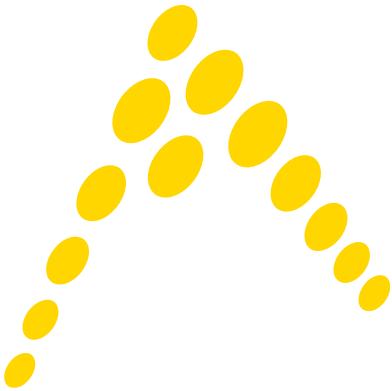


AVELING

Learner Handbook

ACHIEVE MORE™



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Information is correct at time of printing and subject to change without notice.

Please visit aveling.com.au for our latest course information.

RTO: 50503

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Welcome to Aveling

Aveling is a WA owned and run Registered Training Organisation (RTO) that has been providing professional and practical workforce development and training for over 25 years.

Over that time our successful client relationships, expertise and commitment to excellence has seen us grow to become one of the largest and most respected private Registered Training Organisations in Western Australia (RTO code 50503), and one of the few RTOs to have obtained ISO 9001:2015 certification for our quality management system.

We are proud to have provided services to hundreds of corporate clients, including Australian and multi-national organisations, state and local government entities, and over a million individuals looking to develop their capabilities.

We are constantly evolving and improving our product offering to ensure we continue to meet the changing needs of our clients and incorporate the latest academic theory, industry trends, legislative requirements and technologies into our courses.

With a focus on Work Health and Safety (WHS), Training and Assessment, Leadership and Development and corporate inductions, we offer over 100 courses, including Nationally Recognised qualifications, skill sets and units of competency, as well as non-accredited short courses.

Acknowledgement of Country

Aveling acknowledges the Traditional Owners of Country throughout Australia. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders past and present.

Explore our Reconciliation Action Plan (RAP) on our website: www.aveling.com.au/about-us/rap/

Contact information

Website: www.aveling.com.au

Address: 6 Orion Road, Jandakot WA 6164

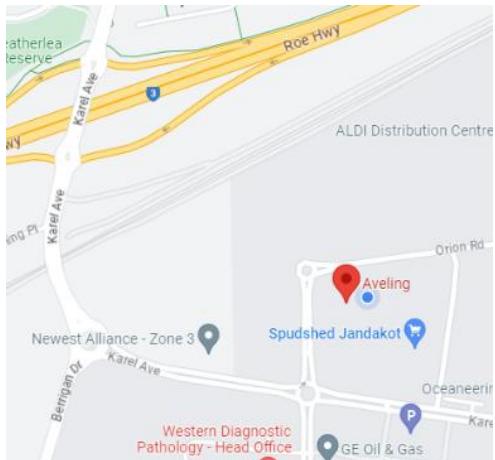
Phone: +61 08 9379 9999

Email: training@aveling.com.au

Office hours: Monday to Friday, 7:30am – 5:00pm

How to get here

We have two main training facilities, conveniently located in Jandakot and Karratha.



Jandakot (Head office): 6 Orion Road, Jandakot, WA, 6164

Directions:

By car: We're located in the Jandakot Airport precinct, just off the Roe Highway exit of the Kwinana Freeway.

By public transport: There is a bus that travels from Murdoch train station into the Jandakot precinct. For the most up-to-date information, see the Transperth website: <https://www.transperth.wa.gov.au/>.



Karratha

1/975 Orkney Road, Karratha Industrial Estate

By car: We're located in the Karratha Industrial Estate, on the corner of Orkney and Cherratta Road.

Whistling Eagle Café

The Whistling Eagle Café is located at our Jandakot facility. It is open from 7:30am to 2pm, Monday to Friday and serves breakfast and lunch, as well as coffee and morning tea. The café also offers external catering via pre order arrangement. The café has ambient, spacious indoor and outdoor non-smoking seating areas.

Smoking

Designated smoking areas are provided away from building entries. Please ensure you stand at least 5 metres from the external doors when smoking. Our Jandakot facility has butt bins located in the designated smoking area (outside the Whistling Eagle Café).

General Information

Learner responsibilities and conduct

Code of Conduct

Aveling is committed to providing an environment free from discrimination based on age, sex, race, disability, religion, political conviction, sexual preference, medical or criminal history. Aveling promotes, encourages and values equity and diversity with regard to all learners.

With enrolling into an Aveling course you are expected to acknowledge your responsibilities as a learner to:

- treat others (Aveling Trainers, Staff and other learners) with respect and equality and not engage in threatening or abusive behaviour
- not engage in conduct that disadvantages yourself or other learners to pursue their studies
- not disrupt the class either verbally, or through actions requiring the trainer to disrupt the flow of the course e.g. taking phone calls, texting, etc.
- not use offensive comments, body language or unwanted physical contact
- act in a safe manner at all times and not compromise the health and safety of yourself or others
- take direction from Aveling Trainers or Staff in the event of an emergency or critical incident
- attend scheduled training and assessment punctually, participate in the learning process and submit assessments on time, unless unforeseen or exceptional circumstances arise.

