



**ACE** TRAINING CENTRE |  **TOLL**

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# STUDENT HANDBOOK

## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of issue. Changes to legislation and/or The ACE Training Centre policy may impact on the currency of information included. The ACE Training Centre reserves the right to vary and update information without notice. Whilst every effort will be made to ensure this Student Handbook is up to date, you are encouraged to seek any updates from your trainer or by contacting The ACE Training Centre.

This Handbook has been prepared as a resource to assist students in understanding both their obligations and those of The ACE Training Centre. Please carefully read through the information contained in this guide. All students should read, understand, be familiar with, and follow the information contained within this Handbook.

## Copyright Notice

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 RTO ID: 41569

## Amendment History

Version No.	Release Date	Details of Changes
V1.0	27 Apr 2016	Initial Release
V2.0	20 May 2020	Complete re-write
V2.1	20 May 2020	Substitute "Toll Helicopters" with "The ACE Training Centre"
V2.2	23 Feb 2021	Removal of AVI30216 Cert III in Aviation (Rescue Crewman) from qualifications offered
V2.3	22 Nov 2021	Update Short Courses and Qualifications under "About Us"

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## Welcome

The Aeromedical Crewing Excellence Training Centre ("ACE") is a world class training facility that offers highly realistic mission simulation technology for helicopter pilots, aircrew, and specialist personnel.

The instructors at ACE are amongst the most qualified and experienced operational personnel in the industry. They have extensive knowledge and firsthand experience across a wide range of emergency rescue and aviation areas, including search and rescue, police operations, winching, marine safety, human factors, and survival techniques.

The course materials, and practical simulation training, reflect the environment and situations that students will experience when working within the aviation industry. The training delivered at ACE will provide the necessary skills, knowledge, and attitudes to work competently and confidently within a range of aviation environments.

This Student Handbook contains important information that you must be aware of prior to commencing your learning journey with the ACE Training Centre.

We are committed to your success, and we trust that the course you attend at ACE will set you up for a rewarding career.

We look forward to welcoming you to the ACE Training Centre.

Warm regards,



**Scott Watkins**

ACE Training Centre – General Manager

# 1. Introduction

## About Us

Helicorp Pty Ltd, trading as The ACE Training Centre, is a Registered Training Organisation (RTO) – RTO ID 41569. In Australia only RTO's can issue nationally recognised qualifications. The details of our registration, along with the courses and qualifications we are registered to deliver and/or assess, can be found at [www.training.gov.au](http://www.training.gov.au)

Through ACE we currently offer quality vocational training and assessment in the following short courses:

- AVIF0038 Undertake aircraft underwater escape and survival
- AVIF0039 Utilise emergency breathing system
- AVIE0006 Maintain aircraft radio communications
- AVIW0026 Conduct night vision imaging system operations
- AVIW0034 Perform non-pilot cockpit duties
- PUAFIR017 Work safely around aircraft

In addition, we have the following qualifications on our scope of registration that are assessed only:

- AVI30519 Cert III in Aviation (Rescue Crew Officer)
- AVI40119 Cert IV in Aviation (Air Crew Officer)

The ACE Training Centre adheres to the Vocational Education and Training (VET) Quality Framework which includes the Standards for Registered Training Organisations (RTO's) 2015 and the Australian Qualifications Framework.

## Our Trainers

Our Trainers and Assessors hold relevant nationally recognised qualifications. Continuous professional development is maintained to ensure they are current with industry practice and initiatives. Training and assessment are delivered by trainers and assessors who:

- hold the current training and assessment credentials as specified in the Standards for RTO's 2015
- hold the relevant vocational competencies for all courses that they deliver or assess
- have current industry skills consistent with the requirements of the training and assessment being delivered
- have current knowledge and skills in vocational education and training
- undertake professional development in the knowledge and practice of vocational training, learning and assessment and competency-based training and assessment

