with potential student in order to sell them course services comply with:
• Limited hours for contact;
• Disclosure requirements when making an agreement;
• Criteria for the agreement, including that it must be in writing; and
• Restrictions on supplying services above a certain value, and on requesting payment during the cooling-off period.

Permitted Contact Hours
Ascet Tech representatives maintain compliance with the permitted hours for telemarketing, regulated under the Do Not Call Register Act 2006 and associated telemarketing standards. Ascet Tech representatives do not undertake telephone or fax marketing to students:
• On a Sunday or a public holiday;
• Before 9am or after 8pm on a weekday; or
• Before 9am or after 5pm on a Saturday.

Cooling Off Period
Specifically for unsolicited consumer agreements, students have 10 business days to change their mind and cancel the Course Fees Agreement. During the cooling-off period Ascet Tech does not provide any services or accept any payment.
For agreements negotiated by telephone, the cooling-off period begins on the first business day after the student receives the agreement document. For other agreements, the cooling-off period begins on the first business day after the agreement was made.
A student may terminate an agreement verbally or in writing. The termination date is when the student gives or sends the notice.

Consumer Protection Complaints
If an individual feels that Ascet Tech or one of its third party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their Ascet Tech representative in the first instance, before making a complaint.
The complaints handling process is as follows:
• The individual should make the complaint including as much detail about the issue as possible, in writing to Ascet Tech:
  Ascet Tech Consumer Protection Officer
  Kim Oates
  CEO
  1300 655 544
  kim@ascet.edu.au
• Ascet Tech will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
• After considering this response, if the individual is still not satisfied they may escalate their complaint directly to the Consumer Protection Agency in the relevant jurisdiction for investigation:

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<tr>
<th>Jurisdiction</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td>Australian Capital</td>
<td>ACT Office of Regulatory Services</td>
</tr>
<tr>
<td>Territory</td>
<td>02 62073000</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:fair.trading@act.gov.au">fair.trading@act.gov.au</a></td>
</tr>
</tbody>
</table>
9. Pre-Enrolment Information

Ascet Tech provides extensive current and accurate information about its course services via publishing publicly on its website. This public information includes the relevant handbook for each stakeholder group that contains information about:

- Ascet Tech itself;
- student rights & responsibilities;
- General regulatory and legislative compliance;
- student attendance and behaviour expectations;
- Equity commitment;
- Work health and safety requirements;
- Privacy arrangements;
- Fees, charges and refunds;
- Language, literacy and numeracy arrangements;
- Recognition of prior learning (RPL) and credit transfer;
- Competency-based training and assessment processes;
- Complaints and appeals processes;
- Records, release of information and access to student records;
- Cheating, plagiarism and discipline arrangements;

Alternatively, a complaint may also be lodged with the ASQA complaints handing service for complaints against RTOs:

Australian Skills Quality Authority

www.asqa.gov.au

Phone: 1300 701 801
• Evaluation and feedback arrangements; and
• Further information contact details.
A range of compliance and operating information is also publicly published on the Ascet Tech website. Please refer to the Marketing & Advertising section of this manual for further information.

Course Services Information
Once a course information request, student expression of interest or course registration and application for enrolment has been received, Ascet Tech provides further current and accurate information to prospective student to enable them to decide if Ascet Tech as a training organisation and the relevant course service of interest is suitable for them, taking into account their existing skills and knowledge and any specific individual needs.

Ascet Tech ensures information provision for all course services is accurate and conforms to the planned training and assessment described in Ascet Tech’s training and assessment strategies.

Prior to enrolment, Ascet Tech provides clear information to prospective students via the Course Guide including the following:
• Full course code and title of the training product(s) of interest;
• Any relevant currency information, such as whether a qualification has been superseded or removed from a training package;
• Where the training and/or assessment will be undertaken, how long it will take and mode/s involved;
• Information regarding any entry requirements and/or specific requirements they need to meet to successfully complete the course program of interest;
• Any requirements of the student to provide any materials and/or equipment;
• Information about educational and support services available to student and any cost associated with them;
• Any limitations regarding access to educational and support services and resources;
• Whether the training includes mandatory work placements. If mandatory work placements are part of the training, students are provided with clear information on who will arrange this, the duration and schedule applicable and what outcomes are expected of the work placement;
• Ascet Tech is responsible for the quality of the training and assessment during all course services in compliance with the VET Quality Framework and the Standards for RTOs 2015; and
• Ascet Tech is responsible for the issuance of AQF certification documentation the student is entitled to as course services are undertaken.

Fee Information
Ascet Tech provides fee information to students prior to enrolment, via the Course Fees Agreement. Please refer to the Fees, Charges and Refunds section of this manual for further information.

VET FEE-HELP Information
Where students are considering a VET FEE-HELP student loan, prior to enrolment Ascet Tech will provide each prospective student with the following information:
• The prospective student's options for paying their VET tuition fees, including the following payment options:
  - Up-front payment;
  - Government loan through the provision of VET FEE-HELP assistance;
• Details of the eligibility criteria for VET FEE-HELP assistance;
• The course’s VET tuition fees for which VET FEE-HELP assistance may be available, and any other fees for which VET FEE-HELP is not available;
• Whether a VET FEE-HELP loan fee will apply for each VET unit of study forming part of the course, and if so the total of those loan fees, if the prospective student requests VET FEE-HELP assistance;
• Information about VET-FEE HELP assistance, including that:
  - VET FEE-HELP assistance is a loan from the Commonwealth; and
  - This loan will remain as a personal debt obligation until it is repaid to the Commonwealth; and
  - This loan may reduce a student's take-home (after-tax) wage or salary until the debt is repaid, and may reduce the student's borrowing capacity until the debt is so repaid; and
  - Giving a request for Commonwealth assistance can trigger this loan for the entire VET course of study, charged on a unit by unit basis, unless the student pays some of the VET tuition fees; and
  - A census date will apply to each of the VET units of study forming part of the course, and in which
the student enrolls, with this loan covering any VET tuition fees that remain unpaid at the end of each census date; and
- A student may cancel the student’s enrolment by withdrawing from each VET unit of study forming part of the course on or before the census dates for those units, and in accordance with the Ascet Tech’s withdrawal procedure; and
- Such a withdrawal will result in the student not incurring a VET FEE-HELP debt and receiving a refund for any up-front VET payments made on or before those census dates; and
- A student may wish to seek independent financial advice before requesting VET FEE-HELP assistance.

Students are advised that the following information is available on Ascet Tech’s website at:
- The VET tuition fees for VET units of study; and
- The census dates for those units; and
- The Ascet Tech’s withdrawal procedure.

10. Student Advice & Selection

Student Entry Procedure

On application for enrolment, Ascet Tech ensures that all students are able to seek admission to a course program on the same basis. Where students have particular needs, these are discussed in open consultation with the student, and where appropriate, reasonable adjustments will be made in order to facilitate the student’s enrolment.

Ascet Tech provides high quality course services, including training and assessment that is suitable and appropriate for each student.

Suitable means the training and assessment meets the individual’s needs, links to likely job and/or participation outcomes and minimises duplication of the individual’s existing competencies; and

Appropriate means the training and assessment is delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual’s needs and includes reasonable support to facilitate the individual’s participation and attainment.

Ascet Tech focuses on supporting a prospective student to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, Ascet Tech refers prospective students to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options. Some example sites include:

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<thead>
<tr>
<th>Jurisdiction</th>
<th>Course Gateways</th>
</tr>
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<tbody>
<tr>
<td>New South Wales</td>
<td>Smart &amp; Skilled</td>
</tr>
<tr>
<td></td>
<td><a href="https://smartandskilled.nsw.gov.au">https://smartandskilled.nsw.gov.au</a></td>
</tr>
<tr>
<td>Queensland</td>
<td>QLD Skills Gateway</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.skillsgateway.training.qld.gov.au">http://www.skillsgateway.training.qld.gov.au</a></td>
</tr>
<tr>
<td>South Australia</td>
<td>Skills for All Gateway</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.skills.sa.gov.au">http://www.skills.sa.gov.au</a></td>
</tr>
<tr>
<td>Victoria</td>
<td>Victorian Skills Gateway</td>
</tr>
<tr>
<td>Western Australia</td>
<td>Future Skills</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.futureskillswa.wa.gov.au">http://www.futureskillswa.wa.gov.au</a></td>
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</tbody>
</table>

Academically Suited

Ascet Tech has implemented this student entry procedure to ensure that students are confirmed to be academically suited to undertake the particular course they wish to study.
To ensure students are academically suited, Ascet Tech’s student application and enrolment processes include the requirements that:

1. The student satisfies minimum academic admission requirements; and
2. The student satisfies any other specified entry requirements for the particular VET course of study; and
3. Ascet Tech reasonably believes that the student is academically suited to undertake the VET course of study.

**Academically Suited – Minimum Academic Admission Requirements – VET FEE-HELP**

For all students seeking to enrol in a VET Course of Study with the support of a VET FEE-HELP student loan, Ascet Tech requires:

- The student to have achieved completion of year 12 in an Australian State or Territory, evidenced by a verified copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student’s completion of year 12; OR

- Both:
  - The student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy; AND
  - Ascet Tech reasonably believes that the student displays that competence.

**Pre-Enrolment Review**

Ascet Tech conducts a *Pre-Enrolment Review* (referred to as *Pre-Training Review* for Victorian VTG subsidised students) of current competencies including literacy and numeracy skills prior to commencement in training for each student.

The Pre-Enrolment Review is designed to:

- Identify any competencies previously acquired - Recognition of Prior Learning (RPL) or Credit Transfer;
- Ascertain the most suitable qualification for that student to enrol in, based on the individual’s existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
- Ascertain that the proposed learning strategies and materials are appropriate for that individual.

Course Services are designed to build on a student’s existing abilities and develop new ones. Students are not encouraged to undertake training where there is not a reasonable prospect of completion. The individual’s existing educational and vocational attainment, other demonstrated capabilities, career aspirations and general interests are considered in course selections and services planning.

Ascet Tech does not enrol a student in a course or qualification that is at an inappropriate level for that student.

The Pre-Enrolment Review is completed, and the outcomes known and documented, prior to acceptance of the student’s enrolment application.

The Pre-Enrolment Review is a comprehensive assessment where Ascet Tech genuinely seeks to understand a student’s training needs. It’s a conversation that encourages students to reflect on their own aspirations and guides their selection of suitable training.

The Pre-Enrolment Review is undertaken by skilled Ascet Tech personnel who provide impartial advice and translate a student’s ideas about their future into tangible and suitable choices.

The Pre-Enrolment Review process encompasses:

- Student identification confirmation;
- Course information & requirements;
- Identifying students’ individual needs;
- Academic suitability & Language, Literacy & Numeracy assessment;
- Credit Transfer application (if relevant);
- Recognition of Prior Learning application (if relevant);
- Employer engagement (if relevant);
- Government subsidy support eligibility (if relevant); and
- Final planning, course confirmation and enrolment decision.

Each of these components is outlined below.
Student Identification Requirements

A number of Ascet Tech projects require identification to be confirmed and verified identification evidence to be retained on file on admission to any nationally recognised course program. This may include:

- Evidence of student identity (for example, photo identification);
- Evidence of student eligibility to participate (for example, citizenship); and
- Evidence of pre-requisites being met (for example, previous qualifications/study).

Student identity is confirmed as an initial step in the Pre-Enrolment Review process.

