



INFORMATION FOR PARTICIPANTS

PRIOR TO ENROLMENT

This information provides details on the training, assessment and support services provided by AVELING and the rights and obligations of participants.

A copy of AVELING's Code of Practice and other policies and procedures are available on request.

Relevant details are provided in the following sections:

1. Client selection and enrolment
2. Course information and Employability Skills
3. Fees and charges
4. Provision for language, literacy and numeracy assessment
5. Client support
6. Flexible learning and assessment procedures
7. Welfare and guidance services
8. Complaints and Appeals Procedure
9. Occupational Health and Safety
10. Access and Equity
11. Skills Recognition
12. Recognition of qualifications issued by other RTO's

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;
- Appropriate venues where training is not carried out on AVELING premises.

AVELING monitors course participant feedback and initiates action, where necessary to correct inadequacies where practicable.



1. Client Selection and Enrolment

Participants will be advised at the time of booking of the applicability of the course to meet their needs.

If participants are booked by their employer, **AVELING** will provide the employer with information regarding the suitability of the course. Participants should refer any suitability questions or issues to their employer.

2. Course Information and Employability Skills

Course information for **AVELING's** public courses is available:

- on our company websites (www.aveling.com.au and/or www.avelingonline.com.au)
- by email or fax on request
- in person on request.

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>.

3. Fees and Charges

AVELING's Refund and Fee Protection Policy is designed to safeguard the fees of all participants.

- a. All cancellations or variations to course bookings must be received in writing or via email.
- 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. Online courses are paid for after the participant has successfully completed the course.
- f. As per the Online Terms and Conditions, no refunds will be given if a participant fails to participate in an audit to its successful conclusion.
- g. Please refer to **AVELING's** Course Cancellation Policy for cancellation information for specific courses and locations.
- h. **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 at no extra charge if available. **AVELING** will not be liable for any claims arising from course cancellation.

As per the Training Accreditation Guideline for Fees Paid in Advance, for courses of six consecutive calendar weeks or less, no fees are considered to be taken in advance. For further information on courses over 6 consecutive calendar weeks and Fees in Advance, please ask for a copy of **AVELING's** Refund and Fee Protection Policy.



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

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.

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.

- A copy of our Code of Practice will be made available to participants on request.
- Entry criteria and prerequisites are outlined.
- An outline of total costs, competencies to be achieved, certificates to be obtained, course objectives, learning and assessment procedures and Skills Recognition arrangements will be explained.
- 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.

6. Flexible Learning and Assessment Procedures

AVELING has Policies and Procedures that maintain high professional standards in the delivery of training and assessment services, and safeguard 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 trainees.

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

All persons who are on a premise that is owned or controlled by **AVELING** shall:

- behave in a safe manner
- encourage others to work in a safe and healthy manner,
- 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

As a Registered Training Organisation, **AVELING** has a legal and moral obligation to provide an environment free from discrimination based on age, sex, race, disability, religion and political conviction. **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. Skills Recognition

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) 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.

RCC is the acknowledgement of competencies currently held by a person, acquired through training, work or life experience.

For more information please ask for a copy of the Skills Recognition 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.