## Contacting Us



33 Nancy Ellis Leebold Dr, Bankstown Aerodrome NSW 2200



acetc.rtoadmin@tollgroup.com



www.acetrainingcentre.com.au



0447 948 894 ACE Training Centre General Manager

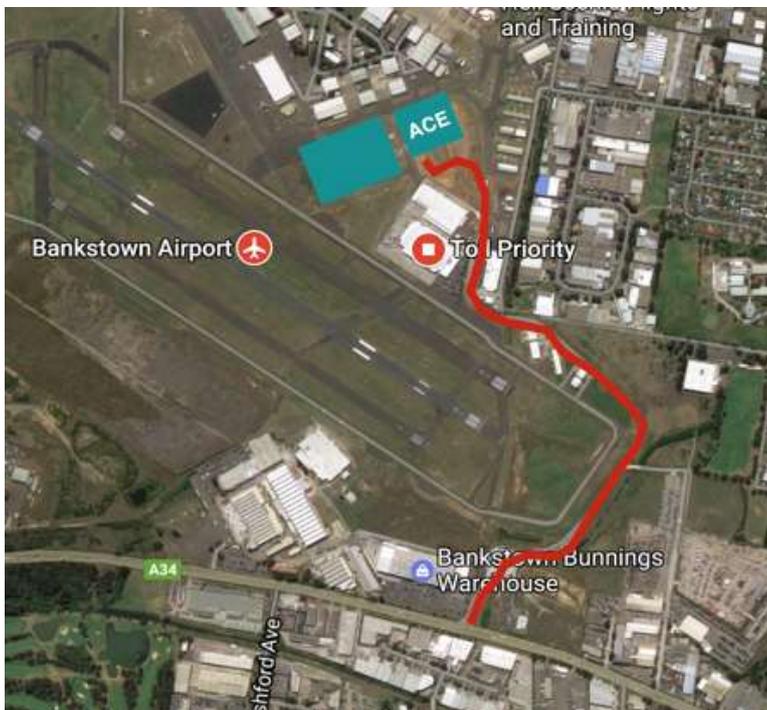
0437 763 881 RTO Manager

0412 261 341 HUET Manager

## Locating Us

ACE is located at 33 Nancy Ellis Leebold Drive, Bankstown Aerodrome NSW and shares its location with the NSW Ambulance Aeromedical Retrieval Base.

Entry to Nancy Ellis Leebold Drive is off Milperra Road only. There is plenty of off-street parking and all parking is reverse parking only.



## Code of Practice

We take immense pride in the quality of the services we offer to our students and aim to deliver best practice in training and assessment with strict adherence to the Standards for Registered Training Organisations (RTOs) 2015.

The ACE Training Centre supports the integrity of RTOs by:

- complying with all relevant State and Federal legislation including, but not limited to, the *Privacy Act 1988*, *Work Health and Safety Act 2011*, *Anti-Discrimination Act 1977*, *Student Identifiers Act 2014*, and the principles of Access and Equity.
- behaving in a professional and ethical manner, with honesty, due care, diligence and accountability
- avoiding practices and activities that may bring RTO services into disrepute

We are committed to ensuring customer satisfaction. We demonstrate this by:

- treating all students with respect
- providing assistance to students in order to help them achieve their training outcomes
- providing high quality training facilities
- respecting and protecting our students' privacy
- securely storing student records
- encouraging students to provide feedback, without fear of reprisal, with the intention of strengthening our continuous improvement

## 2. Legislative Requirements

Our RTO is registered under the national VET regulator, the Australian Skills Quality Authority (ASQA). As an RTO we are required to adhere to legislation designed to uphold the integrity of nationally recognised training. This includes:

- *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, the ACE abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Access and Equity
- Privacy and Personal Information Protection
- Workplace Health and Safety
- Student Identifiers

We expect our employees to promote and embrace our standards, policies and procedures.

### Anti-Discrimination Statement

In support of key legislation<sup>1</sup> the ACE recognises the rights of our employees and students to work and learn in an environment that is free from harassment, victimisation and unlawful discrimination and we strive to provide a learning environment that is both productive and affords equality of opportunity.

#### Discrimination

Discrimination happens when a person is treated less favourably than another person because of their background or certain personal characteristics. It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share.<sup>2</sup>

Discrimination can be against the law if it is based on a person's:

- age
- disability
- race, including colour, national or ethnic origin or immigrant status
- sex, pregnancy, marital or relationship status, family responsibilities or breastfeeding
- sexual orientation or gender identity

#### Harassment

Under discrimination law<sup>3</sup>, it is unlawful to treat a person less favourably on the basis of a person's sex, race, disability or age. Treating a person less favourably can include harassing or bullying a person.<sup>2</sup>

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<sup>1</sup> Anti-Discrimination Act 1977 (NSW), Disability Discrimination Act 1992 (Cth), and Disability Standards for Education 2005

<sup>2</sup> Australian Human Rights Commission

<sup>3</sup> Sex Discrimination Act 1984, Disability Discrimination Act 1992, and Racial Discrimination Act 1975

Harassment can include behaviour such as:

- telling insulting jokes about a particular racial group
- sending explicit or sexually suggestive emails or text messages
- making derogatory comments or taunts about a person's disability
- asking intrusive questions about someone's personal life, including his or her sex life

## Bullying

The *Fair Work Amendment Act 2013* defines workplace bullying as repeated unreasonable behaviour by an individual towards a worker (or in the course of or related to employment) which creates distress and a risk to their wellbeing.

