



**AADA**  
COLLEGE



# Participant Handbook



NATIONALLY RECOGNISED  
TRAINING

**QUALITY TRAINING  
REAL RESULTS**

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## **AADA College**

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## **1. About AADA College**

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The AADA College is a Supervising Registered Training Organisation (SRTO) Code 41512 and prides itself on providing exceptional training to learners in Australia.

Participants/Learners can find out more about AADA College on the following websites:

<https://training.gov.au/Organisation/Details/41512>

<http://www.aada.edu.au/>

The AADA College is responsible for the provision of quality training and compliance with the Australian Skills Quality Authority (ASQA) Standards for RTO's 2015 and the issuance of qualifications and Statements of Attainments.

This handbook has been developed to assist with the administrative processes of which you need to be aware to achieve smooth enrolment and acceptance into your program.

Our trainers and assessors are highly qualified and have extensive experience. All our trainers and administration staff are committed to one goal and that is your success.

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### **Our Service**

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AADA's provides training and assessment for the following nationally recognised training products:

- HLT35021 - Certificate III in Dental Assisting
- HLT45021 - Certificate IV in Dental Assisting
- BSB30120 - Certificate III in Business
- HLT33115 – Certificate III in Health Services Assistance
- HLTAID011 – Provide First Aid
- HLTAID009 – Provide Cardiopulmonary resuscitation
- UETDRRF004 – Preform rescue form a live LV Panel

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## Our Mission and objectives

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AADA College's commitment to the principle of access and equity in vocational education and training, ensures that we meet the goal of the Australian National Training Authority to improve the knowledge, skills, and quality of life for Australians, while having regard to the needs of target groups.

In keeping with this commitment AADA College will ensure that our programs and services are relevant, accessible, fair, and inclusive to the Australian community in a manner that includes and reflects the diverse client population. We strive to ensure that all prospective students are well informed on the options available to meet their individual training needs, increasing the skills base of the community to improve employability in line with the skills requirements of industry in Australia.

We will implement a fair educational program and provide culturally inclusive literacy and numeracy assessment that meets individual, community and industry needs.

AADA College undertakes to eliminate any policies, practices, structures, and behaviours that may contribute to disadvantages suffered by persons both in employment and in education.

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## Our Trainers and Assessors

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Our Trainers and Assessors ensure their Industry experience is continually up to date by participating in professional development activities. This is a vital part of ensuring our trainers and assessors continue to provide exceptional training to all our participants.

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## Office Location

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Physical Address	Unit 8 / 3460 Pacific Highway Springwood Qld 4127
Postal Address	Po Box 7066 BRENDALE QLD 4500
Telephone	1300 022 320
Email	<a href="mailto:info@aada.edu.au">info@aada.edu.au</a>
Website	<a href="http://www.aada.edu.au">www.aada.edu.au</a>

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## Training Room

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Physical Address	Unit 4 / 3460 Pacific Highway Springwood Qld 4127
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## 2. Enrolment

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During the enrolment process, participants will undergo an induction which will take them through the information in this Participant Handbook.

Among other things the following information will be detailed throughout this process:

- Fees and charges
- Refunds
- Complaints and Appeals
- Attendance and participant in training
- Requirements for training and assessment

Participants will be requested to sign the acknowledgement at the end of the induction to confirm they have read and understood the Participant Handbook. If at any time the handbook has been misplaced, they can access an electronic copy on our website.

The enrolment process is a very simple and non-invasive. Participants will be required to complete:

- An enrolment form
- A language, literacy, and numeracy assessment to identify any learning needs or potential barriers to learning. The assessment is conducted to identify any gaps in reading, writing, comprehension and mathematical abilities. This information will assist AADA College to adjust the way in which we train or identify strategies to provide support through the training in which the participant is enrolled.

The enrolment with AADA College does not include traineeship applicable documents that are required to be lodged with the Department of Employment, Small Business and Training. This process will be conducted with the Participant, their employer, and an Australian Apprentices Service Network provider (AASN).

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### Unique Student Identifier

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All participants studying nationally recognised training in Australia from 1<sup>st</sup> January 2015, will be required to have a Unique Student Identifier (USI). The USI links to an account that contains the participants training records and results (transcripts) that they have completed from 1<sup>st</sup> January 2015 onwards.

The USI will give you access to an online record of your nationally recognised training in the form of a USI Transcript. This can be used when applying for job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training.

AADA College is unable to issue a qualification or statement of attainment for participants who do not provide their USI.

If participants do not already have a USI, they will need to register for one, on the USI website (free of charge) <https://www.usi.gov.au>

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## Traineeships

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Participants undertaking training through a Traineeship, will be required to have completed a Training contract process with their employer and an Australian Apprenticeship Service Network provider (AASN). This will determine the participants eligibility for funding under the User Choice Program.

- **Training Plan**

All Trainees will negotiate a training plan with an AADA College representative and their employer. All parties to the training plan discuss the qualification and what units of competency are contained within. During this process AADA College will explain the “core” units of competency (UoCs) which must be undertaken by the trainee however the “elective” UoC’s may be selected based on the individual’s role and tasks undertaken on-site, providing they meet packaging rules of the intended qualification. AADA College has training and assessment strategies which have specified elective units of competency. However, if the trainee and or employer requests a different unit of competency be delivered, AADA College will accommodate this where possible. This is only possible if the training and assessment resources have been developed for the requested UoC.

When the units of competency have been decided upon, proposed training dates will be given, and all parties sign and date the training plan. If at any point in time there is a change to this plan (dates, electives units, etc) the training plan will be amended and resigned, dated, and sent to each relevant party. All parties to the training plan will receive a copy of the signed training plan within 14days of signing.

