



AADA
COLLEGE



Participant Handbook

Version 12

**QUALITY TRAINING
REAL RESULTS**

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www.aada.edu.au | RTO 41512

AADA College

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1. About AADA College	3
2. Enrolment	5
3. Eligibility for funded training programs	8
4. Fees and Refund Policy	10
5. Training and Assessment	16
6. Student Wellbeing and Support Policy	19
7. Issuing Qualifications and Statements of Attainment	22
8. Learner Rights and Responsibilities	23
9. Complaints and Appeals Policy and Procedure	29
10. Legislative and Regulatory Responsibilities.....	35
11. Code of Conduct	36
Appendix A.....	37

1. About AADA College

AADA College is a Supervising Registered Training Organisation (SRTTO) Registration 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/>

AADA College is responsible for the provision of quality training and compliance with the Australian Skills Quality Authority (ASQA), Department of Employment and Workplace Relations (DEWR) and Queensland Government Department of Trade, Employment (DTET) and Training and for 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.

Our Service

AADA College 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

AADA College is proud to be a Queensland Government subsidised training provider. We currently have approval to deliver training for participants accessing the following Skills Assure Supplier Programs.

Career Start Program 2025-2028

Apprenticeships / Traineeships

HLT35021 – Certificate III in Dental Assisting
HLT33115 – Certificate III in Health Services Assistance
BSB30120 – Certificate III in Business

General Training

HLT35021 – Certificate III in Dental Assisting
HLT33115 – Certificate III in Health Services Assistance
BSB30120 – Certificate III in Business



Our Mission and objectives

Quality Training, Real Results

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 Government and Queensland Government 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 participants 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.

Our Trainers and Assessors

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. Our trainers and assessors meet the requirements outlined by the legislation Standards for Registered Training Organisations (RTOs).

Office Location

Physical Address	Unit 8 / 3460 Pacific Highway Springwood Qld 4127
Postal Address	Po Box 7066 BRENDALE QLD 4500
Telephone	1300 022 320
Email	admin@aada.edu.au
Website	www.aada.edu.au

Training Room

Physical Address	Unit 8 / 3460 Pacific Highway Springwood Qld 4127
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2. Enrolment

When you enquire to enrol in a qualification with AADA College, we are required to conduct a **Pre-Enrolment Assessment (PEA)** prior to accepting and processing your enrolment.

This assessment will go through:

- Your language, literacy, numeracy and digital literacy capabilities,
- Funding sources available to subsidise the costs of your qualifications
- Funding eligibility requirements
- Funding restrictions and other information
- Fees and Refunds Policies and Procedures
- Complaints and Appeals Policies and Procedures
- Delivery Modes and Locations
- Support Services Available
- Any disabilities and learning difficulties
- Discuss the suitability of this qualification for you

After the PEA has been completed, an email will be sent to you with links to the information required relating to:

- Formal LLN indicator to be completed online. 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 enrolling into.
- Your chosen qualification
- Fees and charges
- Refunds
- This Participant Handbook containing:
 - Complaints and Appeals
 - Attendance and participation in training
 - Requirements for training and assessment

The enrolment process after this requires you to complete and provide:

- A Training Application Form
- Identification Documents
- Prior training evidence
- Training Plan or schedule

Enrolment Acceptance

Your enrolment is not deemed as accepted until notification is received from AADA College with confirmation of your enrolment and details of your online learning platform information. For Traineeships, this will occur after the SRT0 notification has been completed and returned to the ACAP.

The enrolment process with AADA College does not include the traineeship contract documents that are required to be lodged with the Department of Trade, Employment and Training (DTET). This process will be conducted with the trainee, their employer, and an Apprenticeship Connect Australia Provider (ACAP).

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 or in our learning platform.

Unique Student Identifier

From 1 January 2015, AADA College can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). Create your USI now at www.usi.gov.au/create-your-USI/.

The USI Registrar's Privacy Obligations can be located at: <https://www.usi.gov.au/about-us/privacy/privacy-notice-students>

If you would like us AADA College to create a USI on your behalf you must authorise us to do so and declare that you have read the relevant privacy information.

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.

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>

Trainee Documentation for Enrolment

Participants undertaking training through a Traineeship, will be required to have completed a Training contract process with their employer and an Apprenticeship Connect Australia Provider (ACAP). This will determine the participants eligibility for funding under the Career Start – Apprenticeship and Traineeship Program. The ACAP will forward a SRT0 Notification Form to AADA College after this process has been completed.

Training Plan

All Trainees will negotiate a training plan with an AADA College representative and their employer. All parties involved in the training plan discuss the qualification and what units of competency are contained within this document. 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.

The training plan will be completed in conjunction with the Employer Resource Assessment (ERA), which will determine if all UoC’s can be delivered within the workplace. Where this is not possible, details of simulation or activities to ensure competence will be listed in the ERA.