Course Information

During the Pre-Enrolment Review process, general and course specific pre-enrolment information, including the relevant Course Guide is explained in further detail and student queries answered. This generally includes:

- Explanation of course content, competency standards, timelines and stakeholders;
- Outline of entry requirements and admission requirements;
- Duration of course and the delivery mode of course;
- Identification of specific resource requirements for the course;
- Explanation of assessment procedures relevant to course;
- Ascet Tech’s procedures and processes; and
- Fees, charges and refunds information.

Identifying Individual Student’s Needs

Prior to enrolment Ascet Tech provides advice to the prospective client about the training product(s) appropriate to meeting the student’s needs, taking into account the individual’s existing skills and competencies.

As a part of this process, Ascet Tech ascertains and consider the individual's existing educational and vocational attainment, other demonstrated capabilities, career aspirations and general interests.

To maximise the chance of students successfully completing their training, Ascet Tech:

- Identifies any support individual students need prior to their enrolment; and
- Provides access to that support throughout their training.

Student Enrolment Information Collection

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes relevant AVETMISS data collection information and relevant student identifiers including the USI.

Prospective students have the option of commencing their enrolment information process online, by completing an online registration form for their initial course of interest. This online registration form once received is printed out and forms the basis of the student’s enrolment information.

For prospective students that do not start the enrolment information process online, a hard-copy Enrolment Application Form will be completed by the prospective student as a part of the Pre-Enrolment Review.

In either case, once provided the enrolment information provided is used by Ascet Tech representatives as a component of the re-Enrolment Review, as it provides significant information on the student’s background, prior skills and qualifications, current employment status and particular special needs.

Either online print out or hard copy version of the Enrolment Application Form is signed by the student as a part of the Pre-Training Review process, to confirm that the information being provided is a true and accurate record relating to their individual situation. This confirms the application process, but does not constitute formal acceptance of the student’s enrolment into the course.

Students’ Needs

As a component of this process, Ascet Tech determines the amount of training it will provide to each student with regard to:

- The existing skills, knowledge and the experience of the student;
- The academic suitability of the student;
- The mode of delivery; and
Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Ascet Tech provides a range of educational and support services to its students that include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that Ascet Tech considers necessary to support students to achieve competency.

Support services are made available either directly or via arrangements with a third party.

Ascet Tech’s individual needs process includes:

- Identifying particular requirements such as literacy, numeracy, English language or physical capabilities students would need to complete each course;
- Student learning styles and identification of any special learning needs; and
- Developing strategies to make support available where gaps are identified.

**Academic Suitability - Language, Literacy, and Numeracy (LLN) Assessment**

As a component of the Pre-Enrolment Review process, Ascet Tech reviews all enrolment applications to ensure course admission requirements relating to the student’s academic suitability are being met prior to acceptance of a student into a course.

Where a course has specific academic suitability admission requirements, as part of the Pre-Enrolment Review students are required to complete an Australian Core Skills Framework (ACSF) aligned Language, Literacy, and Numeracy (LLN) Assessment to ensure that the student has the ability to complete the course.

For all students in all course application processes, Ascet Tech requires the assessment process to be conducted with honesty and integrity.

**General VET Courses – Academic Suitability**

General arrangements for students wishing to enrol in a VET course require the student to complete an Ascet Tech designed LLN Quiz relevant to their course application.

That is, students are required to complete a LLN Quiz mapped directly to ACSF Level 1, 2 or 3 requirements, at the ACSF level that has been confirmed relevant to the specific ACSF level of the course to which the application relates.

For students undertaking the Ascet Tech designed LLN Quiz as part of the Pre-Enrolment Review, this assessment will be undertaken:

- Via paper-based or online quiz depending on the student's application preference;
- Individually by the student after identification has been confirmed; and
- Under the direct supervision of an Ascet Tech representative to ensure the authenticity of the assessment results.

**VET FEE-HELP – Academic Suitability**

For all students wishing to enrol in a VET Course of Study under VET FEE-HELP student loan arrangements, students must either:

- Have achieved completion of year 12 in an Australian State or Territory, evidenced by a verified copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student’s completion of year 12; OR
Both:
- Successfully complete the Core Skills Profile for Adults (CSPA - published by the Australian Council for Educational Research Limited in July 2013) being assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy; AND
- Ascet Tech reasonably believes that the student displays that competence.

For students undertaking the CSPA as part of the Pre-Enrolment Review, this assessment will be undertaken:
- Online via the ACER CSPA platform;
- Individually by the student after identification has been confirmed; and
- Under the direct supervision of an Ascet Tech representative to ensure the authenticity of the assessment results.

Results of Assessments
For all assessment undertaken as outlined above, the results of the assessment are reported to the student as soon as practicable after the assessment has occurred.

Ascet Tech is also required, for students undertaking VET Courses of Study under VET FEE-HELP Student Loan arrangements, to also report student assessment results to the Commonwealth Department of Education and Training in the form, manner and by the time requested by the Secretary of the department.

If the student is unable to complete the LLN Assessment satisfactorily, the relevant Ascet Tech representative will complete a further LLN Assessment Report, making recommendations on required actions that may include:
- Refusal to process the student’s application for enrolment, on the basis that the student has not met the entry requirements to support their successful completion of the course; or
- The required strategies and actions to be taken to assist the student to be able to complete the course, if this option is possible under course admission requirements.

The LLN Assessment Report is provided as soon as practicable to the Chief Executive Officer, who will make a final determination on the report’s recommendations within five working days.

If the student’s application for enrolment is rejected, reasons for this rejection will be provided in writing, with information including instructions on how to provide a further complaint regarding this decision.

Regardless of the outcome of the assessment result or outcome of the student’s application for enrolment, Ascet Tech retains all records of assessments undertaken and their results for a minimum of 5 years after the completion of the process.

Credit Transfer
As a component of the Pre-Training Review process, Ascet Tech ensures students are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Credit transfer is a process that provides students with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies.

Where a student provides suitable evidence they have successfully completed a unit or module at any RTO, Ascet Tech provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Ascet Tech is not obliged however to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Note that providing credit for previous studies is not a Recognition of Prior Learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

Student Request for Credit Transfer
If a student wishes to apply for Credit Transfer it is mandatory that they complete the Credit Transfer / RPL Application Form and include appropriate evidence to support the Credit Transfer application.
All Credit Transfer applications must be supported by the appropriate evidence. This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating exactly the same code and title as those included in the student application, or other documents of equivalence.

Where appropriate evidence is provided with the Credit Transfer application the Training Manager must grant the Credit Transfer. Where Credit Transfer is granted, the student will be advised within five working days of completion of the assessment and the training program adjusted accordingly.

Where Credit Transfer is not granted, the student will be notified in writing of the outcome within five working days of completion of the assessment. The written communication to the student includes a reason for refusal, and information on how to lodge a complaint or appeal if desired.

In all cases, a copy of the credit transfer application and verified copies of the relevant documentation evidence is retained in the student’s file.

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- **Formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- **Non-formal learning** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- **Informal learning** refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

RPL assesses this prior learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. RPL keeps the system of qualifications open to recognition of the value of learning achieved outside the formal system, as part of everyday living in a continuum of learning throughout one’s life.

In order to recognise prior learning it is necessary to:

- Compare the informal or non-formal learning the individual has achieved against the learning outcomes or performance criteria of the course or qualification for which the student is using as a basis for seeking entry or the award of credit; and
- Determine appropriate evidence to support the claim of prior learning.

The processes used to assess RPL applications may take several (not mutually exclusive) forms, for example:

- Participation in exactly the same or modified versions of the assessment the student would be required to complete as part of the full course;
- Assessment based on a portfolio of evidence;
- Direct observation of demonstration of skill or competence;
- Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification;
- Provision of examples of the student’s work drawn from the workplace, social, community or other setting in which the student applies their learning, skill or competence;
- Testimonials of learning, skill or competence; and
- Combinations of any of the above.

Ascet Tech ensures that trainers and assessors remain current in their professional development and in their knowledge and understanding of issues related to recognition.

**RPL Process**

As a component of the Pre-Training Review process, Ascet Tech implements a robust RPL process to ensure that:
The uptake of RPL is encouraged and RPL processes are reviewed to streamline the RPL application process;

Where possible, the student is able to complete the qualification in less time;

RPL information is provided to students prior to enrolment and prior to commencement of formal training delivery in a course program;

RPL processes offered provide adequate information, support and opportunities for students to engage in the RPL process;

RPL decisions are made prior to the commencement of the course, subject or unit for which the RPL is being claimed; and

RPL assessment processes and procedures meet the same delivery and quality assurance requirements as all other assessment arrangements.

RPL Requirements

To achieve RPL, students must:

- Apply for RPL;
- Provide appropriate RPL evidence (including documents, demonstrations and interviews as may be relevant); and
- Have this evidence assessed as meeting all of the requirements of the entire Unit of Competency.

Where students have gaps, or require additional mentoring and support, RPL is not applicable. In these cases learning is occurring, and a ‘Competent’ result is achieved on completion of assessment.

RPL Applications

It is mandatory that students wishing to achieve RPL with Ascet Tech complete a Credit Transfer / RPL Application Form and provide this form with their evidence submission for assessment. This application form ensures:

- The Application for RPL is recorded effectively;
- The start date for each Unit of Competency is correctly identified; and
- The appropriate declarations of authenticity of prior work are recorded.

Start Dates

The official start date for a Unit of Competency through RPL is determined (by NCVER) as the date that the student submitted their evidence portfolio for assessment. This is the start date that all Ascet Tech personnel are to record on the student’s training and assessment plan (actual start date section for each unit).

This date is critical for compliance in cases where financial subsidies are being received for the student’s course.

The RPL result date is the final date that the student provided all evidence required and was deemed to have achieved the unit ‘RPL-Granted’ result.

Financial / Regulatory Implications

All Ascet Tech personnel must ensure they are aware of RPL implications with regard to financial / regulatory impacts in their region and projects. RPL in some jurisdictions is:

- Fully subsidised;
- Partially subsidised; or
- Not subsidised.

Depending on the region, when students are applying for RPL, it is critical that Ascet Tech personnel understand any financial implications that may apply and discuss correct fees and charges with the student concerned.

Employer Engagement

As a component of the Pre-Training Review process, Ascet Tech ensures that employers or other parties who contribute to each student’s course services and outcome are informed and engaged in the training and assessment on the development, delivery and monitoring of training and assessment. This may include course services involving work placements, employer sponsored courses and apprenticeship or traineeship arrangements.
• All employers involved in Ascet Tech course services receive the Employer Handbook that provides a range of important information for employer involvement including:
  • Employer and RTO responsibilities;
  • student attendance and behaviour expectations;
  • Equity commitment;
  • Work health and safety requirements;
  • Privacy arrangements;
  • Language, literacy and numeracy arrangements;
  • student support services;
  • Recognition of Prior Learning (RPL) and Credit Transfer;
  • Competency-based training and assessment process;
  • Complaints and appeals processes;
  • Evaluation and feedback arrangements;
  • Further information contact details; and
  • Any relevant required release from work or study.

Ascet Tech ensures all students involved in workplace delivery have a range of processes and mechanisms implemented to engage the employer in the training and assessment process. This includes but is not limited to:
  • Consultation prior to and during enrolment, and subsequent training and assessment sessions to gain input from the employer in areas such as the development of the training plan;
  • Providing employer guidance on how to assist students to achieve competency through undertaking specific workplace tasks. This is undertaken through various contact and employer specific information and documents;
  • Ensuring the assessment process is supported with supplementary evidence from the employer to contribute to the assessment outcome (such as Third Party Reports);
  • Regular contact with the employer to confirm the student’s progress; and
  • Formal evaluation processes to gain further feedback on the training and assessment processes provided.