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## Non-Funded Full Fee Participants

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Non-funded full fee-paying participants seeking to enrol are required to enrol directly through AADA College.

### 3. Eligibility for funded training programs

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#### User Choice Program (Traineeships)

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The AADA College offers the following training programs funded by the Department of Employment, Small Business and Training:

- HLT35021 Certificate III in Dental Assisting
- HLT33115 Certificate III in Health Services Assistance

To be eligible for funding under this program, the participant must be:

- An Australian Citizen
- Australian or New Zealand resident or permanent resident or a humanitarian vis holder, temporary resident with visa and work permits on the pathway to permanent residency
- Reside in Queensland
- At least 15 year of age
- Enrolled in Year 10, 11 or 12 in a Queensland school (School based traineeships only)

All Trainees are required to be employed on a full time (*minimum 38 hours per week*), part time (*minimum 15 hours per week*) or School based (*minimum of 7.5hrs a week of paid employment. This may be averaged over a 3month period. Over a year the employer must provide at a minimum the equivalent of 375hrs (50days) of paid employment*) throughout the duration of the traineeship.

Participants must be aware that once they have accessed funding under this program, they may no longer be eligible for a government-subsidised training place under a program once they complete the qualification level targeted in the program.

- **Evidence Portfolio / Training Record Book**

All trainees and other students enrolled in courses with compulsory work placement hours allocated, will be issued with an Evidence Portfolio/Training Record Book within two weeks of the training plan being signed. The Evidence Portfolio/Training Record Book is to allow the trainee to log the completion of workplace tasks on an ongoing basis. Along with the completion of workplace tasks the training record book must be verified by the trainee's employer to confirm that the trainee can perform the tasks to the standard expected in the workplace.

Students must ensure their Evidence Portfolio/Training Record Book is always up to date and provide access to it upon request of officers from AADA College and or when a registered traineeship, the officers from the Department of Employment, Small Business and Training.



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## Queensland VET Investment Policy (Certificate 3 Guarantee)

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The AADA College offers the following training programs funded by the Department of Employment, Small Business and Training under the Certificate 3 Guarantee Program:

- HLT35021 Certificate III in Dental Assisting

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- Be aged 15 years or older.
- No longer attending secondary / high school
- Be permanently residing in Queensland.
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.
- Not be a current apprentice or trainee (unless specific written approval is given by the Queensland Government prior to enrolment)

Participants must be aware that once they have accessed funding under this program, they may no longer be eligible for a government-subsidised training place under a program once they complete the qualification level targeted in the program.

All students enrolled in courses with compulsory work placement hours allocated, will be issued with an Evidence Portfolio/Training Record Book within two weeks of the training plan being signed. The Evidence Portfolio/Training Record Book is to allow the trainee to log the completion of workplace tasks on an ongoing basis. Along with the completion of workplace tasks the training record book must be verified by the trainee's employer to confirm that the trainee can perform the tasks to the standard expected in the workplace.

Students must ensure their Evidence Portfolio/Training Record Book is always up to date and provide access to it upon request of officers from AADA College and or when a registered traineeship, the officers from the Department of Employment, Small Business and Training.



## 4. Fees

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### Traineeships

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The Department of Employment, Small Business and Training sets the contribution fee which may be changed annually. At present, this is equal to \$1.60 per nominal hour for each unit of competency in which the participant is enrolled. Information on course fees is detailed in the applicable course Program Structure and Pricing provided to the learner at the time of enrolment or can be accessed on our website <https://aada.edu.au/course-information>.

Any changes to the contribution fee are implemented on 1 January of each calendar year. Continuing trainees that will be impacted by the increase in the contribution fees will be advised prior to the implementation.

Trainees are required to pay a contribution towards the cost of their training. This will be invoiced at the completion of the unit of competency. Invoices will be required to be paid within 14 days by the methods outlined on the invoice.

Contribution fees do not apply to participants enrolling under a school-based traineeship.

Where the Trainees employer agrees to pay the contribution fee on behalf of the trainee, an agreement will be signed by the employer.

This agreement will list:

- The fee amount the employer has committed to pay
- When and how the employer contribution fee will be collected

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### Certificate 3 Guarantee Funded Participants

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When a participant requests to be funded under the Queensland Governments Certificate 3 Guarantee Policy, all fees must be paid prior to commencement of any training.

Upon the enrolment request being submitted and eligibility checks completed, an invoice for the full co-contribution fee will be issued. This is \$800 non-concession and \$680 for concession participants. These fees are inclusive of the \$600 enrolment and resources cost.

Enrolments into Certificate 3 Guarantee qualifications will not be processed until the co-contribution fee has been paid.

When the invoice has been paid, enrolment into the learning platform will be processed and all units of competency are released to the student on the start date for all training under this program.

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## Non-Funded Full Fee Participants

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Upon enrolment, a fee of \$600.00 will be charged for a full qualification. Participants will receive an invoice for this fee which must be paid within 14 days of confirmation of their enrolment and prior to the commencement of training. The remaining fees will be charged in two instalments, the first due within 4 weeks of commencing training and the second due within 8 weeks of commencing training. For a full list of current fees and charges please request a copy of Scheduled Fees from AADA College, or view this on our website.

Participants will need to pay a full fee for all short courses and will receive an invoice for this fee which must be paid within 14 days of confirmation of their enrolment and prior to the commencement of training.

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## All Participants

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Where fees become in arrears for two payment periods, participants may have their enrolment suspended until all outstanding fees have been paid.