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 during the traineeship 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.

The training plan and ERA will be reviewed at intervals of no less than 3 months by an AADA College representative.

3. Eligibility for funded training programs

Career Start - Traineeships

AADA College offers the following traineeships funded by the Department of Trade, Employment and Training under the Career Start Apprenticeships and Traineeships Program:

- HLT35021 Certificate III in Dental Assisting
- HLT33115 Certificate III in Health Services Assistance
- BSB30120 Certificate III in Business

Eligible Students must meet the following criteria:

- are currently employed as a Queensland apprentice or trainee (under a registered training contract) in an eligible apprenticeship or traineeship Qualification through this Program;
- not currently be enrolled in a Qualification;
- not exceed a maximum of two government-funded apprenticeships/traineeships within a 10-year period including School-Based Apprenticeships and Traineeships

Students can receive Funding for only one apprenticeship or traineeship at a time. If two training contracts are registered at the same time, the contract with the earliest start date will qualify for funding, provided all other eligibility requirements are met;

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.

School Based Traineeships

School students can only access apprenticeships and traineeships through a registered School-Based Apprenticeship or Traineeship (SAT)

Eligible Students will be able to be funded for a maximum of **one (1) School-based** apprenticeship or traineeship and must meet the following criteria:

- be enrolled in Year 10, 11, or 12 in a Queensland School
- not be concurrently enrolled in any other Qualifications funded by the Department; and
- have entered into a training contract for a Qualification that is funded by the Department and be registered on the Department's training database.

All Trainees are required to be employed on a basis of 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 3-month period. Over a year the employer must provide school-based students, at a minimum, the equivalent of 375hrs (50days) of paid employment*) throughout the duration of the traineeship.

Further information can be located at:

<https://desbt.qld.gov.au/training/apprentices>

Evidence Portfolio / Training Record Book

All trainees enrolled in qualification under the Career Start Apprenticeship / traineeship pathway will be issued with an electronic Evidence Portfolio/Training Record Book within two weeks of the training plan being signed. The Evidence Portfolio/Training Record Book is to allow the participant to log the completion of workplace tasks on an ongoing basis. When compulsory work placement hours are applicable, the training record book must also log the hours relating to specific units of competency and be verified by the trainee's employer / supervisor to confirm that the participant can perform the tasks to the standard expected in the workplace.

Trainees 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 officers from the Department of Trade, Employment and Training.

Career Start General Training Program

AADA College offers the following training programs funded by the Department of Trade, Employment and Training under the Career Start General Training Pathway:

- HLT35021 Certificate III in Dental Assisting
- HLT33115 Certificate III in Health Services Assistance (Patient Services Assistant)
- BSB30120 Certificate III in Business

To be eligible to enrol in the General Training pathway, prospective students must:

- Be aged 15 years or older.
- No longer attending secondary / high school
- be a permanent Queensland resident;
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- not be enrolled in another qualification, even if it's on hold or deferred, whether funded by the Department of Trade, Employment and Training or not (foundation skills qualifications don't count).
- not have previously completed a certificate III or higher-level Qualification within the last 10 years for a general training pathway; and
- not accessed government-funding for another qualification under the Career Start Program.

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.

Further information can be located at:

<https://desbt.qld.gov.au/training/providers/funded/career-start>

<https://desbt.qld.gov.au/training/providers/funded/apprenticeship-traineeship>

Contact details: Department of Trade, Employment and Training

General Enquiries: 1300 369 935 or training@desbt.qld.gov.au

4. Fees and Refund Policy

The following fees and refund policy complies with the requirements of

- The National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisation and Fit and Proper Person Requirements) Instrument 2025
- Queensland Government Skills Assure Supplier Agreement and Policy
- Career Start Policy

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.

It is requested that participants who intend to cancel their enrolment at any point during the training program 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.

Policy Statement

AADA College will:

- Implement and maintain a process for accurate invoicing of fees payable by participants and employers.
- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / students, where training and assessment activities have not been commenced.
- Not issue any invoice for an individual student over \$1500
- Ensure that any student fees are broken up into instalments when the total amount due totals more than \$1500.
- Not issue invoices to students accessing Career Start Funding that equal more than 30% of the total fees for the qualification
- Issue invoices to the party nominated on the Acknowledgement of Student Contribution Fees Form.
- Issue invoices to students, employers or other parties at the designated points throughout the qualification training, depending on the funding program requirements.

Policy Principles

The following principles underpin this policy.

Fees Career Start Program - Traineeships

The Department of Trade, Employment 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 www.aada.edu.au – Funded Training

If an increase in the contribution fees occurs, 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.

Where the 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

School-based Trainees

A full fee exemption applies to participants enrolling under a school-based traineeship.