Government Subsidy / Support Eligibility Assessment

As a component of the Pre-Training Review process, Ascet Tech undertakes an eligibility assessment on particular government subsidy or support initiatives that the student may be eligible to access.

10.1.1. Finalising the Pre-Enrolment Review

As a Pre-Training Review is conducted, Ascet Tech representatives complete the Pre-Enrolment Review Checklist to confirm that all components of the process are completed effectively.

The Pre-Enrolment Review process encompasses:
  • Student identification confirmation;
  • Course Information & requirements;
  • Identifying students’ individual needs;
  • Course entry requirements & admission requirements;
  • Academic Suitability including Language, Literacy & Numeracy assessment;
  • Credit Transfer application (if relevant);
  • Recognition of prior learning application (if relevant);
  • Employer engagement (if relevant);
  • Government subsidy support eligibility (if relevant); and
  • Final planning, course confirmation and enrolment decision.

As all Pre-Enrolment Review activities above are completed, the Ascet Tech representative clearly documents:
  • The overall Pre-Enrolment Review discussion;
  • The final decision on which course the student will be enrolled in; and
  • Reasons why this was the most suitable training option for that student.

On conclusion of this process, a Course Fees Agreement including Course Fees Agreement is then prepared by Ascet Tech in order to make a formal enrolment offer to the prospective student and/or relevant supporting client.

Non-Acceptance of Enrolment Application
Should the prospective student not be accepted into the course program they have applied for, the individual will be provided with formal notice of this non-acceptance:

- In writing;
- With reasons provided for this non-acceptance;
- With any alternate options or actions recommended by Ascet Tech; and
- With relevant information on how the prospective student may raise a complaint or seek to have the decision reviewed.

### 11. Fees, Charges and Refunds

Ascet Tech undertakes to provide course services as outlined in the Course Fees Agreement including *Course Fees Agreement*.

#### Fees and Charges

Prior to enrolment, Ascet Tech notifies students of a range of fee information in a *Course Fees Agreement*. This fee information includes:

- All fees payable to Ascet Tech, clearly describing all costs involved with the course;
- How and when fees must be paid;
- How to request a refund;
- The conditions under which a refund would be provided; and
- The student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies.

This information forms part of the *Course Fees Agreement*. Information provided to students is consistent with Ascet Tech course services arrangements.

Where a student is being enrolled under any loan or delayed payment arrangement (including VET FEE-HELP), the terms of the arrangement are clearly stated, including:

- Any debt that may be incurred;
- When repayment is required;
- Under what conditions; and
- Any associated fees, indexation or interest.

#### Fee Arrangements

Ascet Tech fees are designed to minimise the impact of fees and charges, through flexible payment plans, dependent on service type. Ascet Tech is committed to cost efficiency for Recognition of Prior Learning (RPL) applications, and will at all times seek to complete RPL applications at the same cost or lower than normal course delivery costs.

#### Course Tuition Fees

All course tuition fees are published and available on the Ascet Tech website. Published fees information includes fee rates for each training product, including full fee for service, subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.

#### Student Support Services Fees

If any specific student support options available attract an additional cost to the student, Ascet Tech makes this clear in pre-enrolment information and as a part of the *Course Fees Agreement*. Similarly, if there are limitations to the support Ascet Tech is able to provide to particular student cohorts, these limitations are also made clear in information provided to potential student.

Clear and accurate information on these items is included in the Ascet Tech's relevant handbook for each stakeholder group.

#### Incidental Expenses

There may be some instances of a personal cost to a student over and above the general course fees. These costs include:
- **Essential equipment** and other items that the student has the choice of acquiring from Ascet Tech, or from a supplier other, that become the physical property of the student, are retained by the student on completion of training, and are not consumed during the training.

  Example: tool kit.

- An **optional charge for an item** that is not essential for the student to complete the training.

- An **optional charge for an alternative form of access** to an item or service that is an essential component of the training, but is otherwise made readily available at no additional fee by Ascet Tech.

- **Field trips and food, transport and accommodation costs** associated with the provision of field trips that form part of the training.

- **Any textbook** the student requires for their course that is retained by the student after completion of the qualification.

For each qualification, Ascet Tech publishes on its website any additional costs that a student will or may incur and ensure that student are aware of these costs prior to enrolment.

Ascet Tech provides the student or employer (where relevant) with receipts for any monies collected by Ascet Tech for incidental expenses. Ascet Tech retains copies of receipts issued.

**Embedded qualifications**

In some cases a qualification may include all the units of competency required to complete a lower level qualification, an ‘embedded’ qualification. The student may wish to be issued with a testamur for the lower level qualification in addition to the higher one they enrolled in.

In this case the student has paid the fee for the higher level qualification. Ascet Tech charges an administrative fee to produce the additional testamur (set at $385 including GST) but the student is required to pay additional student fees for the lower level qualification.

**Repeated Assessment**

Student are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial student course fee. Ascet Tech does not levy additional fees for these attempts.

**Census Date / Withdrawal without penalty**

Ascet Tech advises prospective student, prior to any fees being paid, of the Census date or ‘withdrawal with no penalty’ cut-off date. That is, the date by which the student can withdraw and be refunded any fees paid on enrolment.

**Fee Concessions and Exemptions**

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by Ascet Tech across jurisdictions.

Fee concession and exemption arrangements do vary depending on the jurisdiction and government support program available. Please refer to the following table for fee concession and exemption information relevant.

**Victoria - Victorian Training Guarantee Subsidised Students**

**Concessions**

The concession fee is 20 per cent of Ascet Tech published standard tuition fee, being the fee that Ascet Tech charges a non-concession government subsidised student in the same course at that time.

For enrolments in courses at the Certificate IV level and below, Ascet Tech charges the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran’s Gold Card.

The concessions apply to a dependant spouse or dependant child of a card holder.

**Indigenous Completions Initiative**
Under the Indigenous Completions Initiative, for enrolments in a course at any level Ascet Tech must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous student Identifier" field of the student Statistical Report).

Ascet Tech must retain a copy of the enrolment form on which the individual self-identified as indigenous.

**Continuing students – Single and Teenage Parents Training Initiative (Single and Teenage Provider Network RTOs only)**

For continuing enrolments only under the Single and Teenage Parents Training Initiative, for enrolments in a course at the Certificate II, III or IV level, Ascet Tech must charge the concession fee to an individual referred to them with a standard Single and Teenage Parents Training Initiative Referral Form on or before 30 June 2014.

Ascet Tech must retain the original Single and Teenage Parents Training Initiative Referral Form, and return a copy to the relevant referring agency.

**Exemptions**

Ascet Tech does not charge a tuition fee for enrolment by an individual who is:

- From the Judy Lazarus Transition Centre;
- Required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005; or
- Referred with a standard Young Individuals Transitioning from Care Referral Form.

**Government Loan, Funding, Subsidy and Support Entitlements**

In cases where students are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), Ascet Tech also provides advice on these arrangements prior to enrolment, via the Course Fees Agreement.

The total course fee for a government subsidised course is divided into two components:

- The Fee (to the student / employer / student); and
- The Subsidy (paid by the relevant government body).

In cases of government funding or subsidy, the Course Fees Agreement also includes the approximate value of the contribution from government towards the qualification(s) in which the student is considering enrolment.

**Third Party Fee Arrangements**

Ascet Tech third party representatives do not collect fees on behalf of Ascet Tech.

**Notifications and Guarantee**

Ascet Tech notifies students as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:

- Any changes to, or new third party arrangements Ascet Tech puts in place, for the delivery of services to those specific students; and
- A change in ownership of an RTO entity should that occur.

Ascet Tech guarantees that no additional charges will be imposed during the period covered by the Course Fees Agreement.

**Recovery of Outstanding Student Fees**

Ascet Tech collects all fees to be paid by the student by the time they complete their subsidised training. Ascet Tech retains student fees that it collects.

Ascet Tech has a robust process for the recovery of outstanding fees from a student. The failure by a student to pay a fee owing is considered to be a breach of discipline and can lead to penalties being imposed on the student under Discipline arrangements.

One of the penalties that may be considered is the delay in release of results or testamur(s) as relevant to the student until all fees are recovered. For significant student debts, formal debt collection actions may also be undertaken.
VET FEE-HELP – Tuition Fees

Setting Tuition Fees

Ascet Tech determines one tuition fee for each VET unit of study it offers in a year. As VET FEE-HELP may only cover tuition fees, any other fees and charges must be borne by the student. You are able to complete the requirements of their course without the imposition of fees that are additional to tuition fees.

Fee Periods for the Charging of Tuition Fees

Ascet Tech ensure that students do not incur a VET FEE-HELP debt for the whole course upfront.

Ascet Tech fee-periods are equivalent to one third of the total VET course of study duration as advised to a person at the time of enrolment. For the purpose of the charging of tuition fees for a VET course of study, a VET course of study has three sequential fee-periods.

Each fee-period includes at least one VET unit of study with one census date.

Ascet Tech only charges a student one third of the total VET course of study tuition fees in any one fee-period.

Schedule of Tuition Fees

Ascet Tech publishes its schedule of VET tuition fees and census dates (schedule) for all VET units of study that it provides or proposes to provide, for both full fee-paying and state government-subsidised student, on or before the earliest enrolment date for units of study, enabling student to access information about fees before they enrol.

To ensure student are able to clearly identify which tuition fee applies to them, the schedule includes the following unit of study information as applicable:

- VET course of study name(s);
- VET unit of study name(s);
- VET unit of study code(s);
- Delivery location(s);
- Delivery mode(s);
- VET unit commencement date(s);
- VET unit completion date(s);
- VET unit census date(s);
- VET unit tuition fee(s);
- Specific period for which the schedule applies; and
- RPL VET units of study (if offered) and associated tuition fees.

Where Ascet Tech offers VET courses of study and access to VET FEE-HELP to state government subsidised student, the schedule clearly informs the student of the tuition fees they will incur.

Fee Protection

The requirements that apply to prepaid fees include all fees that a student is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

Ascet Tech is only required to protect prepaid fees from individual student and prospective student. These requirements do not apply for other students - for example, where an employer engages Ascet Tech to provide training and/or assessment to its personnel.

Statement of Tuition Assurance

Ascet Tech complies with tuition assurance requirements.

Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated Higher Education Support (VET) Guideline 2015, Ascet Tech is required to provide a tuition assurance arrangement for persons, other than overseas students*, who are enrolled in higher education courses it offers. This requirement is to protect students in the event that Ascet Tech ceases to provide a course of study in which a student is enrolled.

In the event that Ascet Tech ceases to provide a course of study in which a student is enrolled the student will have the choice, for each VET unit of study (each affected unit) forming part of the course that the student is enrolled in at that time, of:

* overseas students refer to students who are not Australian citizens or are not permanent residents of Australia.
A. The “VET Course Assurance Option” that is an offer of a place in a similar VET course of study that:
   - comprises VET units of study that is being undertaken as part of a VET course of study that meets any requirements set out in the Higher Education Support (VET) Guideline 2015; and
   - is undertaken with a second provider without any requirement to pay the second provider any VET tuition fees for any replacement units.

OR

B. The “VET Tuition Fee Repayment Option” that involves:
   - refunding the student’s up-front VET payments (if any) for any affected units; and
   - re-crediting the student’s FEE-HELP balance in respect of any affected units.