Payments can be made via terms outlined on the invoice.

### 5. Refund Policy

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The following refund policy complies with the requirements of

- The Standards for RTOS 2015
- User Choice Policy
- Queensland VET Investment Policy – Certificate 3 Guarantee

AADA College is committed to ensuring that it charges and refunds fees in a fair and equitable manner taking into consideration the needs of each participant and the operations of the RTO.

AADA College will refund fees in accordance with the following rules.

Participants who intend to cancel their enrolment at any point during the training program must notify AADA College in writing via email or letter at the earliest opportunity.

Participants are entitled to a refund of fees in accordance with the following.

#### Traineeships

Trainees who cancel their training at any point, will be offered a refund of the contribution fees paid for all training and assessment not yet undertaken. Where units of competency have been completed and deemed competent and/or partially completed, no refund of the contribution fees will apply.

### **Certificate 3 Guarantee Participants**

When participants enrol in a qualification funded under the Certificate 3 Guarantee Policy, all units are started on the date of the enrolment. No refund will be processed once the user login details have been sent to the participant as they are deemed to have commenced training in all units of competency.

### **Non-Funded Full Fee Participants**

- Where the participant enrolls in a short course (unit/s of competency), pays the applicable course fee and commenced on the same day, no refunds will apply.
- Fees for short courses (unit/s of competency), where the fees paid are less than \$1500 are non-refundable unless the cancellation is received and affected prior to the training commencement.
- Fees for qualifications are refundable on a pro-rata basis based on the fees already paid under the agreed payment plan. Where a participant has paid more than the amount for the unit/s of competency completed, the difference in the amount paid and the amount due will be refunded.

## **6. Fee Exemptions**

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### **Traineeships**

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Participants may be eligible for partial or full exemptions of their contribution fees. Information on concession relating to course fees can be viewed on our website.

- **This is not applicable to Fee for Service Participants**

#### **Partial exemptions apply in the following circumstances:**

- Trainees that hold a Health Care Card or Pensioner Concession Card, or is the partner or a depended of a person who holds a Health Care Card or Pensions Concession Card and the trainee is named on that card, are entitled to a partial exemption from the contribution fees. The trainee must provide a copy of the applicable current Health Care Card or Pensioner Concession Card on which they are named at time of enrolment.
- If the trainee has not completed year 12 and was under the age of 17 at the end of February in the year in which training is provided, no contribution fees will apply. It should be noted if the trainee changes their SRTO, this rule no longer applies. A copy of either the trainees birth certificate or current passport will be required at time of enrolment.
- The trainee is an Aboriginal or Torres Strait Islander person, through self-declaration on the AVETMISS complaint enrolment form.
- Trainees eligible for Partial exemptions receive 40% concession on the full contribution fee.

**Full exemptions apply in the following circumstances:**

- School based trainees are exempt from paying contribution fees.
- If a school-based trainee is transitioning to a full or part time traineeship in a high priority qualification, no contribution fees will apply. It should be noted that if a participant changes their SRTO, this rule no longer applies. The participant must provide evidence of completing year 12 in the preceding year.
- If a participant enrolls and commences a traineeship in a high priority qualification within 12 months of completing year 12, no contribution fees will apply. It should be noted that if the participant changes their SRTO, this rule no longer applies. The participant must provide evidence of completing year 12 in the preceding year.
- Participants who have already completed a unit of competency in which they are enrolled will be granted a credit transfer and no contribution fees will apply for that/those unit/s of competency. The participant must provide a copy of the Statement of Attainment or/ and Statement of Results reflecting the unit/s of competency at the time of enrolment.

**7. Changes to Terms and Conditions**

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AADA College reserves the right to amend the conditions of the participant's enrolment at any time. If amendments are made that effect the participant's enrolment the participant will be informed 7 days prior to changes taking place.

This does not include any agreed changes or amendments to training plans for trainees or charges to contribution fees.

**Transition from superseded training products:**

Under the Standards for Supervising Registered Training Organisations 2015, SRTO's are required to ensure that all participants/learners are transitioned from superseded training products within specified timelines.

**Changes to agreed service of AADA College:**

AADA College will always endeavour to provide the service outlined in their enrolment to the best of our ability. However, at times, there are situations that are potentially out of our control or that prevent us from offering a training course in accordance with our delivery schedule. Where there are any changes to agreed services, AADA College will advise the participant, in writing as soon as possible.

Should AADA College make any changes that may significantly impact on the delivery of their training, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements, we will advise all learners as soon as practicable and with options open to the learners to continue, cancel or transfer their enrolment.

In the unlikely event that AADA College ceases to operate as a Supervising Registered Training Organisation (SRTO), we will advise all participants and their employers where applicable within 7 days of the decision being made. To ensure that all participants can continue their training program, AADA College will support all participants in transitioning to another suitably qualified and funded SRTO.

## **8. Training and Assessment**

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AADA College guarantees to provide the participant with the training necessary to complete their chosen qualification or short course. However, the participant's participation in the training is vital in making their experience with us a success and we cannot guarantee that they will complete their qualification or gain employment from the course.

If we are unable to provide the participant with training for any reason, we will work with another Supervising Registered Training Organisation (SRTO) to assist the participant to finalise their course. If this cannot be achieved, we are committed to our refund policy. A Statement of Attainment will also be provided for all successfully completed unit/s of competency to enable the participant to seek credit transfer with another provided.