Bullying can include<sup>2</sup>:

- physical or verbal abuse
- yelling, screaming or offensive language
- exclusion or isolation
- intimidation
- making rude gestures

## Victimisation

Victimisation means subjecting, or threatening to subject, a person to some form of detriment because they have:

- lodged a complaint of discrimination or harassment
- provided information to an internal investigation
- reasonably asserted their rights, or supported someone else's rights
- made an allegation that a person has acted unlawfully

## Access and Equity

The ACE Training Centre is committed to providing a fair and equitable learning and work environment for all students, instructors, and support staff regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, or literacy or numeracy level. We aim to provide training and assessment programs and pathways that allow equitable learning opportunities for all individuals through course design, course content, training environment, and all aspects of training and assessment processes.

We are committed to upholding fairness and impartiality throughout our activities and will not compromise the principles of access and equity. This approach extends to the identification, access to and provision of information about learning, assessment and other support services offered to students to assist them in achieving their learning outcomes.

### Access and Equity Principles

- Fair and equal access to appropriate learning opportunities and support services
- Equity through fair and appropriate allocation of resources
- Equal opportunity for all individuals without discrimination or harassment
- Provide training and assessment services that are relevant, accessible, fair and inclusive

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<sup>2</sup> Australian Human Rights Commission

## Education and Support Services

Education and Support Services may include, but are not limited to:

- Pre-enrolment material
- Equipment, resources and/or programs to increase access in accordance with access and equity
- Information and communication technology support
- Learning and assessment programs contextualised to the workplace
- Reasonable adjustment, as appropriate, to training and assessment without compromising learning outcomes

## Privacy and Personal Information Protection

We take the privacy of our students very seriously and comply with all legislative requirements<sup>4</sup> with regards to the collection, storage, use and disclosure of personal information.

We will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, individual needs and educational background. We will also retain records of your training activities.

In some cases, we are required by law to make your information available to government agencies such as the National Centre for Vocational Education and Research<sup>5</sup> or ASQA. In all other cases we will seek your written permission for such disclosure.

You have the right to access information that The ACE Training Centre is retaining and that pertains to you. Further information on how to access your records can be found in the section "Access to Your Records".

## Workplace Health and Safety

Work Health and Safety legislation<sup>6</sup> aims to ensure the safety of persons in the workplace against harm to their health, safety and welfare through elimination or minimisation of risks.

### First Aid

First aid facilities are available within ACE, including the provision of an AED. All accidents and injuries must be reported to instructors or support staff and details, including any aid administered, recorded by staff involved.

### Fire Safety

All students need to be familiar with the location of Exits, the location of the Emergency Muster Point, and evacuation procedures. These will be brought to your attention by your instructor at the commencement of your training.

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<sup>4</sup> Privacy Act 1988, Data Provision Requirements 2012, National Vocational Education and Training Regulator Act 2011, Standards for Registered Training Organisations 2015

<sup>5</sup> [https://www.ncver.edu.au/data/assets/file/0021/44751/CS\\_1\\_Fact\\_Sheet\\_Privacy\\_and\\_data\\_security.pdf](https://www.ncver.edu.au/data/assets/file/0021/44751/CS_1_Fact_Sheet_Privacy_and_data_security.pdf)

<sup>6</sup> Work Health and Safety Act 2011, Work Health and Safety Regulation 2017

## Student Responsibilities

To ensure a safe learning environment, students must:

- take reasonable care for their own health and safety and not adversely affect that of other people
- not withhold information relative to any safety issue that could be hazardous or dangerous
- contribute to ensuring a safe learning environment by keeping training areas clean and tidy
- co-operate with The ACE Training Centre in our efforts to comply with, and exceed, WHS requirements including working safely when learning, following safe work practices as directed by your instructor, utilising personal protective equipment (PPE), and notifying instructors or support staff of any hazards or injuries
- follow all reasonable directions from management, particularly in the event of an evacuation

## Student Identifiers

*Under the Student Identifiers Act 2014 and the Student Identifiers (Exemptions) Instrument 2014*, registered training organisations are prohibited from issuing a statement of attainment or qualification unless the student has provided a valid unique student identifier (USI) or the student or the training is exempt from the USI initiative. Further information on USI's can be found in the section "Unique Student Identifier (USI)".