Ascet Tech has met the tuition assurance requirements of the HESA through its current membership of the Australian student Tuition Assurance Scheme (ASTAS) operated by TAFE Directors Australia (TDA). Contact details for TDA are:

National Secretariat
Sydney Turner Hall (Building B) - Ultimo College
Cnr Mary Ann and Harris Streets
731-695 Harris Street
Ultimo NSW 2007
Po Box 707, Broadway NSW 2007
Telephone: + 61 2 9217 3180
Facsimile: + 61 2 9281 7335
www.tda.edu.au

If Ascet Tech ceases to provide a course of study, TDA will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify TDA of the choice they have made for each affected unit. TDA will provide this Offer within twenty Business Days after it knows, or should know by reasonable enquiries that the Ascet Tech has ceased to provide the course or study.

A student may choose either:

The VET Course Assurance Option:

Under the course assurance option, a student will be offered a place in a similar course of study by TDA. If the student accepts this option, TDA will make all necessary arrangements to ensure a student is able to enrol with the other provider in the similar course of study. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the provider any student contribution or tuition fee for any replacement units (that is, units that the student had commenced but not completed because the course ceased to be offered). A student will receive full credit from the other higher education provider for any units of study successfully completed at Ascet Tech.

The other provider nominated by TDA may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study the Ascet Tech ceased to provide but which the student had not yet started studying.

A student is not obliged to enrol in a course of study with the other provider offered by TDA under the Course Assurance Option. However, if he/she enrols with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with Ascet Tech or to offer replacement/s unit free of charge.

OR

The VET Tuition Fee Repayment Option:

Under the VET Tuition Fee Repayment Option, TDA undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed
because the course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted units.

The Statement of Tuition Assurance is also available on the Ascet Tech website at:

VET FEE-HELP – Request for Commonwealth Assistance Form

Students seeking a student loan through the VET FEE-HELP scheme must complete a request by completing, signing and submitting a Request for VET FEE-HELP Assistance form to Ascet Tech on or before the census date for their first unit of study.

It is important that students are allowed time to fully consider the implications and responsibilities associated with requesting VET FEE-HELP assistance.

Providing students with the VET FEE-HELP Information Booklet

Ascet Tech ensures students eligible for VET FEE-HELP are given a VET FEE-HELP information booklet for the relevant year prior to completing and submitting the Request for VET FEE-HELP Assistance form. Students declare on the request form they have received and read the booklet.

Provision and submission of the Request for Commonwealth Assistance form

In line with the VET FEE-HELP VET quality and accountability requirements Ascet Tech ensure that students are allowed time to fully consider the implications and responsibilities associated with applying for VET FEE-HELP assistance.

Students are not able to receive, nor complete and submit, a Request for Commonwealth Assistance Form within 48 hours (working day) from their official acceptance of a course place via Ascet Tech’s Course Fees Agreement, confirming the student’s enrolment.

A Request for VET FEE-HELP Assistance form is valid for the duration of the person’s enrolment in the course. Students accessing VET FEE-HELP are not required to cancel their form if they subsequently choose to pay their tuition fees upfront. Students do not incur a VET FEE-HELP debt for VET units of study where full payments are made on or before relevant census dates.

Enrolling in more than one course

Students who enrol in more than one course must complete a separate form for each course.

Distributing the form

The student retains the original student copy of the Request for VET FEE-HELP Assistance form. Ascet Tech retains the VET provider copy.

Ascet Tech does not accept a Request for Commonwealth Assistance form (VET FEE-HELP loan form) from a student either electronically or in paper form unless:

- Two business days have passed from the date and time the person enrolled; and
- Ascet Tech is satisfied that prior to or at the time of the person’s enrolment the person had received all required pre-enrolment information.

To avoid any doubt if a person enrols at 4:00 pm on a Friday, the period concludes at 4:00 pm on the following Tuesday.

The Request for VET FEE-HELP Assistance form is a Commonwealth record, subject to the Archives Act 1983. The VET provider must comply with the Archives Act 1983 and any disposal authorities issued by the National Archives of Australia to the department from time to time.

Ascet Tech retains a copy of the form that does not include the student’s TFN for the Commonwealth for a minimum period of seven years after the student has completed their course.

If a student cancels their request for assistance, Ascet Tech still retains a copy of the form as it is a Commonwealth record. The student has the option of reactivating the request later.

Ascet Tech documents and keeps accurate records of enrolments and requests for Commonwealth assistance, including:
The day and time a student enrols in a VET course of study or a VET unit of study; and
The day and time the student gives Ascet Tech a request for Commonwealth assistance in relation to the
course or a VET unit that forms a part of the course.

Ascet Tech retain, for a period of not less than five years, all documentation and makes these records available
to the Commonwealth Department of Education and Training in the time, form and manner as directed by the
Minister.

Student submission of the Request for Commonwealth Assistance form
To be eligible for VET FEE-HELP, students seeking VET FEE-HELP must submit the completed Request for
VET FEE-HELP Assistance form on or before the census date of the first VET unit of study for which they are
seeking VET FEE-HELP.

A Request for VET FEE-HELP Assistance form is valid for the duration of the person’s enrolment in the course.

Students accessing VET FEE-HELP are not required to cancel their form if they subsequently choose to pay
their tuition fees upfront. Students do not incur a VET FEE-HELP debt for VET units of study where full
payments are made on or before relevant census dates.

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Students who enrol in more than one course must complete a separate form for each course.

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minimum period of seven years after the student has completed their course.

If a student cancels their request for assistance, Ascet Tech still retain a copy of the form as it is a
Commonwealth record. The student has the option of reactivating the request later.

Refunds
From time to time a refund may be required for specific student cases. Refund information and arrangements
are made available to students prior to enrolment through:

- Ascet Tech’s Student Handbook;
- Ascet Tech website; and
- As a part of the Course Fees Agreement completed with the student prior to enrolment.

Refunds may be paid automatically, or sought and negotiated on an individual basis with Ascet Tech, on a
case by case basis.

Ascet Tech has publicly published on its website, and makes student aware of this Refund policy before
enrolment.

Refunds Prior to Course Services Commencement or Services Termination
Ascet Tech’s general refund arrangements for all students and all course services are as follows:
Refund Arrangements

<table>
<thead>
<tr>
<th>Fee for Service Course Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Withdrawal Census Date / Withdrawal with No Penalty Cut-off Date</strong></td>
<td>Full refund of course services fees paid.</td>
</tr>
<tr>
<td>Ascet Tech’s withdrawal/census date is set at a minimum of 20% of the duration of the unit, and is the last day which student can withdraw from a unit and be eligible for a full refund of their unit fee. The withdrawal/census date applies to each individual unit of study and not to the course as a whole.</td>
<td></td>
</tr>
<tr>
<td><strong>Withdrawal after Withdrawal Census Date / Withdrawal with No Penalty Cut-off Date</strong></td>
<td>No refund applicable</td>
</tr>
</tbody>
</table>

**Refunds Due to Non-Provision of Services**

Course fees are to be refunded in full if Ascet Tech is unable to commence the course service as agreed due to a lack of minimum student numbers or unforeseen circumstances.

Where Ascet Tech or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Ascet Tech default due to unforeseen circumstances, Ascet Tech will endeavour arrange for another course, or part of a course, to be provided to student at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Ascet Tech will not refund fees paid.

**Refund Arrangements**

<table>
<thead>
<tr>
<th>Recognition of Prior Learning and/or Credit Transfer has been granted.</th>
<th>Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ascet Tech is unable to commence the course for which the original enrolment and payment has been made.</strong></td>
<td>Full refund or alternative placement in a course, as per the students’ preference.</td>
</tr>
<tr>
<td><strong>Ascet Tech is unable to continue to deliver the course as agreed.</strong></td>
<td>Partial refund or alternative placement in a course, as per the students’ preference.</td>
</tr>
</tbody>
</table>

**Refunds Due to Student Request / Hardship Application**

Student may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student’s circumstances, course service fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued.

This decision of assessing the extenuating circumstances rests with the Chief Executive Officer and shall be assessed on a case by case situation.

Where delivery has commenced, course fees have been paid and a student believes a special circumstance refund is warranted, the student may apply for a refund in writing to:

Kim Oates
CEO
1300 655 544
kim@ascet.edu.au
All refund applications are assessed and processed within fourteen (14) days of the application being placed. The student will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

Ascet Tech does not typically provide a refund in cases where a student has withdrawn from a qualification but has completed all the requirements for a lower level qualification, which attracted a lower student fee. All students have the right to appeal a refund decision made by Ascet Tech. Please refer to the Complaints section for further information.

**Third Party Refunds**

If course services fees have been paid to Ascet Tech by a third party, any refunds payable will be remitted to that third party.

**VET FEE-HELP – Notices to students**

All students who have requested VET FEE-HELP receive two types of notices.

The VET FEE-HELP Invoice Notice (Invoice Notice) provides notification including unit of study tuition fees to be incurred, and the Commonwealth Assistance Notice (CAN), to be provided after census dates, provides information including VET FEE-HELP debts incurred, acting like a receipt.

These notices are given to all students, even if the student has fully paid their tuition fees on or before the census date and therefore has not incurred a VET FEE-HELP debt for that VET unit of study. The notice formats meet all requirements as listed in the *Higher Education Support (VET) Guideline 2015*.

**VET FEE-HELP Invoice Notice**

Ascet Tech issues VET FEE-HELP Invoice notices to students’:

- Personal email address as advised by the student to the VET provider at the time of enrolling in the unit; and/or
- Personal mail address as advised by the student to the VET provider at the time of enrolling in the unit.

The notice is issued within the period:

- Starting 42 days before unit’s commencement date; and
- Ending 14 days before the unit’s census date.

**Commonwealth Assistance Notice (CAN)**

Ascet Tech issues Commonwealth Assistance Notices to students’:

- Personal email address as advised by the student to the VET provider at the time of enrolling in the unit; and/or
- Personal mail address as advised by the student to the VET provider at the time of enrolling in the unit.

The notice is issued within the period:

- Starting on the earliest census date for a VET unit of study included in the notice; and
- Ending 28 days after that census date.

**VET FEE-HELP - Re-crediting and Remission of FEE-HELP balances**

Students who have accessed VET FEE-HELP to cover all or part of their tuition fees incur the liability and therefore the debt for their tuition fees after the census date. Students may find they have to withdraw from their studies after the census date or they have been unable to complete their studies due to certain circumstances. Students in this situation may apply to have their FEE-HELP balance re-credited.

If Ascet Tech determines that a student’s FEE-HELP balance is to be re-credited, Ascet Tech repays any amounts of VET FEE-HELP it received for the VET unit of study to the Commonwealth. Any VET FEE-HELP debt the student incurred for the VET unit of study is taken to be remitted.
The Re-crediting Process

Ascet Tech re-credits a student’s FEE-HELP balance with an amount equal to the amounts of VET FEE-HELP the student received for a VET unit of study if:

- The student has been enrolled in the VET unit of study with Ascet Tech; AND
- The student has not completed the requirements for the VET unit of study in the period the student undertook, or was to undertake the VET unit of study; AND
- Ascet Tech is satisfied that special circumstances apply to the student; AND
- The student applies in writing to Ascet Tech for re-crediting of the FEE-HELP balance; AND
- Either:
  - The application is made within 12 months of the student withdrawing from the VET unit of study or if the student has not withdrawn, within 12 months of the end of the period in which the VET unit of study was, or was to be, undertaken; OR
  - Ascet Tech waives the requirement the application be made before the end of the 12 months, on the ground that it would not be, or was not, possible for the application to be made before the end of the 12 months.