If the trainee does not complete the qualification prior to leaving school, the trainee or another party is obligated to commence paying student contribution fees for any units not yet deemed competent as of the date the training contract is changed to part-time or full-time. This then reverts to the non-concession and concession pricing.

Employer fees

AADA College reserves the right to charge the Employer an additional fee when the cost of training is not covered by the fees and subsidies. If any additional fees will be applicable for the Employer, these will be disclosed and agreed to prior to the enrolment being processed.

Fee Exemptions Career Start Program - Traineeships

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.

Partial exemptions apply in the following circumstances:

- Participants that hold a Health Care Card or Pensioner Concession Card or is the partner or a dependant of a person who holds a Health Care Card or Pensions Concession Card and the participant is named on that card, are entitled to a partial exemption from the co-contribution fees (concession). The participant must provide a copy of the applicable current Health Care Card or Pensioner Concession Card on which they are named at time of enrolment.
- The participant was or will be under 17 years of age at the end of February in the year in which the training is provided, and the participant is not at school and has not completed year 12.
- The trainee is an Aboriginal or Torres Strait Islander person

Participants eligible for Partial exemptions will be invoiced 40% (\$0.64) of the full contribution fee.

Full exemptions apply in the following circumstances:

School based trainees are exempt from paying contribution fees.

Participants who have already completed a unit of competency in which they are enrolled. No contribution fees will apply for that/those unit/s of competency. The participant must provide a copy of the Statement of Attainment, Statement of Results or a USI Transcript reflecting the unit/s of competency at the time of enrolment.

Trainees who provide evidence that the student contribution fee will cause extreme financial hardship may be eligible for an exemption, and each case is decided on an individual basis.

Payment Plans

If a payment plan is required, please contact the office on admin@aada.edu.au or 1300 022 320. Each student's requirements will be assessed on an individual basis, and a document detailing the payment plan will be created and signed by the student and an AADA College representative.

Payment Arrears

Where fees for training and assessment services delivered 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.

Refund Policy - Career Start Program - Traineeships

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.

It is requested that participants who intend to cancel their enrolment at any point during the training program 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.

AADA College does not charge student contribution fees up front for trainees. If a student cancels their traineeship and has commenced training and assessment in a unit of competency, an invoice may be generated for a pro-rata amount representing the training and assessment already conducted.

If there is any circumstance that fees have been paid in advance for a trainee, the following will apply.

Trainees who cancel their training at any point, and student contribution fees have been charged up front, will receive 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, no refund of the contribution fees will apply. Partially completed units of competency will be reviewed individually by the activity log hours for each to see if a partial refund may be applicable.

The refund for fees paid will be issued to the party that paid the invoice. (If paid by the Employer, they will receive the refund).

Any Employer fee charged will be partially or fully refunded, depending on the amount of training and assessment the trainee has been completed and what travel has occurred up to the point of cancellation.

This is processed as part of the cancellation procedure within AADA College.

If a training contract is cancelled and we receive notification, this will also trigger the cancellation procedure.

Fees Career Start Program – General Training

When a participant requests to be funded under the Queensland Governments Career Start – General Training Program, the initial fee instalment must be paid prior to commencement of any training. This will equal no more than 30% of the total co-contribution fees applicable or \$1500, whichever is the lowest figure.

The fee may be paid on behalf of the student by a third party unrelated to the RTO but cannot be paid for or waived by the RTO (whether directly or indirectly), unless approved in writing by the Department of Trade, Employment and Training.

After the Pre-Enrolment Assessment and eligibility checks are completed, an invoice for the co-contribution fee for the first three units of competency will be issued. These will be broken down to a per unit fee amount. These fees are inclusive of all enrolment and resources cost. Enrolments into General Training funded qualifications will not be processed until the initial co-contribution fee invoice has been paid.

If credit transfers are applicable, evidence should be submitted with the enrolment form. If sufficient evidence is submitted, no fee will be charged for these units and the total co-contribution fee will be adjusted. See the fee exemption definitions for more information. When the invoice has been paid, enrolment into the learning platform will be processed. Further invoices will be raised upon the release date of the units of competency as outlined prior to enrolment.

Payment Arrears

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.

Fee Exemptions Career Start Program – General Training

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.

Partial exemptions apply in the following circumstances:

Participants that hold a Health Care Card or Pensioner Concession Card or is the partner or a dependant of a person who holds a Health Care Card or Pensions Concession Card and the participant is named on that card, are entitled to a partial exemption from the contribution fees. The participant must provide a copy of the applicable current Health Care Card or Pensioner Concession Card on which they are named at time of enrolment.

The participant is an Aboriginal or Torres Strait Islander person, through self-declaration on the AVETMISS compliant enrolment form.

Full exemptions apply in the following circumstances:

Participants who have already completed a unit of competency in which they are enrolled, no contribution fees will apply for that/those unit/s of competency. The participant must provide a copy of the Statement of Attainment, Statement of Results or a USI Transcript reflecting the unit/s of competency at the time of enrolment.