### 3. Course Fees

We operate on a 'fee for service' basis. This means that course fees are payable by you or your employer. Current fee information is available by lodging an enquiry at <https://www.acetrainingcentre.com.au/contact/>

Once you have been offered a place in a training course, course fees are payable prior to training commencement.

We reserve the right to withhold the issue of Statements of Attainment and/or Qualifications until such time that course fees have been paid in full (refer "Completion of Training" on page 22 for more information). In the interim, we can provide you with a Letter of Completion upon request.

#### Payment Options

We accept MasterCard or Visa for the payment of course fees in addition to Direct Deposit. Full details are contained on the bottom of each invoice.

#### Fees Paid in Advance

We comply with the *Standards for RTOs 2015*<sup>7</sup> and do not collect more than \$1500 in pre-payments.

#### Re-issue of Transcripts

An administration fee of \$10.00 applies for The ACE Training Centre to re-issue a hard copy of your Certificate or Statement of Attainment. A PDF copy can be emailed to you at no charge.

#### Course Withdrawal

If you wish to withdraw from a course prior to course commencement, notice must be provided in writing. The ACE Training Centre will accept an email notification of your intent to withdraw.

#### Refunds

The following refund policy applies:

- An application for refund of course fees must be made in writing using *Form 1006 Refund Request Form*
- Students who give notice to cancel their enrolment more than 7 days prior to course commencement will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 7 days prior to course commencement will be entitled to a refund of 50% of fees paid. The amount retained by The ACE Training Centre is required to cover the cost of staff and resources which have already been committed to the course based on the student's initial intention to undertake training.
- Students who give notice to cancel their enrolment within 48 hours of course commencement will not be entitled to a refund.
- Students who withdraw from a course after the training program has already commenced will not be entitled to a refund.

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<sup>7</sup> Standards for RTOs 2015, Clause 7.3

## Withdrawal Due to Illness or Hardship

If you can demonstrate that extenuating or significant personal circumstances led to your course withdrawal, discretion may be exercised by the ACE Training Centre General Manager. Satisfactory evidence for withdrawal e.g. a medical certificate or other relevant supporting documentation, must be provided.

## Our Training Guarantee

If, for any reason, a course is cancelled by The ACE Training Centre, students enrolled at the time of cancellation will be entitled to a full refund of course fees. Alternatively, you may choose to transfer your enrolment over to another course date.

## 4. Commencement of Training

### Enrolment

Whether you are participating through your employer or as an individual, you will receive a 'Confirmation of Booking' email which details how to complete your online enrolment. The email also contains your login and password details in order to access our student management system, BSNAPPS.

As part of the online enrolment, you will be required to provide your USI. You will also be required to read and agree to a declaration regarding the National VET Data Policy. A full copy of this policy can be found at Appendix B.

### Unique Student Identifier (USI)

The USI initiative commenced on 1 January 2015 and is a reference number made up of ten numbers and letters that is free to create and stays with you for life – therefore you only need to create it once.

If you are a new or continuing student undertaking nationally recognised training, you will need a USI in order to receive your qualification or statement of attainment.

You can read more about, and apply for your USI, at [www.usi.gov.au](http://www.usi.gov.au)

If you are an international student (including students from New Zealand), you will not be able to create your USI until *after* you have entered Australia and your passport has been registered with the Australian Department of Home Affairs. Once the passport is registered with the Department of Home Affairs, it can be verified, and you will be able to create a USI using your passport as the form of ID.

### Attendance

It is compulsory for all students to attend classroom and practical sessions. Absences from sessions may result in students missing information and instruction critical to formative or summative assessments. If you are unavoidably absent from a session, we may request that you attend a future session. Any rescheduling of sessions may impact your course completion date.

If you are to miss a session due to illness, or extenuating circumstances, you must advise the relevant Course Manager prior to the commencement of the session. Failure to do so may result in all fees paid to date being retained by The ACE Training Centre.

Where an aircraft is required for training and the prevailing weather conditions make it unsuitable for flight training to occur, The ACE Training Centre will endeavour to reschedule the training sortie without significant impact to the course completion date.

### Induction

Your trainer will provide you with all the guidelines for your course. All of our trainers and assessors are subject matter experts in their respective fields.