Ascet Tech ensures that it takes reasonable steps to ensure that Students, who withdraw from a VET unit of study after the census date, are aware they may apply, in writing to Ascet Tech, for a re-credit of their FEE-HELP balance. Reasonable steps include:

- Relevant information in Ascet Tech’s student Handbook;
- Providing information on Ascet Tech’s website; and
- Relevant information in the material provided to students.

Applying for a Re-credit and Remission

A student may apply to Ascet Tech for a re-credit of their FEE-HELP balance if they withdraw from their VET unit of study after the census date or the student has not completed the requirements for the VET unit of study. An application for a re-credit or a remission must be made in writing. Where Ascet Tech allows a student to defer completion of their studies, the twelve-month period applies from the end of the extended period. Ascet Tech has the discretion to waive this requirement if it is satisfied the application could not be made within the time limits.

The student’s application should include any independent supporting documents, for example, a letter from the student’s doctor or counsellor, to support the student’s claims. Each application is examined and determined on its merits. Ascet Tech considers the student’s claims, together with any independent supporting documentary evidence that substantiates these claims.

Special Circumstances

Ascet Tech re-credits a student’s FEE-HELP balance if it is satisfied that special circumstances apply to the student that were:

- Beyond the student’s control; AND
- Did not make their full impact on the student until on, or after, the census date for the VET unit of study; AND
- Made it impracticable for the student to complete the requirements for the VET unit of study in the period the student undertook, or was to undertake, the VET unit of study.

Special circumstances do not include, for example:

- A lack of knowledge or understanding of requirements for VET FEE-HELP; or
- A student’s incapacity to repay a HELP debt, as repayments are income contingent and the student may apply for a deferral of a compulsory repayment in certain circumstances.

For special circumstances to apply, the circumstances must have made it impracticable for the student to complete the requirements of the VET unit of study. Special circumstances do not have to be the sole reason for not being able to complete the VET unit of study, but there must be a reason. If the student was unable to complete the VET unit of study before the circumstances arose, Ascet Tech may make a decision not to re-credit the related FEE-HELP balance. For example, if a student was required to obtain a pass mark for all assessment and the student failed an exam for reasons unrelated to the circumstances, the student would not be able to claim special circumstances if they fell ill after the exam.
Special circumstances beyond a student's control

Circumstances could be considered beyond a student's control if a situation occurs that a reasonable student would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation would generally be expected to be unusual, uncommon or abnormal.

For example, a lack of knowledge of how VET FEE-HELP works or the requirements regarding census dates would not be considered beyond a student's control.

Special circumstances that do not make full impact until on or after the census date

Circumstances could be considered not to make their full impact on the student until on or after the census date for the VET unit of study if the student's circumstances occurred:

- Before the census date, but worsen after that day;
- Before the census date, but the full effect or magnitude did not become apparent until after that day; or
- On or after the census date.

Students do not need to demonstrate they were unable to withdraw from the VET unit of study prior to the census date.

Special circumstances arising from pre-existing conditions

A circumstance that first occurred before the census date may satisfy the special circumstances requirement where it worsens after that day or the full effect or magnitude does not become apparent until after that day.

For example, a student may have an illness or other underlying, pre-existing condition or incapacity prior to the census date for a VET unit of study, but that condition may worsen, or that student may suffer from an aggravation, deterioration or episode, after the census date.

Alternatively, the full implications of a student's condition may not have been apparent until after the census date. This may be because recovery does not go to plan, or the degree of disability or incapacity for study are not fully realised until after the census date.

Ascet Tech considers whether the student's circumstances changed on or after the census date and when the full effect or magnitude of the circumstances became apparent, taking into account any additional circumstances, including continuation of a pre-existing condition, that may have affected the student on or after the census date.

Special circumstances that made it impracticable for the student to complete the VET unit of study

The term impracticable is defined as 'not practicable, that which cannot be put into practice with the available means'. Ascet Tech keeps this definition in mind when deciding whether a student's circumstances made it impracticable for them to complete a VET unit of study.

Circumstances that make it impracticable for the student to complete the requirements for their VET unit of study may include:

- Medical circumstances, for example where a student's medical condition has changed to such an extent that he or she is unable to continue studying;
- Family/studental circumstances, for example death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies;
- Employment related circumstances, for example where a student's employment status or arrangements have changed so the student is unable to continue their studies, and this change is beyond the student's control; or
- Course related circumstances, for example, where Ascet Tech has changed the VET unit of study it had offered and the student is disadvantaged by either not being able to complete the VET unit of study, or not being given credit towards other VET units of study or courses.

Consideration is also given to whether at the time the student's special circumstances emerged it was already not practicable for the student to meet the requirements of the VET unit of study.

A student is unable to complete the requirements for a VET unit of study, for example, if the student is unable to:

- Undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements to meet their compulsory course requirements; or
- Complete the required assessable work to the required standard; or
• Sit the required examinations and obtain a required mark; or
• Complete any other course requirements because of their inability to meet the above.

**Unacceptable Conduct**

A student may apply for their FEE-HELP balance to be re-credited because of circumstances involving unacceptable conduct. Unacceptable conduct includes any circumstances where Ascet Tech and/or its agent or associate engaged in the following activities:

**Publishing information suggesting VET FEE-HELP assistance not a loan**

• Publishing information that suggested to the student that:
  - VET FEE-HELP assistance (however described) for the unit or course is not in the nature of a loan, or does not need to be repaid; or
  - the unit or course is free from any fees or charges.

**Inappropriate marketing**

• Any marketing, advertising or promoting that suggested that, if the student enrolled in the unit or course, a thing will:
  - be provided to the student or another student; or
  - be otherwise available for the student to use; and
  - it is reasonably likely that this suggestion induced the student to:
    - enrol in the unit or course; and
    - make the request for Commonwealth assistance; and
  - the student’s use of the thing was required or necessary for the student to externally complete all or part of the unit or course (having regard to the learning objectives and outcomes of the unit or course).

• Cold-called a student, or caused a student to be cold-called, when marketing, advertising or promoting the unit or course; and
  - in doing so, or as a result of doing so, the Ascet Tech suggested, or caused to be suggested, that VET FEE-HELP assistance (however described) could be available if the student were to enrol in the unit or course; and
  - it is reasonably likely that this suggestion induced the student to:
    - enrol in the unit or course; and
    - make the request for Commonwealth assistance.

**Provision of information**

• Did not provide the student with the required VET FEE-HELP information.

**Inappropriate inducements**

• Offered a student a benefit, or provided a student with a benefit; or
• Caused a student to be offered or provided with a benefit; and
• It is reasonably likely that this benefit induced the student to:
  - enrol in the unit or course; and
  - make the request for Commonwealth assistance.

**Failure to provide VET FEE-HELP notices**

• Failed to provide all required VET FEE-HELP notices.

**Failure to comply with student requests**

• Before the end of the census date for the unit, the student requested, in writing, Ascet Tech to:
  - cancel the student’s enrolment in the unit or course; or
  - withdraw the student’s request for Commonwealth assistance relating to the unit or the course; and
  - Ascet Tech:
    - failed to comply with the request before the end of the census date; or
    - charged the student a fee, or imposed a penalty, (however described) in order for the Ascet Tech to comply with the request.

• After the student withdrew from the unit or course, the Ascet Tech:
  - enrolled the student in a further VET unit of study without the student’s written permission given after the withdrawal; or
  - failed to confirm with the student whether the student wished to continue any enrolment in any other VET unit of study forming part of the course.

**Accepting requests for Commonwealth assistance etc. when student not entitled**
• The student is not entitled to VET FEE-HELP assistance for the unit, but the Ascet Tech treated the student as being so entitled.

**Failure to advise about requests**

• Enrolled the student in the unit less than 2 business days before the census date for the unit; and

• Before enrolling the student in the unit:
  - the student’s request for Commonwealth assistance relating to the course had not already been given to an appropriate officer of the Ascet Tech and Ascet Tech failed to advise the student that the student would not be able to receive VET FEE-HELP assistance for the unit.

• The student’s request for Commonwealth assistance relating to the unit or course was given to an appropriate officer of the Ascet Tech less than 2 business days after the student enrolled in the unit and before enrolling the student in the unit:
  - Ascet Tech failed to advise the student that VET FEE-HELP assistance for the unit could only be received if the request was given at least 2 business days after enrolling; or
  - Ascet Tech encouraged the student to give the request so that it would be given less than 2 business days after enrolling.

**Failure to apportion fees appropriately**

• Charged the student VET tuition fees for the unit; and

• The VET tuition fees were not charged in accordance with VET FEE-HELP fee requirements.

**Failure to publish fees**

• Charged the student VET tuition fees for the unit; and

• On the day before the student enrolled in the unit, the VET tuition fees were not available on the Ascet Tech’s website in a way that was readily accessible by the public.

**Requirements for Making Decisions**

Ascet Tech considers the student’s application as soon as practicable and notifies the student of its decision and the reasons for making the decision.

Decisions regarding re-crediting a student’s FEE-HELP balance are reviewable. In addition to notifying a student of its decision and the reasons for making the decision, Ascet Tech also advises the student of their rights for a review of the decision if the student is unsatisfied with the outcome. The student must be advised the time limit for applying for a review of a decision is 28 days from the day the student first received notice of the decision.

**Notifying the Department of the Decision**

Where a decision results in the re-crediting of a student’s FEE-HELP balance, the remission of a student’s HELP debt, and/or the refund of a student’s upfront payments, Ascet Tech notifies the department through the Revisions File. Ascet Tech is required to repay to the Commonwealth any amounts of VET FEE-HELP Ascet Tech received from the Commonwealth on the student’s behalf.

**Re-crediting a Student’s FEE-HELP Balance**

Where Ascet Tech is satisfied that special circumstances apply, Ascet Tech re-credits a student’s FEE-HELP balance with an amount equal to the amount of VET FEE-HELP the student received for the VET unit of study. Ascet Tech has the discretion to refund any upfront payments the student made in respect of the VET unit of study in line with its own policies, which should be accessible to the student.

Students who withdraw on or before the census date, for any reason, do not incur a VET FEE-HELP debt, and accordingly, it is not necessary for them to seek a re-credit or establish special circumstances.

**Reviewable VET Decisions**

Decisions regarding re-crediting a student’s FEE-HELP balance are reviewable. A review of a decision may be requested by the student affected by the original decision or without a request if Ascet Tech is satisfied there is sufficient reason to do so.

Ascet Tech has appointed the following Review Officer to undertake reviews of decisions regarding re-crediting a student’s FEE-HELP balance.
The review officer does not review a decision they were involved in making and occupies a position that is senior to that occupied by any student involved in making the original decision.

**Review by Review Officer**

A student has the right to apply for a review of a decision to not re-credit their FEE-HELP balance. The student’s request must be made in writing and given to the Ascet Tech review officer within 28 days from the day the student first received notice of the original decision. In the written request, the student must state the reasons why they are asking for a review.

There is no fee or charge to students relating to applications for the review process by the Ascet Tech Review Officer.

If a full fee-paying student has paid their fees upfront, and did not request VET FEE-HELP assistance, the review procedures under HESA do not apply. In this instance, the student cannot under HESA request a review or refer the matter to the Administrative Appeals Tribunal (AAT).

The Ascet Tech review officer:

- Reconsiders the decision and either:
  - Confirms the decision; or
  -Varies the decision; or
  -Sets the decision aside and substitutes a new decision; and

- Notifies the student in writing of the decision and if applicable of the day the decision takes effect; and
  - The reasons for making the decision; and
  - Advises the student of their right to appeal to the AAT for a review of the reviewer's decision if the student is unsatisfied with the outcome; and
  - Provides the applicant with the contact details and address of the nearest AAT registry and the approximate costs of lodging an appeal.