Refund Policy - Career Start Program – General Training

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. It is requested that participants who intend to cancel their enrolment at any point during the training program 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. If a participant withdraws from the qualification, a refund will be issued for the units of competency not yet commenced. Partially completed units of competency will be reviewed individually by the activity log hours for each to see if a partial refund may be applicable. The refund for fees paid will be issued to the party that paid the invoice. (If paid by the Employer, they will receive the refund).

Fees - Non-Funded Full Fee Participants (Fee For Service)

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.

It is requested that participants who intend to cancel their enrolment at any point during the training program 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.

Upon enrolment, a fee equal to the cost of 3 units of competency will be charged prior to commencement. 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 8 weeks after commencing training and the second due 16 weeks after commencing training. For a full list of current fees and charges please view this on our website. No invoices will be issued that total more than \$1500 for each instalment.

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.

Corporate Clients will be charged for short courses after training and assessment occurs. Payment is due 14 days from the date of invoice.

Payment Arrears

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.

Refund Policy - Non-Funded Full Fee Participants (Fee For Service)

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.

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.

5. Training and Assessment

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 (SRTTO) 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 provider.

Training

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 teams or zoom meetings, email, telephone and face to face training 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 Blended Training:

- AADA College delivers all training as a Workplace Blended training model. Our trainers will be in contact with you and your employer and accommodate to this request. All resources are available online as detailed in the Online Training deliver section, with all practical training and observations conducted in the workplace.

Classroom Training:

- Our delivery of full qualifications is workplace based. We do not hold classroom delivery unless these are specifically requested to assist students enrolled in the online and workplace blended delivery.
Theory sessions can be offered at our training facility in Springwood. These are usually booked coinciding with school holidays. For our next session dates please contact the office on 1300 022 320

Assessment

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 tasks and 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, case study scenarios or projects 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 and case studies. These assessments are conducted in the online learning platform.

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 College 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 or vocational placement. 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 students with compulsory workplace hours requirements in the training product. Trainees are required to present these records if requested by a field officer from the Department of Trade, Employment 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.

Recognition of Prior Learning (RPL)

AADA College provides the opportunity for participants to apply to have prior learning recognised toward a qualification in which they are enrolled in accordance with;

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Skills Assure Supplier Agreements in place with the Queensland Government.

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 contact us on 1300 022 320 or admin@aada.edu.au

Credit Transfer

Credit transfer is the recognition of learning achieved through formal education and training. This is in accordance with:

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Skills Assure Supplier Agreements in place with the Queensland Government.

AADA College is required to recognise the qualifications and Statements of Attainment issued by other SRTO's when verifiable evidence is provided.

Where the unit of competency has been 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, Statement of Results or USI Transcript reflecting the unit has been deemed competent 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.

6. Student Wellbeing and Support Policy

Purpose

This Student Wellbeing and Support Policy outlines AADA College's commitment to fostering a safe, inclusive, and supportive learning environment that promotes the physical, mental, and emotional wellbeing of all students. This policy aligns with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, ensuring quality outcomes, diversity, inclusion, and student-centered support in vocational education and training (VET).

Scope

This policy applies to all students enrolled in programs delivered by AADA College, including those studying on-campus, online, or through workplace-based training. It also applies to staff, trainers, assessors, and third-party providers involved in delivering training and support services.

Policy Statement

AADA College is committed to:

- Promoting student wellbeing as integral to achieving quality learning outcomes.
- Providing a safe, inclusive, and culturally respectful learning environment for all students, including First Nations people and students with disabilities.
- Offering accessible and transparent wellbeing support services to enhance student engagement and success.
- Ensuring compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, including Outcome Standard 2.5 (safe and inclusive learning environments) and Compliance Requirements for student support and Standard 2.6 The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs.

Principles

This policy is guided by the following principles, informed by the Australian Student Wellbeing Framework and the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025:

- Leadership: RTO leadership actively promotes a culture of wellbeing and inclusion.
- Inclusion: All students are valued, respected, and supported regardless of background, ability, or circumstances.
- Student Voice: Students are encouraged to provide feedback and participate in decisions affecting their wellbeing and learning.
- Support: Tailored wellbeing services are available to address diverse student needs, including mental health, disability, and cultural considerations.
- Safety: A safe learning environment is maintained, free from discrimination, bullying, harassment, or violence.

Policy Requirements

Safe and Inclusive Learning Environment

- AADA College will foster a culturally safe and inclusive learning environment by consulting with community stakeholders and incorporating culturally respectful practices.
- Reasonable adjustments will be made to training and assessment to ensure students with disabilities can participate on an equal basis.
- Policies and procedures will address bullying, harassment, and discrimination, with clear reporting and resolution processes.

