



AVELING is committed to presenting high quality training courses by providing:

- Up-to-date information;
- Expert, knowledgeable and trained instructors;
- High quality training materials;
- Practice equipment which is in common use within the industry;
- Training facilities of the highest standard.

AVELING monitors and acts on feedback from course participants and industry stakeholders to provide the most up to date and relevant services.

As a Registered Training Organisation (RTO), AVELING operates within the RTO Principles and Standards of the Australian Quality Training Framework (AQTF) Essential Conditions and Standards for Continuing Registration. There are systems in place to ensure quality control is maintained throughout the company.

### 1. Course Information and Employability Skills

Course outlines and information for AVELING's public courses is available:

- on our website, [www.aveling.com.au](http://www.aveling.com.au)
- in our Course Directory and Calendar
- on request by email, fax or in person.

Course information for AVELING's customised courses is made available to the client requesting the course. Participants should refer course information requests to their employer.

Employability Skills are embedded in the training and assessment. Information on the Employability Skills relevant to a qualification or unit of competency can be obtained by visiting <http://employabilityskills.training.com.au>.

### 2. Privacy Policy

Under the *Privacy Act 1988*, AVELING has a Privacy Policy in place to protect client and participant details. Any information you provide may be disclosed where appropriate, to relevant persons and organisations for the purpose of confirming training details. AVELING will not disclose your personal information to any other party without your consent.

As a Registered Training Organisation AVELING is required to keep a sample of participant work for moderation and validation purposes. AVELING reserves the right to retain samples of work for these purposes without expressed consent.

### 3. Fees and Charges

AVELING's Cancellation and Refund Policy is designed to safeguard the fees of all participants. All publicly run courses must be paid in full two working days prior to the commencement of the course.

- a. All cancellations or variations to course bookings must be received in writing.
- b. Non-attendance at any public course will incur an administration cost equivalent to the full course cost.
- c. An alternate person may be substituted prior to the commencement of the course at no additional cost.





- d. There is no refund to participants who are deemed 'Not Yet Competent' after the assessment.
- e. No refunds will be given if a participant fails to participate in an audit to its successful conclusion.
- f. Please refer to **AVELING's** Course Cancellation and Refund Policy for cancellation information for specific courses and locations.
- g. **AVELING's** customised training course fee structure and cancellation policies are outlined in the relevant organisation proposals.

**AVELING** reserves the right to cancel any course. Should this occur, the payee is entitled to a full refund or re-schedule of training (if available) at no extra charge. **AVELING** will not be liable for any claims arising from course cancellation.

As per the AQTF Essential Conditions and Standards for Continuing Registration, when collecting participant fees in advance, **AVELING** will accept payment for no more than \$1000 prior to the commencement of the course.

#### 4. Provision for Language, Literacy and Numeracy (LLN) Assessment

**AVELING** will where possible provide training and assessment support services that meet learners individual needs regardless of their age, gender, culture and background.

**AVELING** recognises that some participants require more assistance than others.

Participants with language, literacy or numeracy issues should notify **AVELING** so that we may provide assistance or referral to an appropriate program provider. Please ask at reception for information on interpreting services.

Some courses at **AVELING** require a minimum level of English. Participants with English difficulties may be eligible for free English tuition provided by the Adult Migrant English Program (AMEP). Information on this program can be found at <http://www.immi.gov.au/amep/>.

#### 5. Client Support

**AVELING** provides the following client support services:

- Entry criteria and pre-requisites are outlined.
- An outline of total costs, competencies to be achieved, certificates to be obtained, course objectives, learning and assessment procedures and Recognition of Prior Learning arrangements will be explained in the relevant Information Pack or proposal.
- A copy of the Complaint and Appeal Process will be provided on request.
- Participants will be offered the opportunity to undertake remedial work and will be referred to external assistance agencies if required.
- The facilities available and relevant health, safety and emergency procedures will be outlined at the commencement of each course.
- Information on course content and the vocational competencies that can be achieved, are available via the website, email request, face-to-face or in the relevant course Information Pack.

#### 6. Flexible Learning and Assessment Procedures

**AVELING** maintains high professional standards in the delivery of training and assessment services, and safeguards the interests and welfare of participants and clients. We maintain a learning environment that is conducive to the success of participants.





AVELING has the capacity to deliver and assess the vocational qualifications for which it has been registered; provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of clients and participants.

AVELING ensures that trainers are suitably qualified and developed, and are sensitive to the cultural and learning needs of participants. Assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited short course.

## 7. Welfare and Guidance Services

As part of AVELING's commitment to providing equal opportunity and quality service to all our participants, we recognise that some people require more assistance than others.

Participants requiring special assistance should notify AVELING so that we can provide assistance or referral to an appropriate program provider.

## 8. Complaints and Appeals Procedure

Complaints may arise with participants and/or clients regarding the quality of service provided by AVELING. As per our Complaints and Appeals Procedure, any complaint will be taken seriously and dealt with as soon as possible in order to resolve the issue.

All participants have the right to appeal a decision made on an assessment. An appeals process is in place and applications can be made detailing the reason for the appeal. All appeals must be sent to the Training & Development Manager who may obtain assistance from any other person.

All complaints and appeals will be dealt with fairly, promptly, impartially, confidentially and in a timely manner. For more information or to register a complaint or appeal, please contact AVELING and we will provide you with the necessary documentation.

## 9. Occupational Health and Safety

While on AVELING premises, we ask that clients and participants:

- act in a safe manner
- encourage others to maintain a safe and healthy environment,
- co-operate with AVELING staff in the promotion of Safety and Health in the workplace
- report any unsafe conditions that come to their attention.

## 10. Access and Equity

AVELING has a legal and moral obligation to provide an environment free from discrimination based on age, sex, race, disability, religion, political conviction, sexual preference, medical or criminal history. AVELING respects the rights and beliefs of all staff, consultants and participants with whom they may enter into a learning partnership.

All AVELING personnel are aware of and will adhere to our access and equity principles and processes. For more information, please ask for a copy of AVELING's Access and Equity Policy.

Training delivery and assessment is catered for in a valid, reliable, fair and flexible manner. Anyone looking to gain access to their own records should contact the AVELING Head Office on (08) 9379 9999 during office hours.





### 11. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is available for any accredited Unit of Competency, full Qualification or accredited short course under **AVELING's** scope.

*RPL is the acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or module.*

For more information please ask for a copy of the RPL Information Pack.

### 12. Recognition of Qualifications issued by other RTO's

Under the Australian Qualifications Framework (AQF), **AVELING** recognises and accepts AQF Qualifications or Statements of Attainment issued by any other RTO.

### 13. Ethical marketing and advertising

**AVELING** adheres to the requirements of the Australian Quality Training Framework (AQTF) with regards to any advertising or marketing material. We take pride in our ethical beliefs and values.

### 14. Access to Records

Individuals have the right to access or obtain a copy of the personal information that the **AVELING** holds about them. Requests to access or obtain a copy of personal information may be requested by phone (08) 9379 9999. There is no charge for an individual to access personal information that **AVELING** holds about them.