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### **Training**

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#### **Online Training:**

- Online training provides the flexibility for our participants to complete training in their own time. Online training consists of readings, research, and completion of activities to support the development of knowledge prior to undertaking formal assessment.
- Participants are supported by their trainers through ongoing contact via email and telephone at regular intervals.
- Where work placement forms part of the delivery of a qualification, our trainers conduct workplace visits to provide additional tuition and, for example, review the Evidence Portfolio/Training Record book (Trainees only)

#### **Workplace Training:**

- Where training is more applicable to be carried out on site, our trainers will be in contact with an employer and accommodate to this request.

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### **Assessment**

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Assessments in the Vocational Education and Training sector consist of collecting evidence of the knowledge and skills development. AADA College uses a combination of methods to confirm competency, this includes a combination of written knowledge assessment and practical observation of skills.

Before any assessment is conducted, our trainers must be certain that the participant has acquired the knowledge and practiced the skills to an adequate level and that they are ready to be assessed.

Where the trainer determines that they are not yet ready to be assessed, the participant may be requested to undertake further training or be provided with one on one support to address the gaps in knowledge and skills.

**Written (Formative) Knowledge Assessment:** The participant is required to provide a written response to a range of questions or scenarios relating to acquired knowledge through their training. This will be in the form of short answer response activities and may include other questioning methods including multiple-choice.

**Practical Tasks and Observations:** Practical Observations may be undertaken in a simulated working environment or in the workplace of the participant. This is dependent on the strategies that AADA has developed for each qualification. In the workplace, the participant will be observed performing specific workplace tasks in their day-to-day work activities or, in consultation with their employer and their assessor, establish a simulated setting in the workplace to complete the task/s. The assessor will attend the workplace and observe the participant performing tasks relevant to the units of competency being assessed.

**Evidence Portfolio/Training Record Book:** The participant is required to record details of their work activity completed as part of their traineeship. Details or tasks are logged by the participant in the workplace while under the direction of a qualified supervisor. While this is not considered formal assessment, it is required to be maintained by all trainees and present to a field officer from the Department of Employment, Small Business and Training should they visit the trainee in the workplace. The Evidence Portfolio/Training Record Book is also used as employer verification of the tasks completed in the workplace to the standard that would normally be expected in the workplace.

**Re-assessment:** All participants undertaking training with AADA are provided with two additional opportunities to demonstrate their satisfactory performance in each assessment task (a total of three attempts).

Assessors will ensure that all participants are fully prepared to undertake either theory or practical assessment. This includes following the completion of gap training.

On conclusion of each assessment, participants are provided with feedback, whether assessed as satisfactory or not. If the participant has not completed the task to a satisfactory level, the trainer will discuss the gaps in knowledge and/or skills and additional training is scheduled/conducted as necessary.

**Please note:** Non-Funded Full Fee participants who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay the full fee amount for additional training and re-assessment of the failed unit of competency.

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## Recognition of Prior Learning (RPL)

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In accordance with the requirements of the Standards for Supervising Registered Training Organisations 2015, AADA College provides the opportunity for participants to apply to have prior learning recognised toward a qualification in which they are enrolled.

At the time of enrolment, all participants are advised of their rights in relations to seeking recognition of prior learning. It is important if a learner believes that they are eligible for recognition that they make application as soon as possible following the completion of their enrolment.

For more information on pricing and fees associated with the Recognition of Prior Learning please visit our website.

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## Credit Transfer

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Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Supervising Registered Training Organisations 2015, SRTO's are required to recognise the qualifications and Statements of Attainment issued by other SRTO's.

Where the unit of competency completed previously by the participant is the same as the unit of competency they are enrolling into, AADA College will apply a credit transfer for that unit of competency. This can only be done, on receipt of receiving the Statement of Attainment or Statement of Results reflecting the unit has been deemed competency previously.

Where the unit of competency previously completed has been superseded, AADA College will undertake a mapping exercise to determine the extent to which the original unit of competency aligns to the destination unit of competency prior to awarding credit.

### **9. Learning Support**

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To maximise opportunity for participants/students to successfully complete their training, AADA College will identify the learning needs during the enrolment process to enable us to devise strategies to support learning throughout the course. This may include specialist literacy and numeracy assistance or simply making an adjustment to the way in which the training is delivered, Other opportunities to provide support include:

- One on one coaching and mentoring
- Additional tutorials, and / or
- Other mechanisms, such as assistance in using technology.

Where it is identified that specialist support that cannot be offered by AADA College is required, we will refer the participant to the relevant external source. However, this will be at the participant's own cost.

To support this approach AADA College will:



- Access a learner’s language, literacy, and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to the participant about the details of the language, literacy, and numeracy assistance available.
- Refer participants to external language, literacy and numeracy support services that are beyond the support available within AADA College and where this level of support is assessed as necessary (eg SEE and ESL programs) and
- Negotiate an extension of time to complete training programs if necessary. In the case of traineeships, any extensions to the term of the training contract must be negotiated and approved by the Department of Employment, Small Business and Training. Participants are encouraged to contact the Australian Apprenticeship Support Network provider (AASN) for assistance.

## **10. Issuing Qualifications and Statements of Attainment**

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AADA College will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a participant within 30 calendar days of the learner successfully completing all assessment requirements of the training product.

## **11. Learner Rights and Responsibilities**

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### **Participants are expected to:**

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- To be responsible for their own learning and development by participating actively and positively and by ensuring they maintain progress with learning.
- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To be honest and respectful, which includes not falsifying work or information and not acting in any way that may cause injury or offence to others.
- To utilise facilities and AADA College publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect the right to privacy and confidentiality of other participants and the AADA College staff.
- Ensure you communicate with your employer/workplace if you are unable to attend work.