Wellbeing Support Services

- Wellbeing services may include, but are not limited to:
 - Access to counselling or referral services for mental health support.
 - Personal support resources for physical and emotional wellbeing.
 - Academic support, such as language, literacy, and numeracy (LLN) assistance.
- Students will be informed of available wellbeing services during pre-enrolment and orientation / induction processes.
- Staff will be encouraged to recognise signs of distress and refer students to appropriate support services.

Some support services accessible are:

- Queensland Health – Public Mental Health Services
1300 642 255 (1300 MH CALL)
- Black Dog Institute | Better Mental Health | Science. Compassion. Action.
<https://www.blackdoginstitute.org.au/>
- Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.
<https://www.lifeline.org.au/>
- Mental health and wellbeing | Health and wellbeing | Queensland Government
<https://www.qld.gov.au/health/mental-health-and-wellbeing>
- Community Care Beenleigh | Free Counselling & Support Programs
<https://communitycarebeenleigh.com.au/>
- M1 Psychology Loganholme Brisbane Psychologist Clinic
<https://m1psychology.com/>
- Suicide Call Back Service
Ph: 1300 659 467
- Kids Helpline
Ph: 1800 55 1800
<https://kidshelpline.com.au/teens>
- Headspace
<https://headspace.org.au/headspace-centres/>
- Stride
Ph: 1300 001 907
<https://stride.com.au/>

Substance Assistance

- Holistic Rehab in Brisbane - Palladium Private
https://www.palladiumprivate.com/rehab-brisbane/?utm_source=paid%20search&utm_medium=bing&device=c&keyword=alcohol%20rehab&mt=p&msclkid=1a8b32470c421f92a2ad5ade21908800
- Quihn Services Brisbane | Support for Substance Use
<https://www.quihn.org/where-we-are/brisbane/>
- Alcohol and drug support programs | Aboriginal and Torres Strait Islander peoples | Queensland Government
<https://www.qld.gov.au/firstnations/health-staying-active/alcohol-smoking-drugs/alcohol-drug-support-programs>

Domestic and Other Violence Services

- Home | 1800RESPECT
<https://1800respect.org.au/>
- Family and domestic violence - Services Australia
<https://www.servicesaustralia.gov.au/family-and-domestic-violence>
- Child safety service centres | Department of Families, Seniors, Disability Services and Child Safety
<https://www.families.qld.gov.au/contact-us/department-contacts/child-family-contacts/child-safety-service-centres>
- Department of Families, Seniors, Disability Services and Child Safety
<https://www.families.qld.gov.au/>

For Workplace Issues

- Fair Work Australia
<https://www.fairwork.gov.au/>
- <https://www.fairwork.gov.au/employment-conditions/bullying-sexual-harassment-and-discrimination-at-work>

Pre-Enrolment and Ongoing Support

- Prior to enrolment, AADA College will:
 - Provide clear, transparent information about course requirements, support services, and wellbeing resources.
 - Assess LLN capabilities to identify support needs.
 - Conduct a Pre-Enrolment Assessment to discuss individual learning needs and suitability of training product.
 - Discuss reasonable adjustments for students with disabilities or learning barriers.
- Ongoing support will include regular check-ins, feedback opportunities, and tailored interventions to address wellbeing concerns.

Child Safety

- For students under 18 or in school-based VET arrangements, AADA College will comply with relevant child safety legislation, including:
 - Maintaining child safety and wellbeing policies and procedures.
 - Managing child safety risks at an organizational level.
- If applicable, Third-party arrangements with schools will be reviewed to ensure alignment with child safety obligations.

Learning Support

AADA College recognises that everyone learns in a different manner, and some students will need demonstrations where others are able to gain knowledge through reading.

- The LLN indicators are the beginning of identification of individual student needs.
- Each students learning support needs will be determined on an individual basis.
- Students are informed that they can request additional support at any time.
- Trainers and Assessors will check in with each student periodically, especially when there is a lack of progress identified.
- Systemic practices allow for each students progress to be monitored by student support staff and trainers/assessors, providing alerts and reminders

Feedback and Continuous Improvement

- Students will have opportunities to provide feedback on their wellbeing and learning experience through surveys, focus groups, or direct communication.
- will regularly review and update wellbeing policies and practices to ensure compliance with the Standards for RTOs 2025 and to address emerging needs.

Responsibilities

- CEO: Ensure resources and systems are in place to support student wellbeing and compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025.
- Trainers and Assessors: Promote a positive learning environment, identify wellbeing concerns, and refer students to support services.
- Student Support Staff: Provide accessible wellbeing services and maintain accurate records of support provided.
- Students: Engage respectfully with the RTO community, utilize support services as needed, and provide feedback to improve wellbeing initiatives.
- All Staff: Ensure that a student's privacy is respected at all times and that referral to any external agency is not done without the consent of the student.