Your trainer will also provide you with current housekeeping requirements at the commencement of your course. These requirements include:

- Emergency evacuation procedures
- Exits and exit routes
- The location of our emergency muster point
- Mobile phone etiquette
- Amenities including tea and coffee facilities

## Smoking, Drugs and Alcohol

We are a smoke-free workplace. Smoking is prohibited in all buildings and is only permissible on the street side of the main entry gate.

Any student under the influence of drugs and/or alcohol is not permitted on The ACE Training Centre premises, to use ACE facilities or equipment, or to engage in any ACE activity.

If you are taking prescription medication, you have a duty to ensure your own safety, and that of others, is not affected.

## Dress Code and Fitness to Participate

You are required to arrive for training 'fit to participate' and ready to commence your training program. This includes meeting the following requirements:

- Wearing clean and neat casual clothing (excluding singlets)
- Wearing appropriate footwear at all times
- Being adequately rested and alert
- Being free from the influence of any drugs and/or alcohol

## Student Support Services

The ACE Training Centre is committed to ensuring that you receive an enriching learning experience. Our training team will work with you to identify the appropriate learning support that you may require in order to successfully undertake your training program.

## Flexible Learning and Assessment

We will make every attempt to adapt our training and assessment strategies to work with you to provide options that are responsive to your individual needs and that maximise learning outcomes and access to learning activities. For example, the inability to complete a written assessment will not be interpreted as a sign of ineptitude provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods include, but are not limited to, having a trainer read assessment materials to students, having a student's spoken responses to assessment questions records, or allowing a student to sit for an assessment alone in a different room.

Any adjustments must meet the relevant unit of competency requirements and all relevant benchmarks must be achieved.

## Language, Literacy and Numeracy (LLN) Assistance

We recognise that not all people are able to read, write and perform calculations to the same standards. When you complete your enrolment into your training course (via BSNAPPS, our student management system), you will have the opportunity to make us aware of any LLN issues you may have.

Early identification and consultation will allow us to clarify:

- your level of capability in line with the required level of learning
- the appropriate support you require
- our ability to provide suitable support
- a plan of action to assist you

During this consultation you may be required to complete an LLN assessment.

In the event that you experience any LLN difficulties during the course of your training, you should consult your trainer in the first instance.

## Other Support Services

The ACE Training Centre is, at all times, concerned for the welfare of its students. If you are experiencing difficulties and require counselling or personal support, there are a number of professional organisations well equipped to offer their services to help.

Included are:



13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)



1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)



1300 78 99 78

[www.mensline.org.au](http://www.mensline.org.au)

## 5. Learning and Assessment

We present our short courses in the form of face-to-face classroom-based sessions that incorporate practical sessions utilising realistic simulation. You are expected to attend all scheduled classroom sessions.

### Competency-based Training and Assessment

Competency-based training is concerned with what you, the student, will be able to do at the end of the training. It does not matter how you acquire the skills, knowledge, and attitude as long as you can demonstrate achievement of the listed competencies. Typically, competency-based training is based on a standard of performance expected in the workplace and in industry.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you perform tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a case study
- A combination of the above

### Principles of Assessment

All assessments carried out by RTOs are required to meet the Principles of Assessment – fairness, flexibility, validity and reliability.

#### Fairness

Assessment is 'fair' when the assessment process is clearly understood by students and when the needs of students are addressed.

For assessment to be fair:

- Recognition of prior learning (RPL) must be made available prior to commencement of training
- Reasonable adjustments to accommodate individual students must be applied without compromising the integrity of the assessment process
- Students must be informed of both the assessment process and performance expectations before undertaking the assessment
- An appeals process must be available for students to challenge an assessment decision

#### Flexibility

Flexibility applies to the assessment process, not the competency standard.

For assessment to be flexible:

- a range of assessment methods should be used
- provide for the recognition of competencies no matter how, where or when they were acquired
- reflect the needs of the students impacted by the assessment process

## Validity

Validity refers to assessment decisions being justified based on evidence of the performance of individual students.

Validity requires:

- a broad range of skills and knowledge to be demonstrated across a range of environments and contexts relevant to the unit of competency. Assessing in a variety of contexts shows that the student can apply the skills and knowledge in other situations, and can apply their knowledge in a practical way
- that the outcomes and performance requirements of the unit of competency are addressed
- assessment of skills by observing a student *actually* carry out the relevant task in an appropriate environment

## Reliability

Reliability refers to the consistency of the interpretation of evidence and assessment outcomes.

Reliability requires:

- the use of clearly defined benchmarks for assessment
- the ability to interpret those benchmarks for assessment information
- adherence to those benchmarks in the assessment process

## Rules of Evidence

As well as the Principles of Assessment, the Rules of Evidence must also be followed. The evidence used to make a decision about competence must be valid, sufficient, authentic and current.