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## **Learner safety**

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AADA College is committed to providing participants with a safe environment ensuring they can participate in training and assessment. In accordance with the Work Health and Safety Act 2011 the following guidelines are provided as a basis for safe practice while attending training.

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for their own actions
- No smoking at the training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to our staff.
- No consumption of alcohol or use of drugs or illegal substances within training and assessment facilities or during training and assessment. If any of these activities are found to have been or are being undertaken disciplinary action will be taken.

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## **Disciplinary Action/Misconduct**

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AADA College always expects all participants to act in an appropriate manner regardless if they are on or off site and takes a no-nonsense approach to the management of misconduct. The following action will be taken for perceived or real misconduct:

- Verbal warning – upon the first instance of misconduct, participants will receive a verbal warning from their trainer or alternative SRTO delegate.
- Written warning – where the participant fails to improve their behaviour or in the event of another occurrence of misconduct, learners will receive a written warning advising them that should inappropriate behaviour continue, they will receive a final warning. \
- Final written warning – where the participant continues to demonstrate inappropriate behaviour, they will be provided with one final written warning and removed (enrolled cancelled) from their course.

Once the final written warning has been issued, the participant will be asked to leave the premises immediately. Formal written notification of the cancellation of enrolment will be issued following reporting of the incident to the Department of Employment, Small Business and Training (where applicable)

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## Equality

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AADA College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. Participants should expect fair and friendly behaviour from AADA College staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Every staff member (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against the staff member, contractor or participant that breaches this policy.

In the event of suspected criminal behaviour AADA College will report this to the appropriate authorities immediately.

Participants that feel they have been discriminated against or harassed should report this information to a staff member of AADA College that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect their rights as a complainant. Alternatively, if the participant wishes to report an instance of discrimination or harassment to an agency external to AADA College, they are advised to contact the HREOC complaints info-line on 1300 656 419.

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## Privacy

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AADA College take the privacy of its staff and participants seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

- AADA College will retain personal information about all participants relating to their enrolment. This includes personal details, ethnicity, individual needs and educational background. Training activity undertaken with us will be recorded in accordance with the National Vocational Education and Training Regulator Act 2011.
- Personal information is retained within our hard copy filing system and our computer systems. This information is collected via the enrolment form, completion of administrative related forms and based on training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer system is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- AADA College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain personal details and results for a period of 30 years from the date of the participants enrolment. The purpose of this is to ensure participants/learners participation in training

be recorded for future reference and to allow reissuance of the Qualification or Statement of Attainment when required.

- Participants have the right to access information that the AADA College is retaining which relates to them. Further information is detailed below in section titled accessing participants records.
- If a participant has concerns about how their personal information is being managed, we encourage them to inform our staff and discuss their concerns. Participants are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 participants also have the right to make a complaint to the office of the Australian Information Commissioner (OAIC), further information about making a privacy complaint can be found on the OAIC website <http://www.oaic.gov.au/privacy/privacy-complaints>.
- In some cases, by law the AADA College is required to make participant's information available to Government agencies such as the National Centre of Vocational Education and Research or the Australian Skills Quality Authority (ASQA). In all other cases we will seek written permission from the participant for disclosure to another person, parents, or organisation, without this access will be denied.

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## Accessing Participant Records

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Participants are entitled to have access to their records including:

- Participants file
- Learning and assessment record
- Administrative records
- AQF Certificates including a reissuance of a qualification or statement of attainment which has previously been issued.

Participants can access hard copy records and reports relating to them personally. Access to requested records during a work day will be generally arranged within 24 hours. It must be noted, these records cannot be taken away unless a copy is requested and under a staff members supervision. Copies of completed assessment items will not be issued to ensure integrity of the documents.

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## Reissuing Qualifications or Statements of Attainment

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If a qualification or statement of attainment is required to be reissued, it will attract a fee of \$50.00 for each reissued qualification or statement of attainment. This request must be made by emailing AADA College. Upon receipt of a request, AADA College will confirm the learner's identity through a phone call and/or email.

Participants may be required to provide evidence such as a driver's licence. Following confirmation of identification, an invoice for the replacement fee will be issued. This must be paid before the qualification or statement of attainment can be reissued.

Reissued qualifications or statement of attainment will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued.

These can be collected in person from our office or can be posted via registered post. If the participant is unable to collect the certificate, they may nominate another person. However, the details of the person/s must be notified to AADA College beforehand and they must provide photo ID to validate their identity.

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## **Participant/Student Feedback**

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AADA College is committed to the continued improvement of our training and assessment services, learner services and management systems.

### **Suggesting Improvements**

If a participant believes there is an area for improvement around the services provided by the AADA College, we welcome this feedback, in the first instance, through the trainer.

### **Participant Satisfaction Survey**

Upon completion of the training program, all participants will be issued with a Learner Satisfaction Survey. The survey is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with their SRTO while undertaking a nationally recognised training course.

Completion and return of the survey from the participant play a vital part in AADA College's continued improvement on services provided to our clients.

## **12. Complaints and Appeals Policy**

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### **Purpose**

AADA College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, AADA College is required to have a policy and processes in place to manage and respond to allegations involving the conduct of staff, learners and third-party training and assessment providers who provide services on behalf of AADA College.

AADA College is committed to the provision of quality training and assessment for all its learners. However, we recognise that at times, they may be dissatisfied with a product or service provided by us or offered by a third-party organisation. This includes but is not limited to training and assessment and marketing. AADA College endeavours to ensure that complaints and appeals lodged with us are resolved, equitably and efficiently and in accordance with the principles of natural justice.

