Pre-Course Enrolment Information

1. Pre-course Enrolment Information

1.1 Course Information and Employability Skills
Course outlines and information on AVELING's public courses are available:

- on our website, www.aveling.com.au
- on request by email, fax or in person.

Course information for AVELING's private 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 employabilityskills.training.com.au.

1.2 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 (RTO), AVELING is required to keep completed assessments for a period of 6 months. AVELING reserves the right to retain the work for these purposes without expressed consent.

1.3 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 www.immi.gov.au/amep.

1.4 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 proposal for private courses.
- 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 annual Directory.

1.5 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 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.

AVELING is responsible for ensuring compliance of all training and assessment undertaken.

1.6 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.

1.7 Complaints and Appeals Procedure

Complaints may arise with participants and/or clients regarding the 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 Compliance 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.

1.8 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.

1.9 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.

1.10 Ethical Marketing and Advertising

AVELING adheres to the requirements of the current Standards for Registered Training Organisations with regards to any advertising or marketing material. We take pride in our ethical beliefs and values.

1.11 Access to Records

*On request AVELING will provide you with copies of your AQF certification in the form of a Statement of Attainment or your full qualification.

If you require your employer to receive a copy of any certificate or qualification, we will require explicit permission in writing from yourself to release these records.

*Please note that there may be additional fees applicable for hardcopy re-prints of qualifications and Statements of Attainment.

1.12 Unique Student Identifier (USI)

All participants attending nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI is a unique number issued to individuals and must be provided to Training Organisations at the time of enrolment. Participants can obtain their USI number prior to arriving at AVELING by applying online. Further information on the USI can be obtained at www.usi.gov.au.

2. Additional Classroom Based Course Information

2.1 Fees and Charges

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

All publicly run courses require payment to be made at time of booking. As per the current Standards for Registered Training Organisations, when collecting participant fees in advance, AVELING will accept payment from private individuals for no more than $1500 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) Please refer to AVELING's Course Cancellation and Refund Policy for cancellation information for specific courses and locations.
f) AVELING's private training course fee structure and cancellation policies are outlined in the relevant organisation proposals.
2.2 Behaviour Standards

AVELING reserves the right to counsel and in extreme circumstances refuse any person from continuing the course if they display inappropriate or disruptive behaviour.

AVELING personnel will in the initial instance advise the individual of the inappropriate behaviour which could include but is not limited to disruptive individuals, anyone displaying a reluctance to participate or anyone attempting to encourage other participants into obstructive behaviour. If following such counselling, the individual continues their disruptive behaviour, they will be formally warned. If after this such behaviour continues, they shall be asked to leave the course.

If an individual is abusive, appears under the influence of banned substances or threatens other students or AVELING personnel they will be removed from the course and may be asked to leave the premises.

For a person booked onto a course by a company, the company will be contacted and advised if a participant is asked to leave a course and the reason for the action.

2.3 Recognition of Prior Learning

By definition, 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.

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

For more information please visit our website or contact AVELING on (08) 9379 9999.

2.4 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.

2.5 Assessments

AVELING provide assessment services for the courses offered. For specific information on the assessment requirements for each course please visit our website or contact AVELING on (08) 9379 9999.

AVELING Trainers will also provide clear information on the assessment requirements at the commencement of each course, including the support services available.

3. Additional E-Learning Based Course Information

3.1 Fees and Charges

a) All cancellations or variations to course bookings must be received in writing.
b) As per the Online Terms and Conditions, no refunds will be given if a participant fails to participate in an audit to its conclusion.

c) No refunds will be given if a participant fails an audit. Other options, such as redoing the course may be offered at AVELING's discretion.

d) Course completion and acknowledgements may be withheld by AVELING until the full course payment is received.

3.2 Technical Support
Technical support is available for all participants enrolled in an e-learning course Monday to Friday 7:30am to 4:00pm AWST (excluding public holidays) by phoning 1300 665 015.

3.3 Assurance Audits
AVELING conducts assurance audits of participants completing Nationally Recognised eLearning courses to verify identification and ensure the participant did the course themselves.
Participants doing Nationally Recognised eLearning courses must be subjected to AVELING’s assurance audit process within 12 months of course enrolment and successfully pass the assurance audit to complete the course and receive certification. If this does not occur, they may have to redo the course.

3.4 Recognition of Prior Learning (RPL)
An RPL option is included in a number of the e-learning courses allowing participants to progress to the assessment of a topic they are familiar with. If unsuccessful in the assessment the participant will be required to complete the training component before being progressed to the assessment again.

3.5 Online Assessments

a) Some courses will require additional external assessments to be completed prior to finalising the course and receiving certification. This could include a Third Party Report or a Verbal Assessment. Please refer to our website for more information.

b) Participants must not seek assistance in answering Topic, External or RPL assessment questions with the exception of assistance in translation and gaining understanding of questions posed.

c) Participants must not plagiarise or copy any other person's Topic or RPL assessment in part or whole, and must only submit work which is their own.