### Validity

The assessor must be assured that the student has the skills, knowledge and attributes as described in the unit of competency. There must also be a direct relationship between the assessment task the student undertakes, the evidence presented to the student, and the assessment requirements.

### Sufficiency

The quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency. The quantity of evidence may vary between students. Some may take longer or need to complete a greater number of tasks to demonstrate competence. Others may not be able to achieve competence despite repeated opportunities.

### Authenticity

Authenticity relates to ensuring that evidence gathered belongs to the student being assessed and provides evidence of that person's skills and knowledge. It also covers verifying that the person enrolled, being trained and subsequently assessed is the same person who will be issued with a statement of attainment or qualification.

### Currency

Currency relates to the age of collected evidence. Competency requires demonstration of 'current' performance, therefore the evidence collected or provided must be recent.

## Assessment Results

In accordance with the National VET Framework, results of competency assessments are indicated by either:

- **C** = Competent
- **NYC** = Not Yet Competent

## Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Re-Assessment

In the event that you are deemed NYC in an assessment, you will be provided with feedback from your assessor and be given the opportunity to be re-assessed. Re-assessment will not take place on the same day as your original assessment. Prior to being re-assessed, you may be advised to undertake some remedial training. This will be on a case by case basis and will be agreed upon between you and your assessor. Once you are ready to be re-assessed, your assessor will book you in on a mutually agreed date.

Note: for HUET and/or EBS there is no additional cost to be reassessed.

## Plagiarism

All work that you submit must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is considered a form of academic dishonesty and Toll Helicopters takes a strict approach to it.

To help you understand, the following are examples that constitute plagiarism:

- copying sections of text and not acknowledging where the information has come from
- mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- presenting work that was done as part of a group as your own
- unintentionally failing to cite where information has come from

## Recognition Processes

We offer assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

### Recognition of Prior Learning (RPL)

The aim of RPL is to recognise your existing competencies without having to complete the entire training and assessment program. You will still need to provide evidence though upon which your assessor can base their judgement.

If you wish to make an application for RPL, you will be provided with the evidence requirements in an RPL Kit for the relevant course. You will then be required to collect and present your evidence. The evidence must be verifiable in terms of authenticity and currency.

If the evidence provided is sufficient to prove competency for the unit of competency being assessed, a Statement of Attainment will be granted. If the evidence is deemed insufficient, or not valid, you will be advised and given an opportunity to supply further evidence or to complete gap training and assessment.

### Recognition of Current Competencies (RCC)

Recognition of Current Competencies (RCC) is a recognition process similar to RPL. It applies if a student has previously successfully completed the requirements for a unit of competency and is now required to be re-assessed to ensure the competence is being maintained.

### Credit Transfer

The ACE Training Centre recognises AQF qualifications and statements of attainment that have been issued by other RTOs. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy of your Statement of Attainment and/or qualification/s.

## 6. Records

The ACE Training Centre has a quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up to date, and to secure any confidential information obtained by us relative to your enrolment and participation in training.

Records include:

- Student enrolments
- Assessment documentation
- Staff profiles detailing qualifications and industry experience
- Fees paid and refunds given
- All documentation necessary to develop, implement and maintain The ACE Training Centre's quality system

Documents pertaining to students currently enrolled are stored in secure, individual files. These include:

- Records of enrolments
- Records of assessment results
- Records of qualifications issued
- Copies of certificates and Statements of Attainment

Upon your enrolment, your details will be entered into our student management system. This process initiates the establishment of your individual electronic file, which is then used to record all future details pertaining to your training with The ACE Training Centre.

### Completed Assessments

Every assessment submitted by every student will be physically retained for a period of at least six (6) months. In addition, scanned electronic copies of assessment documentation will be retained for a period of thirty (30) years in accordance with the *Standards for RTOs 2015*<sup>8</sup>.

Assessment results will be recorded electronically within the student management system and this information will be used for AVETMISS reporting as required.

### Access to Your Records

You have the right to request information about, or have access to, your individual student records. Our RTO support staff will be able to provide you with the requested information or access to your records.

You also have the right to request a hard copy of your individual student records. You will be required to complete *Form 1036 Student Records Request Form* to initiate this.

If you require your records to be accessed by persons such as your family or employer, you will need to authorise their access otherwise it will be denied due to privacy reasons.

### Ceasing Operation

In the event that The ACE Training Centre ceases to operate, its records will be transferred to ASQA.