The object of this policy is to ensure that AADA College staff act in a professional manner at all times. This policy provides students with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

### **Policy Statement**

AADA College acknowledges the students' right to lodge a complaint or appeal when they are dissatisfied with the training and /or assessment services and experiences that they have been provided.

AADA College will ensure that students have access to a fair and equitable process for expressing complaints, and that AADA College will manage the complaint with fairness and equity.

In doing so, AADA College:

- a. has written procedures in place for collecting and managing complaints in a constructive and timely manner.
- b. ensures that these procedures are communicated to all staff, third party partners and students.
- c. ensures that all necessary documentation and resources are in place to enable students to submit a complaint.
- d. ensures that each complaint and its outcome is recorded in writing; and
- e. ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.

## Policy Principles

In managing complaints and appeals, AADA College will ensure that:

- a. The principles of natural justice and procedural fairness are adopted at every stage of the complaint process.
- b. The complaints policy is publicly available.
- c. There is a procedure for making a complaint.
- d. Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- e. Complaints will be resolved on an individual case basis, as they arise.
- f. All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- g. All complaints are acknowledged in writing and finalised as soon as practicable.
- h. The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- i. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- j. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- k. Final decisions will be made by the CEO or an independent party to the complaint.
- l. The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- m. If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- n. If the complaint will take in excess of 60 calendar days to finalise, AADA College will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- o. Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
- p. All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

AADA College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or appeal, participants are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision



All completed forms are required to be submitted to AADA College either in hard copy or electronically via the following contract details.

- Shop 8/3460 Pacific Highway Springwood QLD 4000
- [info@aada.edu.au](mailto:info@aada.edu.au)

If you experience difficulty accessing either forms, please contact us on 1300 022 320.

### **Types of Complaints**

- Conduct and behaviour of AADA College, its trainers, assessors, or other staff
- Conduct and behaviour of a third-party organisation providing services on behalf of AADA College
- Conduct, attitude, and behaviour of clients of AADA College
- Implementation of policies and procedures of AADA College

AADA College acknowledges that a participant, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. However, AADA College also encourages all participants to attempt to resolve the complaint before submitting a formal complaint to the Operations Manager.

### **Grounds for Appeal**

AADA College acknowledges that clients have the right to appeal an assessment decision, based on valid grounds for appeal.

AADA College has provision for clients to appeal against assessment decisions, including those made by a third party partner.

AADA College ensures that clients have access to a fair and equitable process for lodging an appeal against an assessment decision.

Valid grounds for an appeal against an assessment decision (where the client feels the assessment decision is incorrect) could include the following:

- a) The judgement as to whether competency has been achieved and demonstrated was made incorrectly.
- b) The judgement was not made in accordance with the Assessment Plan.
- c) Alleged bias of the assessor.
- d) Alleged lack of competence of the assessor.
- e) Alleged wrong information from the assessor regarding the assessment process.
- f) Alleged inappropriate assessment process for the particular competency.
- g) Faulty or inappropriate equipment; and/or
- h) Inappropriate conditions.
- i) Administrative decisions.

All appeals will be accepted against decisions made by AADA College including assessment outcomes in writing only. All appeals must be submitted within fourteen (14) days of the decision being made. Appeals submitted outside of this timeframe will not be considered. Further advice or avenues in these situations must be sought from the CEO.

## **AADA College Responsibilities**

The CEO is the Complaints Resolution Officer. The CEO may delegate responsibility for the resolution of the complaint if necessary.

Details concerning the scope of the Complaints Policy are to be clearly displayed throughout the organisation and contained within the Staff Induction Process, Student Handbook and website.

Confidentiality will be maintained throughout the process of making and resolving complaints and appeals. AADA College seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

### **Process - Complaints and Appeals**

If a client has a complaint or wish to appeal an assessment decision, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Form, to lodge a formal complaint. AADA College will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the CEO, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All complaints shall follow the below process:

- a. Complaints are to be made in writing within 7 calendar days of the incident.
- b. A submitted complaint will constitute a formal complaint from the client. Further detail of the complaint can be provided by the client verbally.
- c. The CEO must be informed of receipt of all complaints immediately.
- d. The CEO may delegate responsibility for the resolution of the complaint.
- e. In the case of a complaint, the CEO will initiate a transparent, participative investigation to identify the issues.
- f. Complaints will be processed in accordance with the Complaints flowchart - Annex A.
- g. Complaints, where possible, are to be resolved within 14 calendar days of the initial application. All complaints and appeals are to be closed within 60 days from the lodgement of the form.
- h. In all cases the final conclusion will be assessed by the CEO.
- i. The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- j. If the outcome is not to the satisfaction of the Client, they may seek an appointment with the CEO.
- k. If the client is not satisfied with the decision, they have the option to seek outside assistance to pursue the complaint.
- l. All complaints must be recorded in the Complaints and Appeals register.

An investigation into a Complaint or Appeal may result in one of the following outcomes:

- a) Complaint or Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be reassessed, potentially by another assessor.
  - ii. Appropriate recognition will be granted.
  - iii. A new assessment shall be conducted/arranged.
  
- b) Complaint or Appeal is rejected/ not upheld; in accordance with the assessment policy the client will be required to:
  - i. undertake further training or experience prior to further assessment; or
  - ii. re-submit further evidence; or
  - iii. submit/undertake a new assessment.

Where it is agreed that an assessment decision of the original assessor is to be overturned, the participant will be advised in writing from the CEO within 14 days of the decision and offered a further opportunity for assessment at no cost to the learner. Another trainer will be engaged to conduct the re-assessment, where this is not possible, the participant may request to have another AADA College representative present during the assessment.