Compliance and Monitoring

- AADA College will maintain a self-assurance model to demonstrate compliance with the Outcome Standards and Compliance Requirements of the Standards for RTOs 2025.
- Regular audits and reviews of wellbeing policies and practices will be conducted, with outcomes reported to the Australian Skills Quality Authority (ASQA) as required.

7. Issuing Qualifications and Statements of Attainment

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. This is subject to all outstanding fees being paid.

8. Learner Rights and Responsibilities

Participants are expected to:

- 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 and AADA College if you are unable to attend scheduled training.
- Notify an AADA College staff member as soon as possible if any unsafe practices or events occur when training and assessment is in progress.

Plagiarism and Cheating

Plagiarism, cheating and collusion in assessment are not acceptable practices for any Student.

- Students cannot submit any piece of work for assessment that is not entirely their own work.
- Students cannot assist other students with assessed work, unless it is a specified group activity.
- **The use of Chat GPT or other AI programs is considered cheating**, and when proven, the student will be issued a warning and requested to complete the assessment again.
- When the use of an AI programs is suspected but not proven, the student will be asked questions to confirm their knowledge on this subject, prior to a decision being made as to whether they are required to complete the assessment again.
- All cases of plagiarism and cheating are treated as a serious matter and will be reviewed and treated on a case-by-case basis.
- Depending on severity and circumstances, penalties of plagiarism and cheating may include one or more of the following:
 - All parties receiving a “Not Yet Satisfactory” result for the assessment task
 - The requirement to resubmit a new assessment task; and/or
 - Verbal or written warning; and/or
 - Suspension or expulsion from the course.

Student records will be noted with all investigated and proven incidents.

All incidents will be notified to the Chief Executive Officer and recorded on the student file. When applicable, the students employer, school or parents may be notified of this breach of the Training and Assessment Policy.

Learner safety

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 in 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.

Disciplinary Action/Misconduct

AADA College always expects all participants to act in an appropriate manner regardless of 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 SRTTO 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 Trade, Employment and Training (where applicable)

Equality

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) is 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 complaint 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.

Privacy

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If we do not collect personal information about you, we may be unable to provide you with the services you have asked us to provide. For example, we may not be able to enrol you as our student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, The Australian Skills Quality Authority (ASQA), State and Territory authorities Department of Trade, Employment and Training (DTET) (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/using-site/privacy-notice>

Surveys

You may receive a student survey which may be run by a government department ASQA, DTET, or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact AADA College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

AADA College takes the privacy of its staff and participants seriously and complies with all legislative requirements. These include the Privacy Act 1988, Australian Privacy Principles and Queensland 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 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.
- In some cases, by law 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) or The Department of Trade, Employment and Training (DTET). In all other cases we will seek written permission from the participant for disclosure to another person, parents (if over 18 years old), or organisation (except for Traineeships), without this access will be denied.

Accessing Participant Records

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 workday 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.

Access to our full Privacy Policy is available on our website: aada.edu.au

Reissuing Qualifications or Statements of Attainment

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.

Participant/Student Feedback

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 AADA College, we welcome this feedback, in the first instance, through the trainer.

Participant Satisfaction Survey

Upon completion of the training program, some 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 SRTTO 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.

9. Complaints and Appeals Policy and Procedure

Purpose

AADA College is committed to providing quality training and assessment in accordance with:

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Skills Assure Supplier Agreements in place with the Queensland Government.

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 and students act in a professional manner at all times. This policy provides students and other stakeholders with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

Definition

Student: Any person enrolled into a training program or product trained and assessed by AADA College

Stakeholder: Students, Employers, Host Employers, Supervisors, Suppliers, Contractors, or other people that interact with or are employed by AADA College.

CEO: Chief Executive Officer

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.

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 students and stakeholders of AADA College
- Implementation of policies and procedures of AADA College

AADA College acknowledges that a stakeholder, 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 CEO.

Grounds for Appeal

AADA College acknowledges that students have the right to appeal any decision made by AADA College that affects their training and assessment.

AADA College has provision for students to appeal against decisions, including those made by relating to assessment decisions.

AADA College ensures that students 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 student 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 against decisions made by AADA College including assessment outcomes need to be made in writing. Further advice or avenues in these situations must be sought from the CEO.