In circumstances where an application is made outside the application period the student will be advised the application has been refused on the basis the student has not satisfied one of the threshold criteria. The applicant will also be provided with written reasons why the application period was not waived.

In these circumstances, it is not necessary for Ascet Tech to address whether the special circumstances test has been satisfied. A decision made on this basis will be a reviewable decision under HESA and there is an obligation to inform the student of this and provide the student with the opportunity to seek reconsideration of the decision.

**Review by the AAT**

A student may apply to the Administrative Appeals Tribunal (AAT) for review of a review officer’s decision and may supply additional information to the AAT they did not previously supply to Ascet Tech, including the review officer.

The department will receive notification from the AAT that a student has lodged an application for a review of a review officer’s decision. The department is the respondent for cases that are before the AAT.

Once the department has received notification from the AAT the student has applied for the reconsideration under section 37 of the Administrative Appeals Tribunal Act 1975, the department must lodge the following documents with the AAT within 28 days:

- A statement setting out the findings on material questions of fact, referring to the evidence or other material on which those findings were based and giving the reasons for the decision; and
- Every document or part of a document that is in the reviewer’s possession or under the reviewer’s control and is considered by the reviewer to be relevant to the review of the decision by the AAT.

The department will notify Ascet Tech, in writing, that an appeal has been lodged. To enable the department to meet the 28-day timeframe, Ascet Tech must, within a further five business days of being requested, provide the department with copies of all the documents it holds that are relevant to the appeal. These documents
should be sent by courier or express post to meet the five-business day requirement. Ascet Tech will keep any originals and copies of the documents in line with its normal recording keeping practices.

Once receiving the documents the department may choose to review the original decision. Ascet Tech’s review officer may also reconsider the decision even though an appeal has been made to the AAT at any time up until the AAT makes a final decision. If a decision is made to re-credit a student’s FEE-HELP balance Ascet Tech must advise the department.

However, until a student withdraws their AAT appeal or the appeal is dismissed or otherwise dealt with by the AAT, the department is still required to comply with the requirement under section 37 of the Administrative Appeals Tribunal Act 1975 to lodge the statement, and relevant documents described in the two dot points above, with the AAT. Therefore, Ascet Tech must still forward all relevant documents to the department within five business days, unless advised not to do so by the department. The department will deal with cases from that point and advise Ascet Tech of the outcome.

Course Fees Agreement

All prospective student, prior to enrolment, receive a Course Services Agreement including Course Fees Agreement from Ascet Tech. This agreement makes a formal enrolment offer to the prospective student and/or relevant supporting student, and includes all relevant fees, charges, refunds and government support information relevant to the student’s course selection.

12. Training Services

Competency Based Training and Assessment (CBT&A) is a flexible form of training that aims to produce a workforce with the knowledge and skills which industry requires. Under CBT, we have competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Competency is a broad concept that includes all aspects of work performance and not only narrow task skills. The dimensions of competency encompass:

- The requirement to perform individual tasks (task skills);
- The requirement to manage a number of different tasks within the job (task management skills);
- The requirement to respond to irregularities and breakdowns in routine (contingency management skills);
- The requirement to deal with responsibilities and expectations of the work environment (job role environment skills), including working with others.

Each Unit of Competency describes the work performed in the workplace. Student undertaking training and assessment receive a competent result when successful workplace performance is demonstrated.

Volume of Learning

Ascet Tech is required to develop and implement approaches, including providing access to suitable resources, facilities and trainers, to ensure student gain all relevant skills and knowledge.

The Australian Qualifications Framework (AQF) provides a guide to the volume of learning which describes how long a student who does not hold any of the competencies identified in the relevant units of competency or modules would take to develop all the required skills and knowledge.

The volume of learning includes all teaching and learning activities such as guided learning (classes, lectures, tutorials, online or self-paced study), individual study, research, learning activities in the workplace and assessment activities. The amount of training provided by Ascet Tech is part of the overall volume of learning and relates primarily to formal activities including classes and other activities as well as workplace learning.

VET Unit of Study

Ascet Tech determines the duration of VET units of study, and VET unit of study duration determines census dates. Census dates are set as 20 per cent of the way through the VET unit of study.

A VET unit of study has only one census date. VET units of study offered at multiple times throughout a year are separate VET units of study for the purposes of VET FEE-HELP.
The duration of the VET unit of study includes any normal study breaks, assessments and/or exam periods.

**Guarantee**

Ascet Tech has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- Trainers and assessors to deliver the training and assessment;
- Provision of or referral to educational and support services to meet the needs of the student cohort/s undertaking the training and assessment;
- Learning resources to enable student to meet the requirements for each Unit of Competency, and which are accessible to the student regardless of location or mode of delivery; and
- Facilities, whether physical or virtual, and equipment to accommodate and support the number of student undertaking the training and assessment.

**Services Delivery**

Ascet Tech:

- Provides student with initial course materials and documentation within ten (10) days of finalising and signing their training plan;
- Delivers the training and assessment services in accordance with the training plan through the appropriate mode as identified in that plan;
- Where relevant, assists employer representatives to access appropriate materials to record achievements of the student in the workplace;
- Monitors the progress of the student throughout the program;
- Reviews progress of the student at regular intervals - typically on a monthly basis;
- Provides additional support as planned or required; and
- Conducts training and assessment services in a safe and accessible environment.

If at any stage prior to commencing delivery of the structured training and assessment, Ascet Tech is unable to deliver the structured training and assessment identified in the training plan, it:

- Assists the student to identify an alternative RTO;
- Manages the transfer of that student to the new RTO with all appropriate records;
- In accordance with the Fees, Charges and Refunds policy, refund relevant fees paid by the student; and
- In the case of student under a training contract, notify the relevant STA that it will no longer be providing training relating to that particular qualification outcome and provide information confirming that the student has been transferred to another RTO.

**Flexible Delivery Methods**

Ascet Tech provides a structured framework and learning pathways for student involved in flexible delivery methods.

A turnaround policy of ‘within one working day’ is in place for all student queries, whether in verbal or written format. All Ascet Tech personnel strive to meet this student expectation.

An assessment turnaround policy of ‘within fourteen (14) days’ is also in place for the assessment and return of assignments, recognition portfolios and other student documentation, to ensure that student receive accurate and timely information and feedback as they complete their course.

**Providing Student Support**

Ascet Tech embraces the responsibility of ensuring all student are supported in acquiring the knowledge and skills sought through their training and assessment program. Ascet Tech determines the support needs of individual student prior to enrolment and ensures access is provided to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in training packages or VET accredited courses.

All Ascet Tech personnel are aware of available internal or external resources, or are able to confidently refer student to appropriate tutoring and community support services. For further information, please refer to the *Meeting Individual student Needs* section of this manual.
Work Placements

Ascet Tech organises and administers work placements to student during course services where required. The opportunity of work placement provides:

- The student with the opportunity to gain real world experience in their chosen industry;
- The student to gain initial access to a potential future employer; and
- The host employer to support and 'test' a student as a potential employee.

Workplace learning programs are to achieve curriculum outcomes and enhance the vocational, educational and social development of student.

Ascet Tech ensures that student with special needs are provided with opportunities on the same basis as other student. This includes identifying and liaising with the workplace around adjustments and accommodations that student with disabilities may require.

Student Transferring, Deferring or Withdrawing

Withdrawals

If a current student is thinking of withdrawing from study, the student should contact the Ascet Tech student Support Centre for specific support and advice on their individual situation.

If a student wishes to withdraw from a unit/subject or a course, they can do so at any time.

Notification of withdrawal can occur in any written form, including but not limited to email, fax, letter or form.

Key contact details for withdrawal include:

1300 655 544
info@ascet.edu.au
161 Victoria Parade
Collingwood VIC 3066

Ascet Tech ensures there are no financial, administrative or other barriers that would result in a student not being able to withdraw from a VET unit of study on or before the census date.

If, on or before a census date, a student gives notice to Ascet Tech that he or she wishes to withdraw from a VET unit of study or cancel his or her enrolment in the VET unit of study or VET course of study or cancel their request for Commonwealth assistance, Ascet Tech ensure the student is not enrolled in that VET unit of study or VET course of study from the time of notification.

Notification of withdrawal can occur in any written form, including but not limited to email, fax, letter or form.

Enrolment in subsequent units

Where a student is enrolled in a VET unit of study with Ascet Tech and the student withdraws from the unit, Ascet Tech will:

- Write to the student via personal email address (and personal mail address if needed) seeking confirmation whether the student wishes to continue any enrolment in any other VET unit of study forming part of the course; and
- Ensure the student’s written permission is provided before commencing an enrolment in a further Unit of Study.

Ascet Tech publishes on its website and make readily available its withdrawal procedures.

Ascet Tech does not charge a student any fine, penalty or fee to allow the student to withdraw from a course or unit of study.

Deferring or Suspending Studies

Ascet Tech enables student to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.
To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone).

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. Ascet Tech may also initiate suspension of a student’s enrolment due to misbehaviour of the student.

**Deferring or Suspending Studies Process**

Ascet Tech only defers or temporarily suspends the enrolment of the student on the grounds of:

- Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- Misbehaviour by the student; or
- At Ascet Tech’s discretion.

Student may apply for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). Ascet Tech may choose to grant or decline any student’s request for deferment or suspension of studies.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster requiring emergency travel and this has impacted on the student’s studies; or
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports).

**Suspension due to misbehaviour**

Ascet Tech informs any student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student.

This notification includes that the student has 20 working days to access the registered provider’s internal complaints and appeals process. If the student accesses the internal complaints and appeals process, suspension or cancellation of the student’s enrolment does not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

### 13. Monitoring of Course Progress & Duration

Ascet Tech monitor the workload of student to ensure are successfully progressing through the course and that they complete the course within the duration specified.

**Distance learning** is study in which the teacher and overseas student are separated in time or space throughout the duration of the unit of study. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.

**Online learning** is study in which the teacher and overseas student communicate mainly through electronic technologies for the unit.

A **compulsory study period** is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

**Course Progress Policy and Procedures**

**Monitoring Course Progress**

Ascet Tech monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
Ascet Tech assess each student's progress at the end of each compulsory study period. Study periods are determined on a course by course basis, and may range from 10 weeks to a maximum 6 month period. Where a course is not divided into study periods, course progress must be monitored at least every six months.

*Unsatisfactory progress* is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

Ascet Tech has defined course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period are made clear to the student at the start of the course, or if variable, each study period.

Ascet Tech implement an intervention strategy for any student who is not making satisfactory course progress. It is made available to personnel and student and specifies:

- Procedures for contacting and counselling student;
- Strategies to assist identified student to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

The intervention strategy may include provisions for:

- Where appropriate, advising student on the suitability of the course in which they are enrolled;
- Assisting student by advising of opportunities for the student to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- Advising student that unsatisfactory course progress in two consecutive study periods for a course could lead to the student enrolment being cancelled.

**Assessing Progress**

At the end of each compulsory study period, student are assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy is activated within the first four weeks of the following study period.

If Ascet Tech identifies however that a student is at risk of making unsatisfactory course progress before the end of the study period, the intervention strategy may be implemented as early as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, Ascet Tech notify the student (via a written notice) of its intention to cancel the student’s enrolment.