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<sup>8</sup> Standards for RTOs 2015, Clause 3.4

## 7. Student Rights and Responsibilities

### Student Rights

While undertaking training at ACE, you have the right to:

- confidentiality
- a safe environment
- a discrimination and harassment-free environment
- be treated with respect
- high quality training and assessment
- equitable assessment
- appeal assessment decisions

### Student Responsibilities

You are also making a commitment to:

- undertake training to the best of your ability
- attend all classroom and practical sessions for your enrolled course
- consult with ACE in a timely manner if problems arise
- accept joint responsibility for your own learning
- provide feedback to The ACE Training Centre on its courses and facilities

You also agree to:

- become familiar with relevant ACE policies and the Student Handbook and comply with any student requirements contained therein
- respect the working environment of others within ACE
- follow all reasonable instructions provided by ACE and its employees and contractors
- conduct yourself in a manner which does not negatively impact upon the ACE's reputation, operations and the learning experiences of other students
- respect the right of ACE's trainers and assessors to express their opinions relative to training outcomes
- conduct yourself in a courteous, polite and ethical manner which demonstrates respect for others and which supports the principles of equal opportunity, anti-discrimination and workplace health and safety

### Consumer Protection

The Australian Consumer Law (ACL) commenced on the 1<sup>st</sup> January 2011. The ACL is contained in Schedule 2 of the *Competition and Consumer Act 2010* and includes:

- national consumer protection and fair-trading laws
- penalties, enforcement powers and consumer redress mechanisms
- national unfair contract terms law covering standard form consumer and small business contracts
- a national product safety law and enforcement system
- a national law guaranteeing consumer rights when buying goods and services

### Contractual Agreement

Students who enrol in a training program with The ACE Training Centre should be aware that they are entering into a contractual agreement. With a view to ensuring that you are fully aware of your rights and obligations, our

Commercial Agreements, Enrolment Forms and similar use a logical format and plain English. This includes, but is not limited to:

- wording that allows you to know what you are agreeing to
- clearly explained disclaimers
- no misleading or deceptive behaviour
- no actions, omissions or dialogue (written or verbal) that may force or coerce you
- fair dealings for disadvantaged students

## Complaints and Appeals

The Complaints and Appeals Policy ensures that The ACE Training Centre provides you with a fair and open process to raise complaints or appeal decisions and that these are addressed effectively and efficiently.

We strive to ensure that you are satisfied with your learning experience and the corresponding outcome. In the unlikely event that this is not the case, you have access to rigorous, fair and timely complaints and appeals processes.

If you are dissatisfied with your training or an aspect of our service delivery, speak with your trainer in an attempt to resolve the matter. If the issue is with your trainer and you prefer not to approach him, contact the RTO Manager to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then you are requested to lodge a formal complaint or appeal by completing *Form 1031 Complaints and Appeals Form*, which is available from RTO support staff or the RTO Manager. Our full Complaints and Appeals Policy can be found both on our website and at Appendix A.

You can seek assistance from the RTO Manager on 0437 763 881 or via email at [acetc.rtoadmin@tollgroup.com](mailto:acetc.rtoadmin@tollgroup.com)

## 8. Completion of Training

### Issuing Certificates

Upon successful completion of your course, and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements set for The ACE Training Centre and other RTOs under the *Standards for RTOs 2015*.

### Student Feedback

The ACE Training Centre is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from you regarding your experiences whilst enrolled in your course. We welcome feedback at any time but will specifically ask for it at the completion of your training.

## Appendix A

# Complaints and Appeals Policy

### Purpose

This policy is intended to provide clear and practical guidelines to ensure that complaints and appeals received about the Registered Training Organisation (RTO), and about/from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

### Scope

This Complaints and Appeals Policy will manage allegations involving the conduct of:

- The ACE Training Centre, its trainers, assessors and other staff
- Stakeholders and others
- A third-party providing services on the RTO's behalf, its trainers, assessors or other staff
- A student of The ACE Training Centre

### Definitions

<b>Academic Appeal</b>	A formal statement by a person (complainant) expressing disagreement or dissatisfaction with an assessment decision.
<b>Complainant</b>	A person who lodges a complaint or appeal.
<b>Formal Complaint</b>	A formal expression of dissatisfaction in regard to some aspect of the conduct of the ACE, its services, staff or course participants.
<b>Informal Complaint</b>	A concern that is expressed without initiating the formal complaints process
<b>Natural Justice</b>	Procedural fairness free from any bias
<b>RTO</b>	Registered Training Organisation identified as The ACE Training Centre.
<b>Third Party</b>	A third party to the complaint. May be internal or external to the organisation.