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 notify AADA College in writing via:

- Complaint Form
- Request for Appeal of a Decision
- Email
- Letter

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

- Shop 8/3460 Pacific Highway Springwood QLD 4000
- admin@aada.edu.au

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

Complaints and Appeals Procedures

Process - Complaints and Appeals

If a student or other stakeholder 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/appellant is not satisfied that the issue has been resolved they will be asked to complete a Complaints or Appeals Form or draft an email, to lodge a formal complaint. AADA College will then investigate the complaint / appeal and advise the complainant / appellant of the outcome. If the complainant/appellant 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 external 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. Formal Complaints and Appeals are to be made in writing.
- b. A submitted complaint will constitute a formal complaint from the student or stakeholder. Further detail of the complaint can be provided by the complainant or appellant verbally.
- c. The CEO must be informed of receipt of all complaints and appeals immediately.
- d. The CEO may delegate responsibility for the resolution of the complaint or appeal.
- e. When a complaint or appeal is lodged, the CEO will initiate a transparent, participative investigation to identify the issues.
- f. Complaints and appeals will be processed in accordance with the Complaints and Appeals Process flowcharts at the end of this policy.
- h. AADA College aims to resolve all complaints and appeals as soon as reasonably possible. This is not always possible and notification will be made if it takes longer than 30 days. In all cases the final conclusion will be assessed by the CEO.
- i. The student or stakeholder will be advised in writing of the outcome of their complaint or appeal, within seven (7) days of resolution.
- j. If the outcome is not to the satisfaction of the student or stakeholder, they may seek an appointment with the CEO.
- k. If the student or stakeholder is not satisfied with the decision, they have the option to seek outside assistance to further pursue the complaint or appeal.
- 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:

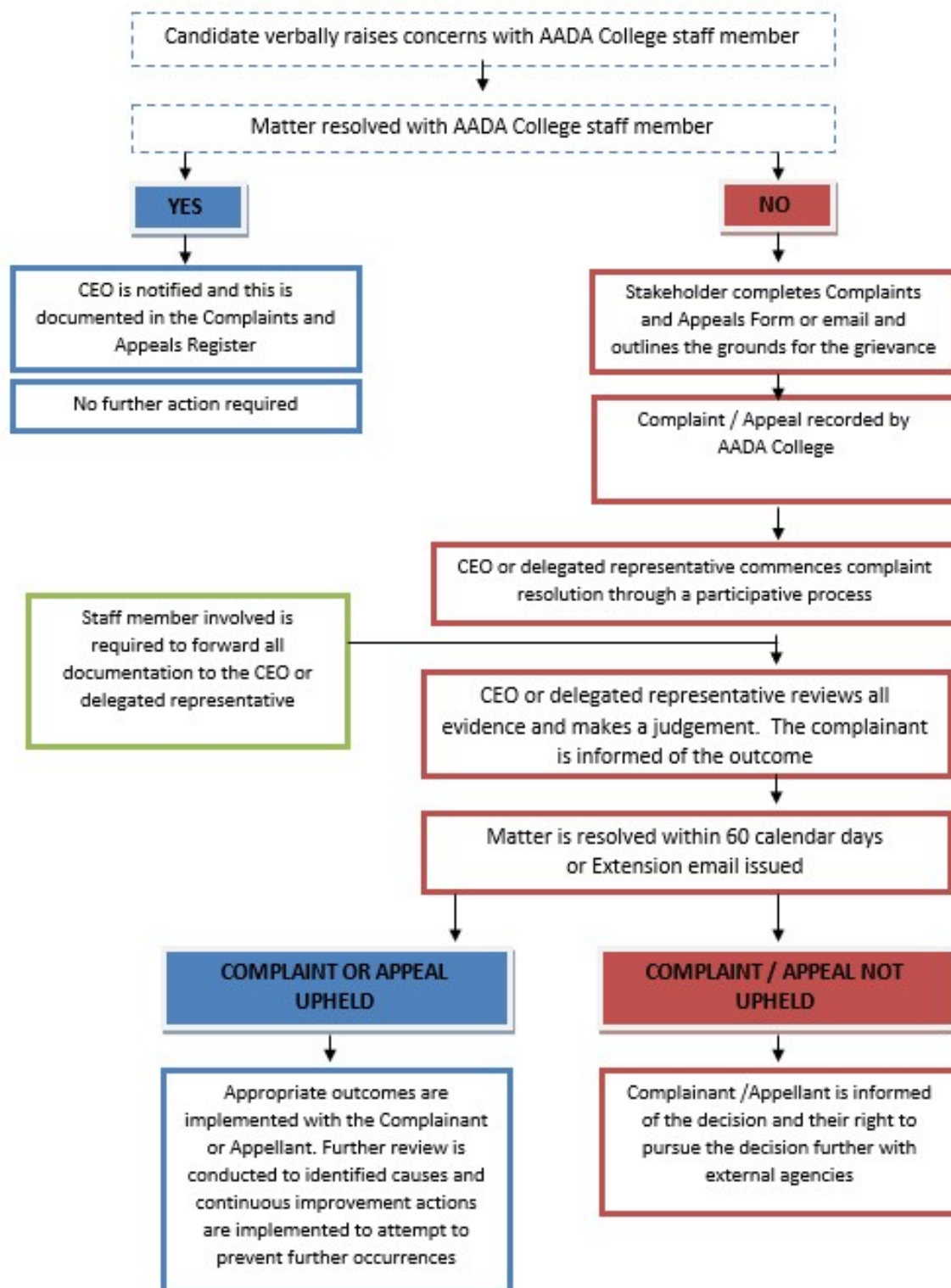
- a) Complaint or Appeal is upheld; in this event the following options will be available:
 - i. The original assessment will be reassessed, potentially by another assessor.
 - ii. Appropriate recognition will be granted.
 - iii. A new assessment shall be conducted/arranged.
 - iv. A review of processes and procedures will occur to try to prevent further occurrences.
- b) Complaint or Appeal is rejected/ not upheld; in accordance with the assessment policy the student 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.
 - iv. AADA College may engage another trainer to conduct the re-assessment, where this is not possible, the participant may request to have another AADA College representative present during the 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.