The written notice (of intention to report the student for unsatisfactory progress) informs the student that he or she is able to access the Ascet Tech complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- Ascet Tech’s failure to record or calculate a student’s marks accurately;
- Compassionate or compelling circumstances; or
- Ascet Tech not implementing its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the Ascet Tech intervention strategy, and Ascet Tech will not cancel the student's enrolment.

Where:

- The student has chosen not to access the complaints and appeals processes within the 20 working day period;
• The student withdraws from the process; or
• The process is completed and results in a decision supporting Ascet Tech (ie. the student’s appeal was unsuccessful) Ascet Tech may proceed to cancel the student’s enrolment.

14. Apprenticeships & Traineeships

Apprenticeships and traineeships offer many benefits to employers and employees. Employers can develop an employee who is trained to understand the specific requirements of their workplace and has the skills that match business objectives. Employees have the chance to gain valuable work experience, develop skills and acquire a nationally recognised qualification.

Employee & Employer Agreement

Both parties understand that there is a formal agreement to train the Australian Apprentice known as the National Training Contract that sets out the legal obligations binding on the employer and the employee.

Both parties enter into the employment and training arrangement with a commitment to mutual respect, honesty and fairness. Both parties agree to determine the qualification and the competencies that the employee is working to attain.

Both parties have a clear understanding of their contractual obligations including the duration of the training contract. Both parties are clear about available dispute resolution avenues and understand what is required to terminate the contract.

The employer will:

1. Meet legal obligations. This involves:
   • Conforming with relevant Commonwealth and State/Territory legislation, including that relating to apprenticeship/traineeship arrangements.

2. Provide a safe working environment. This involves:
   • Providing a safe workplace, free from workplace, verbal, physical, racial and sexual abuse;
   • Ensuring that all Workplace health and safety requirements are addressed; and
   • Provision of an appropriate introduction to the workplace, stressing Workplace health and safety requirements essential to workplace safety.

3. Support structured training. This involves:
   • Providing opportunities to develop knowledge and skills;
   • Lodging training contract documentation with the relevant authorities;
   • Participating in the development of the training plan and providing facilities and expertise to assist in the training of the trainee/apprentice in the agreed qualification (this may include on-the-job training, supervision from competent individuals, mentoring, or time off for off-the-job training);
   • Ensuring that a record of training is maintained; and
   • Ensuring that the relevant authorities are notified on the completion of the training contract, or advising them in instances where the training contract is in danger of not being completed.

4. Provide supervision and support. This involves:
   • Providing the trainee/apprentice with a nominated workplace supervisor and could involve a coaching or mentoring arrangement, especially for trainees/apprentices with little experience of work; and
   • Being mindful that trainees/apprentices under the age of 18 are minors, and that their parents or guardians have legal responsibility for them.

5. Advise Trainee/Apprentices of their rights and responsibilities. This involves:
   • Ensuring that trainees/apprentices are encouraged to raise issues and problems both in the workplace and with Ascet Tech;
   • Advising trainees/apprentices of entitlements, such as wages and conditions;
   • Ensuring that the trainee/apprentice is aware that help and assistance is also available from the relevant State/Territory Training Authority; and
   • Providing comprehensive induction processes for commencing trainees/apprentices to ensure that they are aware, from the time of commencement, of the proposed training program, workplace safety requirements and their rights and responsibilities.
The trainee/apprentice will:

1. Be aware of and make a commitment to fulfil work responsibilities. This involves:
   - Attending and performing work in a professional and courteous manner in accordance with the employer’s requirements;
   - Taking care of workplace property and resources;
   - Respecting the rights of other Australian Apprentices and employees in the workplace;
   - Remembering that information obtained from the employer must be kept confidential and not disclosed without approval from the employer; and
   - Consent from a parent or guardian, if student are less than 18 years of age.

2. Be aware of and make a commitment to fulfil training responsibilities. This involves:
   - Making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required;
   - Participating in the development of the training plan;
   - Attending training sessions or supervised workplace activities and taking advantage of learning opportunities; and
   - Maintaining a record of training.

15. Assessment Services

Ascet Tech has implemented an assessment system that ensures that assessment (including recognition of prior learning):

- Complies with the assessment requirements of the relevant training package or VET accredited course; and
- Is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Ascet Tech has developed and implemented a rigorous assessment system to ensure:

- Assessment judgements are consistently made on a sound basis; and
- Validation of assessment judgements is carried out.

The assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents that inform the way assessment is conducted within Ascet Tech.

For a student to be assessed as competent, Ascet Tech ensures the student demonstrates their:

- Ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations;
- Understanding of what they are doing, and why, when performing tasks; and
- Ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.

All student:

- Are assessed against all of the tasks identified in the elements of the unit or module;
- Demonstrate they are capable of performing these tasks to an acceptable level;
- Must demonstrate they hold all of the required skills and knowledge, as specified in the unit or module assessment requirements.

General Assessment Requirements

Ascet Tech assessment approaches are always based on the performance of the individual student. If assessment tasks are undertaken as a group, each student is still assessed on each component of the assessment task.

Recognition of prior learning is simply a form of assessment of a student’s competence. As such, recognition of prior learning must be conducted with the same rigour as any other form of assessment. Where assessment is completed via recognition of prior learning, the requirements do not change, although the variety of evidence gathered and considered in making an assessment decision may be greater than through ‘traditional’ assessment activities.

Similarly, distance and online delivery methods may change the type of evidence considered, although the same requirements apply. Regardless of the mode of delivery or engagement, all assessment meets the same requirements.
Assessment Requirements

Each Unit of Competency contains assessment requirements grouped into three areas:

- Performance evidence;
- Knowledge evidence; and
- Assessment conditions.

Performance and knowledge evidence describe what a student must demonstrate in order to be considered competent. Assessment conditions describe the conditions under which a student must demonstrate this, including any specific requirements for resources, trainers and assessors and the context for assessment.

Note that some training packages and courses may not have been updated to this format. In these cases, ‘required skills and knowledge’ and ‘evidence guide’ or similar terms are used.

Assessment Methods

Assessment methods are the particular technique/s used to gather different types of evidence. There are three main assessment methods or techniques used by Ascet Tech:

- Observation (sometimes referred to as demonstration, simulation, role play, scenario, etc) – where the student is observed performing their skills and knowledge;
- Interview (sometimes referred to as questioning, verbal quiz, test, explanation, competency conversation, role play, scenario, case study, etc) - where the student describes or answers questions to confirm their skills and knowledge; and
- Product (sometimes referred to as project, case study, scenario, creation, work product, etc) - where the student provides a product they have created to confirm their skills and knowledge.

16. Discipline

Ascet Tech is committed to the principle of ensuring that every student has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the well-being of individuals.

Student Responsibilities

Each Ascet Tech student is expected to:

- Treat other and Ascet Tech personnel with respect and fairness;
- Follow any reasonable direction from Ascet Tech personnel;
- Be punctual and regular in attendance;
- Refrain from using mobile phones in workshops;
- Excessive or offensive swearing;
- Return Ascet Tech equipment / materials on time;
- Observe normal safety practices, such as wearing approved clothing and protective equipment;
- Refrain from smoking in Ascet Tech buildings and designated areas; and
- Submit assessment events by the due date or seek approval to extend the due date.

Ascet Tech student must not at any time:

- Harass fellow student or Ascet Tech personnel;
- Damage, steal, modify or misuse property (including electronic records);
- Be under the influence of alcohol or drugs;
- Engage in any other behaviour which could offend, embarrass or threaten others; or
- Engage in plagiarism, collusion or cheating in any assessment activity.

Cheating & Plagiarism

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious acts and may result in a student’ exclusion from a unit, module or a course overall. Where a student has any doubts about including the work of other authors in their assessments, they should consult with their Ascet Tech trainer and assessor.
The following list outlines some of the activities for which a student can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally;
- Handing in assessments markedly similar to or copied from another student;
- Presenting the work of another individual or group as their own work; and
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Student are required to submit a signed cover sheet with every assessment. This includes a declaration that all work submitted is their own work except where there is clear acknowledgement or reference to the work of others.

Breaches

_Breach of discipline_ means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work, or is in breach of the Ascet Tech’s expectations.

A student commits a breach of discipline if she/he:

- Assaults a person on the premises of the Ascet Tech training site or nominated facility;
- Unlawfully removes, damages or uses any property of another person or the Ascet Tech;
- Obstructs personnel of Ascet Tech in the performance of their duties;
- Obstructs the teaching / training of a group or an assessment activity;
- Commits or engages in any dishonest or unfair act in relation to an assessment activity, such as plagiarism or cheating;
- Wilfully disobeys or disregards any lawful order or direction given by a member of personnel;
- Enters part of the Ascet Tech ‘s premises when directed not to do so by a member of personnel;
- Fails to leave part of the Ascet Tech ‘s premises when directed to do so by a member of personnel;
- Fails to return Ascet Tech property or pay replacement costs when instructed to do so;
- Fails to pay financial commitments to Ascet Tech;
- Enters part of the Ascet Tech's premises whilst under the influence of alcohol or a drug;
- Engages in any unlawful activity on the Ascet Tech ‘s premises such as using, possessing or supplying any prohibited drug, substance or weapon;
- Discriminates against a person on the grounds of the person's age, race, sex, sexuality, gender, marital status, physical or intellectual disability, background or religion;
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group; or
- Commits any other act which could reasonably be considered to be in breach of Ascet Tech expectations.

Addressing Breaches

Ascet Tech personnel and student have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones. Any individual who believes that a breach of discipline has occurred should report the breach of discipline to Ascet Tech without delay.

1. All cases of breach of discipline committed by an Ascet Tech representative must be reported to the Chief Executive Officer.

2. In the case of a student breach, the breach must be reported to Ascet Tech’s Chief Executive Officer in writing with the following information:
   - student name and program;
   - Description of the breach of discipline;
   - Damage or inconvenience caused by the breach;
   - Level of cooperation given by the student;
   - Witnesses to the breach; and
   - Evidence available to support the claim of a breach.

3. If appropriate, the student can be ordered off the Ascet Tech's premises for the remainder of the day on which the breach takes place. Circumstances where it may be appropriate to exclude the student from the Ascet Tech's premises include serious cases of breach of discipline such as violence, abusive behaviour, discrimination, vandalism or wilful disobedience of a personnel direction.
In situations of greater urgency, such as cheating or violence, an oral report may be made to Ascet Tech’s Chief Executive Officer in the first instance, followed by the written report as soon as practicable thereafter.

4. Within two working days of the report, the Chief Executive Officer will speak to the student concerned, in the presence of the relevant member of personnel if possible and if not then in the presence of a third party chosen by the Chief Executive Officer.

The student may also have a representative present to act as a witness to the discussion. Where appropriate, the student are cautioned and advised of the possible consequences and the grounds for such report. Confidentiality of all meetings is maintained.

5. Ascet Tech’s Chief Executive Officer may apply any of the following penalties where satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:
   - A verbal or written reprimand;
   - A requirement to attend counselling at a specified time and place;
   - Payment of compensation by student for damages or loss of resources;
   - Restitution of property removed or damaged;
   - Use of specified equipment only in accordance with certain conditions (for a set period); or
   - Exclusion from Ascet Tech.

Attempts are to be made to solve behavioural problems of student through discussion and mediation before the provision of more formal procedures is invoked.

6. Any penalty imposed is communicated to the student in writing within five days of the meeting. The student is also advised of the right to appeal the penalty under Ascet Tech Complaints arrangements.

17. Complaints

During course activities, student may have some concerns with the processes they are being exposed to or they may be unhappy with a particular aspect of the program. Ascet Tech undertakes to provide a mechanism allowing for the fair and equitable resolution of any issues.