If for any reason a participant is dissatisfied with the decision of AADA College, they are free to submit an appeal against the decision or make a formal complaint to the Australian Skills Quality Authority (ASQA) at website [www.asqa.gov.au](http://www.asqa.gov.au).

### **Records Management**

Records of all complaints and their outcomes are maintained securely.

Records of complaints include:

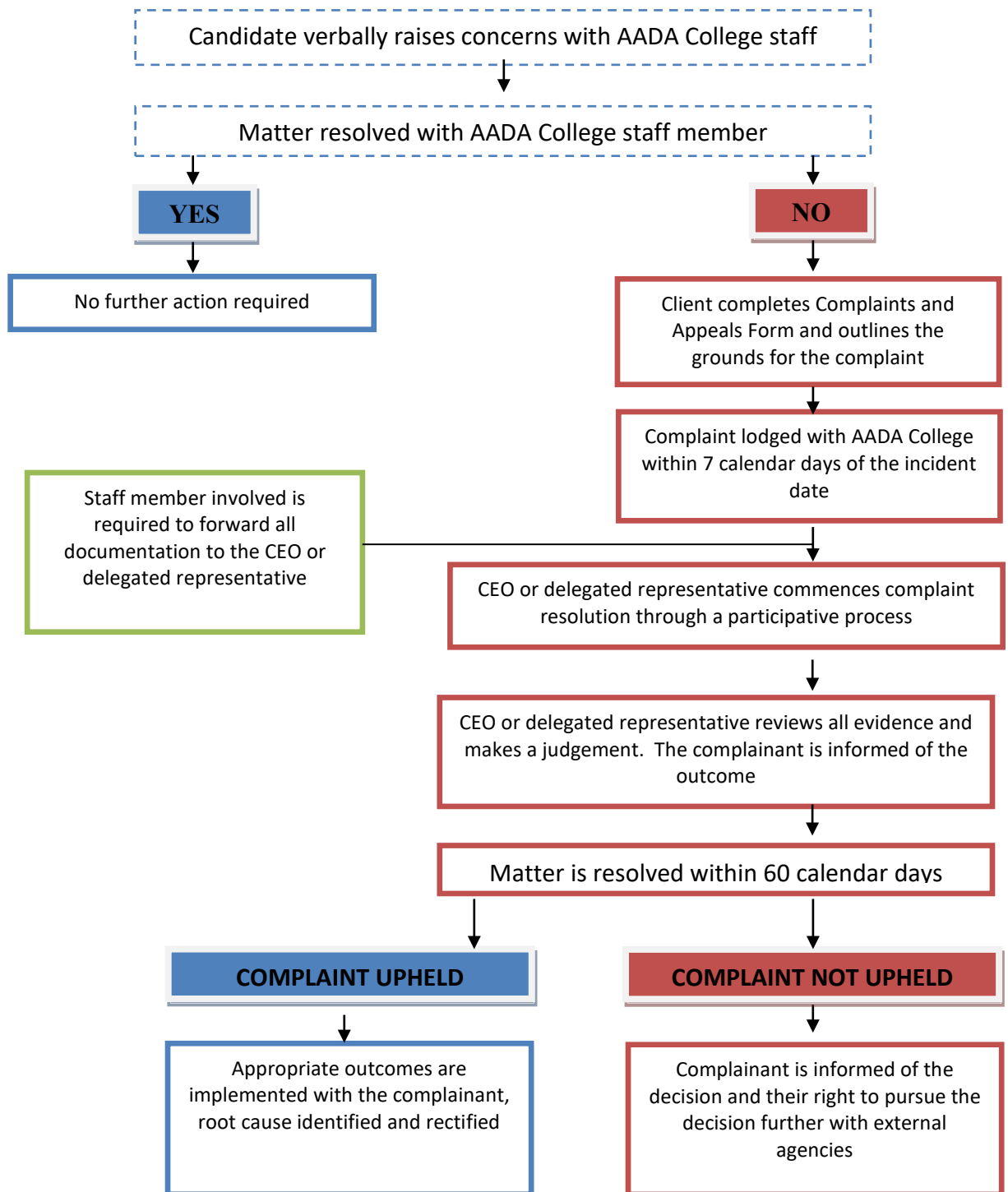
- a. How the complaint was dealt with;
- b. The outcome of the complaint;
- c. The timeframes for resolution of the complaint;
- d. The potential causes of the complaint; and
- e. The steps taken to resolve the complaint.

All documentation from complaints processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

### **Monitoring and Improvement**

All complaints practices are monitored by the CEO and will be discussed at Management Review Meetings with areas for improvement identified and acted upon. (See Continuous Improvement Policy)

## Complaints and Appeals Process



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## Withdrawing from a Course

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### **Trainees**

Withdrawing from a course may have implications from the trainees training contract, if a trainee chooses to withdraw from their qualification, this indicates that they also intend to cancel the training contract. In these instances, the learner must contact their Australian Apprenticeship Support Network (AASN) provided for assistance.

Where the trainee intends to withdraw from the qualification for the purpose of changing the Supervising Registered Training Organisation (SRTO), they will be referred to the Australian Apprenticeship Support for advice. The Australian Apprenticeship Support Network provider in conjunction with the trainee and their employer will make the necessary arrangements and forward the confirmation to us.

Upon receipt of the withdraw/cancel enrolment, AADA College will administer any applicable refunds and issue a Statement of Attainment in accordance with the details provided in this handbook.