### Complaints and Appeals Principles

- A complainant is to be provided an opportunity to present his/her case at no cost.
- The Complaints and Appeals Policy must be publicly available and published on the RTO website.
- The principles of natural justice and procedural fairness are applied at every stage of the complaints and appeals process by allowing any individual subject to a decision by the RTO, or any individual who has allegations made against him/her, the right of reply before a decision is made.
- The complainant is entitled to have their complaint heard by a person who is without bias and who may not be affected by the decision.
- Formal complaints are to be lodged in writing, using *Form 1031 Complaints and Appeals Form*, within fourteen (14) days of the event of issue to which the complaint pertains
- Appeals of assessment outcomes are to be lodged in writing, using *Form 1031 Complaints and Appeals Form*, within fourteen (14) days of when the assessment outcome is advised to the participant.

- The Chief Executive Officer (CEO) will investigate without prejudice
- Complaints and appeals are handled in the strictest of confidence. The release of any information to third parties can only occur after the complainant has provided written permission for this to occur.
- All complaints, appeals and outcomes are documented in the RTO's Complaints and Appeals Register
- Outcomes of complaints and appeals processes are used to inform continuous improvement activities.
- The RTO shall maintain the enrolment of the complainant during the complaints and appeals process
- If a complainant raises an informal complaint but is not willing to proceed with a formal process, they are advised that due, to the requirements of procedural fairness, in most cases no further action can be taken by the RTO.

## Informal Complaints and Appeals

It is expected that, prior to initiating a formal complaint or appeals process, the parties involved will attempt to resolve concerns directly whenever possible.

It is expected that all parties will participate in good faith in resolving concerns so that the RTO maintains a respectful learning environment. Students are encouraged to raise concerns directly with the party involved, particularly where the concerns are adversely affecting the learning environment.

Where this course of action is not able to provide an equitable solution, or the problem or issue persists, an official complaint should be lodged in writing within fourteen (14) days of the event or issue to which the complaint pertains.

## Formal Complaints and Appeals Process

### Stage One – Lodging a Formal Complaint or Appeal

Where the parties involved are unable to successfully resolve the complaint directly, a formal complaint or appeal may be lodged in writing by completing *Form 1031 Complaints and Appeals Form* and lodging it via email to [acetc.rtoadmin@tollgroup.com](mailto:acetc.rtoadmin@tollgroup.com) with the following title in the email subject box: *Confidential – Formal Complaint*.

Formal complaints should be addressed to the RTO Manager. The RTO Manager acknowledges receipt of all complaints and appeals in writing. The RTO Manager records the complaint or appeal in the Complaints and Appeals Register and assigns to the CEO for investigation.

The handling of the complaint or appeal is to commence within seven (7) working days of lodgement by a complainant and all reasonable measures are to be taken to finalise the process as soon as practicable.

Where the RTO CEO considers that more than sixty (60) calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing outlining why more than sixty (60) days calendar days are required.

As a benchmark, The ACE Training Centre will strive to resolve all complaints and appeals within thirty (30) calendar days. The complainant will be provided with regular updates to inform them of the progress of their complaint or appeal.

### Stage Two – Determination of Outcome

Where the RTO makes a determination of outcome, the complainant is to be provided a written response to the complaint or appeal outlining the reasons for the outcome. Decisions or outcomes that resolve the complaint or

appeal and find in favour of the complainant are implemented as soon as practicable. Documentation is securely filed, and the outcome and continuous improvement action is noted in the Complaints and Appeals Register.

### **Stage Three – External Appeals**

Where the RTO is unable to make a determination, or the complainant is dissatisfied with the outcome, the complainant has the opportunity for a body that is independent of the RTO to review the complaint or appeal following the completion of the internal complaints and appeals process.

Unresolved complaints may be referred to the Australian Skills Quality Authority (ASQA). Students are to be advised that ASQA require the individual to have exhausted all avenues through The ACE Training Centre's complaints handling procedure before taking this option.

Unresolved appeals in relation to consumer-related issues, such as in relation to a refund of fees, may be referred to the Office of Fair Trading.

## Appendix B

### Declaration - National VET Data Policy

Under the *Data Provision Requirements 2012*, The ACE Training Centre is required by law to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form) may be used or disclosed by ACE for statistical, administrative, regulatory and research purposes. ACE may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent, third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the National VET Data Policy and NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>