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 or the Queensland Training Ombudsman via their website <https://trainingombudsman.qld.gov.au/contact/> or phone: 1800 773 048 (8.30am to 4.45pm AEST Monday to Friday)

Records of all complaints and their outcomes are maintained securely.

Complaints and Appeals Process Flowchart



Withdrawing from a Course

Career Start 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 Apprenticeship Connect Australia Provider (ACAP) provider for assistance.

Where the trainee intends to withdraw from the qualification for the purpose of changing the Supervising Registered Training Organisation (SRTTO), they will be referred to the Apprenticeship Connect Australia Provider for advice. The Apprenticeship Connect Australia 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.

Career Start – General Training students

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 telephone but will need to be confirmed in writing (email or letter).

Please refer to the Refund Policy within this handbook.

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 students

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.

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.

Participants who are not contactable or not responding

Career Start 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 College 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 College will, in the first instance, contact the employer to seek resolution and determine the cause. AADA College will work with the employer to seek a suitable mutually agreeable solution.

Where AADA College, employers and trainees fail to reach agreeable decisions, AADA College will contact the Department of Trade, Employment 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.

Career Start General Training and Fee For Service Students

Students enrolled in a method other than traineeships, will need to maintain progression throughout their enrolment.

Students that fail to respond to phone, SMS and email requests for progress updates or to attend training sessions, AADA College will, in the first instance send formal notification to the student's email and via post to attempt to re-engage the student.

If there is still no response, a second letter and email will be sent informing the student that a response is required by a set date, and that if that is not received, we will proceed with cancellation of their enrolment.

If the second letter fails to achieve contact with the student, a third and final letter will be sent advising that the enrolment will be cancelled if not responded to within 10 working days.

10. Legislative and Regulatory Responsibilities

AADA College is committed to ensuring it complies with all relevant Commonwealth, State and Territory legislation and regulatory requirements in its operations as a Registered Training Organisation (RTO).

AADA College will ensure that:

- compliance with legislation and regulatory requirements is monitored and maintained;
- it maintains copies of or access to all legislation that affects its business and /or is services delivered;
- legislation and regulatory requirements relevant to its operations are integrated into its policies and procedures;
- all staff and students are provided with information regarding changes in legislation and regulatory requirements that affects their duties or participation in vocational education and training services provided.

The following is a list of some legislations/act's participants need to be aware of:

- Commonwealth - National Vocational Education and Training Regulator Act 2011
- National Vocational and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Persons Requirements) Instrument 2025
- Queensland – Further Education and Training Act 2014
- Queensland – Further Education and Training Regulations 2024
- Queensland – Vocational Education and Training (Commonwealth Powers) Act 2012
- 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
- Education (General Provisions) Act 2006
- Education (Work Experience) Act 1996
- Ant-Discrimination Act 1991
- Student Identifiers Act 2014

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

11. Code of Conduct

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.

Rights and Responsibilities of AADA Staff

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

Rights and Responsibilities of Students

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 workplace 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 workplace.

Appendix A

Queensland Government – Department of Trade, Employment and Training

<https://www.publications.qld.gov.au/organization/trade-employment-and-training>

The link above takes you to the webpage that contains links to relevant documentation applicable to Apprenticeships and Traineeships.

Information relating to Training and Careers can be located at:

Training and careers

<https://desbt.qld.gov.au/training/training-careers>

DTET Customer Centre (Phone Team) – responsible for managing general apprenticeship and traineeship calls received through the Apprenticeships Info line at 1800 210 210 or emails received via apprenticeshipsinfo@qld.gov.au

Queensland Training Information Service (QTIS) – allows interested parties to search online for information on apprenticeships and traineeships that have been approved in Queensland.

Visit: <http://www.qtis.training.qld.gov.au/>

Acknowledgement Declaration

I acknowledge that I, have received a copy of the Participant Handbook. I understand that I need to 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.

If I have any questions or do not understand any component, I commit to contacting AADA College for guidance and clarification.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date