### **Non-funded Full Fee Participants/Learners**

In the event that a participant determines that they need to withdraw/cancel from their training, they must contact AADA College directly to advise of the date on which they wish to withdraw/cancel. This can be done via email or telephone.

Please refer to the Refund Policy within this handbook.

Once a request to withdraw/cancel enrolment is received, AADA College will issue a Statement of Attainment in accordance with the details provided in this handbook.

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## Participants who are not contactable or not responding

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### **Trainees**

Once trainees are advised of their training schedule, they are to contact AADA College immediately if they are unable to attend. In these instances, AADA will work with the trainee and their employer to negotiate moving to the next available training date.

Where trainees fail to attend their training or respond to requests from AADA College (including via post, email or telephone call), AADA will, in the first instance, contact the employer to seek resolution and determine the cause. AADA will work with the employer to seek a suitable mutually agreeable solution.

Where AADA College, employers and trainees fail to reach agreeable decisions, AADA will contact the Department of Employment, Small Business and Training to intervene. Three attempts will be made to contact the trainee or their employer before any action will be taken. Under the Further Education and Training Act, penalties may apply for failure to meet the terms of the training contract signed by the employer and apprentice trainee.

### **13. Legislative and Regulatory Responsibilities**

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AADA College is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following is a list of legislations and acts that AADA College has compliance responsibilities to.

They also represent the obligations to participants/learners, during day-to-day work and participation of training or assessment.

The following is a list of the legislations/acts participants need to be aware of:

- Work Health and Safety Act 2011
- Privacy Act 1988
- Information Privacy Act 2009
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Copyright Act 1968
- Fair Work Act 2009
- National Vocation Education and Training Regulator Act 2011
- Education (General Provisions) Act 2006
- Education (Work Experience) Act 1996
- Ant-Discrimination Act 1991

Copies of State and Federal legislation can be found on the internet at [www.australian.gov.au/state-legislation](http://www.australian.gov.au/state-legislation) (state) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (federal).

## 14. Code of Conduct

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The aim of this code is to ensure that AADA College is a safe workplace in which to undertake the learning, that the property and reputation of AADA College is protected and that participants develop self-discipline and consideration for others.

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### Rights and Responsibilities of AADA Staff

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#### **Rights:**

- Expect the co-operation of participants
- Expect the environment in which they train and assess to be an orderly and co-operative one
- Expect the support from other staff and or contractors to enable them to fulfil their professional duties.
- Maintain flexibility in their approach to training and assessment

#### **Responsibilities:**

- Treat participants fairly and consistently
- Undertake the counselling of participant/learner when appropriate
- Develop learner awareness and understanding of AADA College rules
- Follow the agreed policies and procedures of AADA College

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### Rights and Responsibilities of Participants/Learners

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#### **Right:**

- Feel safe when attending training at AADA College
- Learn in a challenging environment to the best of their ability
- Be treated with respect by other participants/learners and staff of AADA College
- Be listened to and be able to communicate at all levels.

#### **Responsibilities:**

- Accept AADA College policies regarding behaviour
- Act and work co-operatively with other participants/learners and AADA College staff
- Respect the learning needs of other participants/learners
- Take progressive responsibility for their own learning, to work consistently and complete tasks and assessments as required.
- Be tolerant of differences
- Be punctual and regular in attendance and communication with their trainer
- Uphold the reputation of ATQ by observing an appropriate standard of behaviour while attending college
- Accept the authority of staff and observe specific rules which may be made from time to time.
- Behave with courtesy and consideration for others. In particular, participants must refrain from all forms of bullying and harassment.
- Refrain from behaviour which would interrupt the work place or hinder the learning opportunities of other participants.



- Respect the property of AADA College, their staff members and/or other participants.
- Complete tasks set by trainers promptly and to the best of their ability and to take full advantage of the educational opportunities offered.
- Drugs and Alcohol are not permitted to be used by the participant on AADA College premises or those of their work place.

## **Appendix A**

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*Queensland Government – Department of Employment, Small Business & Training*

<https://desbt.qld.gov.au/training/apprentices/resources/information-sheets>

ATIS-026 - School-Based Apprenticeships and Traineeships  
 ATIS-003 - Apprentice and trainee rights and responsibilities  
 ATIS-004 - Assistance and support  
 ATIS-031 - Assistance for cancelled apprentices and trainees  
 ATIS-007 - Changing the registered training contract  
 ATIS-002 - Complaint about or appeal against a decision  
 ATIS-009 - Completing the apprenticeship or traineeship  
 ATIS-051 - Compliance and complaints- Training plan and employer resource assessment  
 ATIS-010 - Credit and recognition of prior learning  
 ATIS-048 - Determining the impact on the school timetable (for School based apprenticeships and Traineeships)  
 ATIS-011 – Disability Assistance  
 ATIS-049 – Employer responsibilities  
 ATIS-020 - Parent or guardian responsibilities  
 ATIS-043 - Registered Training Organisations (Supervising)  
 ATIS-047 - Suspension of a registered training contract  
 ATIS-040 – Training Plan and Training record  
 Free Tafe for Year 12 Graduates –  
<https://desbt.qld.gov.au/training/training-careers/incentives/freetafe>  
 Who’s who in the apprenticeship and training system

## Acknowledgement Declaration

I acknowledge that I ..... have read and fully understand the contents of this Participant Handbook, which outlines the conditions and my rights and responsibilities as a participant of AADA College Pty Ltd.

.....  
Signature

.....  
Date

.....  
Name of Witness

.....  
Signature of Witness

.....  
Date