Ascet Tech complaints process is available to manage and respond to allegations involving the conduct of:

- Ascet Tech, its trainers, assessors or other personnel; or
- AN Ascet Tech contracted third party providing services of Ascet Tech, including the third party representatives trainers, assessors or other personnel; or
- A student of Ascet Tech.

Allowing student to easily engage with the personnel of Ascet Tech about any concerns they have can stop minor issues becoming larger. There is no fee or charge levied for any complaint processed.

Ascet Tech’s complaints process is publicly available on the Ascet Tech website, and is provided to all prospective students via the relevant handbook for each stakeholder group prior to enrolment. Where Ascet Tech uses third parties to deliver services, complaints information is also made available to prospective students of these third party representatives.

Ascet Tech’s complaints process follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Ascet Tech, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Complaint & Grievance Procedure

The following problem resolution framework has therefore been implemented for all stakeholders raising a complaint or issue, with a desire to resolve matters as positive adults. This procedure applies to all complaints about:

- Academic matters from student;
- Non-academic matters from student; and
- Non-academic matters from persons seeking to enrol with the Ascet Tech in a VET course or unit of study.

1. In the first instance a student should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Ascet Tech management.
If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any student may submit a formal complaint to Ascet Tech in writing. Complaints are to include the following information:
   - Submission date of complaint;
   - Name of complainant;
   - Nature of complaint;
   - Date of the event which lead to the complaint; and
   - Any other relevant information or attachments (if applicable).

3. The Ascet Tech Chief Executive Officer will acknowledge receipt of the complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.

4. The Chief Executive Officer will investigate the complaint, or refer the matter to appropriate Ascet Tech personnel to investigate. In either case, the investigation will be resolved and decisions made on the complaint within 20 working days of the complaint being received in writing.

   In all cases, each party may be accompanied and assisted by a third party at any relevant meeting.

5. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

6. If the complainant is not satisfied with the outcome, they may escalate the complaint in writing to the Ascet Tech Chief Executive Officer.

7. Escalated complaints are to include the following information:
   - Submission date of complaint;
   - Name of complainant;
   - Nature of complaint;
   - Reasons why the complainant is not satisfied with the outcome of the original complaint; and
   - Any other relevant information or attachments (if applicable).

8. The Ascet Tech Chief Executive Officer will acknowledge receipt of the escalated complaint in writing within five working days and arrange a suitable time if needed to discuss the complaint.

9. The Chief Executive Officer will investigate the complaint, or refer the matter to an external dispute resolution process by a body appointed for this purpose by Ascet Tech. The default external body available is:

   Resolution Institute
   1800 651 650
   www.resolution.institute

   In either case, the investigation will be resolved and decisions made on the escalated complaint within twenty working days of the complaint being received in writing.

10. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

11. If the complainant is not satisfied with the outcome, and the complaint is yet to be mediated by an external dispute resolution process, they may escalate the complaint in writing to the Ascet Tech Chief Executive Officer. In this situation, the Chief Executive Officer will:
   - Acknowledge receipt of the escalated complaint in writing within five working days; and
   - Refer the matter to an external dispute resolution process by a body appointed for this purpose by Ascet Tech.
• Ascet Tech will give due consideration to any recommendations arising from the external review within ten working days of the receipt of the recommendations.

• The investigation will be resolved and decisions made on the complaint within thirty working days of the escalated complaint being received in writing.

12. The complainant will be informed of any decisions or outcomes concluded in writing, with reasons provided for the decisions or outcomes. With this notification, all complainants will receive information on how they can progress their complaint if still unhappy.

All stages of the complaints process are documented and notes provided to all parties involved, including the outcomes of the complaint at each stage and reasons for the decisions made. Each complaint and its outcome is recorded in writing and stored on the Complaints Register. This register is located on the Ascet Tech Policies and Instructions Server Drive.

If the internal or external complaint handling or appeal process results in a decision that supports the student, Ascet Tech immediately implements any decision and/or corrective and preventative action required and advises the student of the outcome.

At all times records of complaints and grievances are maintained confidentially. Ascet Tech retains records of all complaints and grievances for a period of at least five years, allowing parties to the complaint or grievance appropriate access to these records.

Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>Vocational Education &amp; Training Programs</strong></td>
<td></td>
</tr>
<tr>
<td>Australia Skills &amp; Quality Authority (ASQA)</td>
<td>1300 701 801</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:enquiries@asqa.gov.au">enquiries@asqa.gov.au</a></td>
</tr>
<tr>
<td>ACT Department of Education &amp; Communities</td>
<td><a href="http://www.det.act.gov.au">www.det.act.gov.au</a></td>
</tr>
<tr>
<td>NSW Department of Education &amp; Training</td>
<td><a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a></td>
</tr>
<tr>
<td>NT Department of Education and Training</td>
<td><a href="http://www.det.nt.gov.au">www.det.nt.gov.au</a></td>
</tr>
<tr>
<td>QLD Department of Education, Training &amp; Employment</td>
<td><a href="http://www.training.qld.gov.au">www.training.qld.gov.au</a></td>
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<tr>
<td>Science and Technology</td>
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<tr>
<td>Skills Tasmania</td>
<td><a href="http://www.skills.tas.gov.au">www.skills.tas.gov.au</a></td>
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<tr>
<td>Victorian Department of Education &amp; Training</td>
<td><a href="http://www.skills.vic.gov.au">www.skills.vic.gov.au</a></td>
</tr>
<tr>
<td>WA Department of Training and Workforce Development</td>
<td><a href="http://www.dtwd.wa.gov.au">www.dtwd.wa.gov.au</a></td>
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</tbody>
</table>
Improvement Actions

Ascet Tech confirms its commitment to investigate and act on any complaint raised, and also to take appropriate action in any case where complaints are substantiated. In cases where a complaint is upheld, Ascet Tech endeavours to identify the cause of the complaint and implement steps to prevent the situation happening again.

All improvement actions arising from complaints are raised via an Improvement Record. Ascet Tech maintains a Continuous Improvement Register for recording the receipt and management of improvement records. Once improvement records are raised, activities review complaints and their causes, evaluate corrective actions to resolve the issue and prevent reoccurrence, implement appropriate actions, record results of actions undertaken and review these actions to ensure effectiveness after implementation.

The Continuous Improvement Register and Improvement Records are located on the Ascet Tech Policies and Instructions Server Drive.

18. Assessment Appeals

Ascet Tech provides all student with a formal appeals process, which draws on a commitment to all parties understanding their rights and responsibilities in the assessment process. Other grievances or issues not pertaining to assessments should be referred to Ascet Tech’s complaints processes.

Ascet Tech’s appeals process facilitates requests for a review of decisions, including assessment decisions, made by Ascet Tech or a third party representative providing services on Ascet Tech’s behalf.

Ascet Tech’s appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Ascet Tech, or anyone who has allegations made against them, to tell their side of the story before a decision is made. There is no fee or charge levied for any appeal processed.

Ascet Tech’s process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made). If a student objects to actions taken or decisions made by Ascet Tech personnel in conducting Recognition of Prior Learning and assessment services, they have the right to lodge an appeal.

Student also have the right to lodge an appeal against competency decisions made if:

- They believe the outcome is invalid; or
- They feel the process was invalid, inappropriate or unfair.

Appeals Process

Ascet Tech’s appeals process is publicly available on the Ascet Tech’s website.

1. Before making a formal appeal, student are required to discuss the matter with the relevant Ascet Tech personnel in an effort to reach an agreement. Ascet Tech personnel will undertake to reassess the decision that has been made.

2. If a student is still unhappy, they must lodge a formal appeal in writing to Ascet Tech Chief Executive Officer.

3. Upon receiving a formal appeal, Ascet Tech Chief Executive Officer will:
   - Acknowledge receipt of the appeal in writing within five working days; and
   - Appoint an independent member of personnel as a third party to try to resolve the issue. Any decision recommended by the third party is not binding to either party.

   The independent member will review the information provided by all parties and either reject or uphold the appeal. The student will be advised of the outcome of the appeal in writing within 10 working days of lodging the appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

4. If a student, on receiving written advice on the initial appeal, is still unhappy they may lodge a second appeal to the Ascet Tech Chief Executive Officer. The Ascet Tech Chief Executive Officer will:
   - Acknowledge receipt of the further appeal in writing within five working days; and
• Appoint another Registered Training Organisation (RTO) to review the appeal, at no additional cost to the student. This second registered training organisation will:
  o Uphold the appeal;
  o Reject the appeal; or
  o Recommend further evidence gathering by either party.

The student will be advised of the outcome of the appeal in writing within 20 working days of lodging the further appeal, including reasons for the decision made, and any additional appeal or complaint options available to them.

5. If a student, on receiving written advice on the further appeal, is still unhappy they have a right of appeal to:
• Their relevant State Training Authority (STA) in each state and territory if an apprenticeship/traineeship based course; or
• Alternatively to the Australian Skills & Quality Authority (ASQA) via the appropriate process.

All stages of the appeals process are documented and notes provided to all parties involved, including the outcomes of the appeal and reasons for the decisions made. Each appeal and its outcome is recorded in writing and stored on the Appeals Register. This register is located on the Ascet Tech Policies and Instructions Server Drive.

19. Evaluation

Ascet Tech systematically evaluates and uses the outcomes of the evaluations to continually improve its training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data, validation outcomes, student, trainer and assessor feedback and complaints and appeals.

Ascet Tech is committed to ensuring quality delivery and assessment of all training. The formal evaluation process is a major strategy in the continual improvement of all service provision. The following process is exercised for all course services undertaken by Ascet Tech:

Ad Hoc Feedback

All students are encouraged to bring any issues of concern they may have to the attention of appropriate personnel as soon as possible. This ensures the ability for Ascet Tech to address any immediate areas of concern.

Resources Feedback

All Ascet Tech resources note and include the request for student to provide ad hoc feedback as may be relevant to feedback@ascet.edu.au for review and action.

20. Qualifications Issuance

Ascet Tech entities issue AQF certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Ascet Tech has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the student has completed all requirements. While Ascet Tech delivers at multiple locations and through third party arrangements, it has centralised issuance of certification to strengthen these controls. Certification is only issued to student after they have fully demonstrated competence, with a Testamur Checklist completed on each student file prior to documentation issuance.

Issuing AQF Qualifications Requirements

All Ascet Tech student who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

• A testamur; and
• A record of results.
Issuing Statements of Attainment Requirements

All Ascet Tech student who have completed an accredited unit(s) are entitled to receive a Statement of attainment.

Fraud Prevention

Ascet Tech confirms its responsibility for authentication and verification of a student’s certification and statement of attainment documentation.

Ascet Tech has mechanisms in place to reduce fraudulent reproduction of its certification. All Ascet Tech entities documentation includes the Ascet Tech seal, logo and unique watermark. Additional fraud prevention measures implemented include:

- Printing documentation on commercially printed shells that make it clear when a document is not the original;
- Using an embossed seal;
- Using document numbers for verification purposes; and
- Including information about what security measures are used on Ascet Tech’s website (with references to this information on the documents).

Reissue of Testamur Documentation

Ascet Tech ensures that current and past student are able to access records of their achievements.

All Ascet Tech student who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system.

Where a student’s achievements have not been recorded through the USI system, Ascet Tech has processes in place to ensure that this student can access re-issues of their testamur documentation via written request.

A fee of $66.00 including GST per request applies to all re-issue of documentation requests. All documentation re-issues occurs within twenty-one (21) calendar days of receipt of a written request with accompanying fee payment.
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