Aveling reserves the right to counsel and in extreme circumstances refuse any learner from continuing with their 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 behaviour, displaying a reluctance to participate or attempting to encourage other learners 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 and no refund will be provided. If the course was booked by a company, Aveling will contact the company to advise that the individual has been asked to leave the course and the reason for the action.

No alcohol or banned substances are allowed on the premises. If an individual is abusive, appears under the influence of alcohol / banned substances or threatens other learners or Aveling personnel they will be removed from the course and may be asked to leave the premises. Under these circumstances no refund will be provided.

Personal information

As a learner with Aveling, it is your responsibility to ensure all your personal information provided at enrolment is accurate and complete. This includes:

- First and last name
- Telephone number
- Postal and residential address
- Email address
- Date of birth
- Unique Student Identifier (USI) (only for NRT courses)

If you undergo a change of name or contact details during the course, you are responsible for advising Aveling in writing of the changes (evidence of official name change is required).

Dress standard

Aveling has a minimum dress standard of neat casual attire, enclosed footwear and no singlets. No dirty or dusty work boots will be permitted.

Work Health and Safety

While on Aveling premises, we ask clients and learners to:

- act in a safe manner and 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.

Acute Respiratory Infection

Important information about Acute Respiratory Infection (ARI). Aveling's priority is the health and well-being of our staff, learners and the wider community. Whilst the current ARI situation is stable, we continue to be guided by the WA Government recommendations. We ask that all participants continue to monitor their health and if unwell please call Aveling to arrange to reschedule your training. Any course participant who is noticeably unwell may be respectfully asked to leave a course and our premises to ensure the safety and wellbeing of all others.

Guarantee

Enrolment on any of Aveling's courses does not guarantee certification will be awarded; all training and assessment must be successfully completed. Aveling is committed to providing learners every opportunity to complete their training and assessment requirements through our [Learner Support](#) service.

Aveling does not guarantee learners who have successfully completed a qualification will gain employment in a job role / industry.

Complaints and appeals

Complaints may arise with learners and / or clients regarding the services provided by Aveling or by Third Parties providing services on Aveling's behalf, including assessment appeals. 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 learners have the right to appeal the assessment decision. The appeals process is explained in the Aveling Complaints and Appeals procedure. All appeals must be sent to the Quality Assurance Manager for action.

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.

Complaints and appeals process:

1. Informal resolution

You are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) involved to deal with the issue before it becomes a formal complaint.

2. Lodge a Formal Complaint or Appeal

Where a complaint cannot be resolved informally by discussion and mediation, you may lodge a formal complaint or appeal with Aveling's Quality Assurance Team. A formal complaint or appeal may be made in writing to the Quality Assurance Manager via email to compliance@aveling.com.au or by completing the [Complaints and Appeals Form](#).

Appeals must be made within ten (10) business days of the decision that is being appealed was made.

3. Acknowledgement

The Quality Assurance Manager will acknowledge the complaint or appeal in writing within five (5) business days of it being received.

4. Investigation

- Complaints and General Appeal – the Quality Assurance Manager will investigate the complaint and discuss the nature of the issue with relevant parties and attempt to resolve the problem through discussion and conciliation.
- Assessment Appeal – the Quality Assurance Manager will investigate the appeal and assign personnel to assess the appeal. They will ensure that these personnel are independent of the original outcome decision.

You may be assisted or accompanied by a support person regardless of the nature of the complaint or appeal.

5. Outcome

The Quality Assurance Manager will then provide you an outcome or update in writing. This will occur within ten (10) business days of the complaint being made. It will include information and processes concerning your right to appeal the proposed solution and request for an independent adjudicator.

Should Aveling consider more than ten (10) calendar days are required to process and finalise the complaint or appeal, Aveling will:

- a) inform you in writing, including reasons why more time is needed, and
- b) regularly update you on the progress of the matter.

Third party adjudicator (if required)

If an appropriate outcome cannot be reached internally, Aveling acknowledges the need for an independent adjudicator to mediate may be required. The independent adjudicator will be engaged by either Aveling or the complainant as required, and associated costs will be communicated prior to the engagement of the independent party.

Appealing an outcome decision

You can appeal the outcome of the complaint or appeal if you are unhappy with the decision made. This needs to be made in writing by emailing the Quality Assurance Manager within ten (10) business days of the outcome being communicated to you.

Privacy policy

Aveling is committed to the protection of personal information. Our [Privacy Policy](#) ensures that Aveling meets its obligations as defined in the Privacy Act 1988 and complies with the Australian Privacy Principles (APPs).

Fees and charges

All publicly run courses require payment to be made at time of booking.

Non-attendance

If a learner fails to attend a course, no refund will be payable. Please note that leaving a voicemail message on an Aveling answering service outside of business hours on the day before the course, is not accepted as a notification of cancellation.

If a learner is sick on the day of their course and can support this with a medical certificate, they will be transferred to an alternate date at no charge. However, the learner must be available to undertake this training within six (6) months of the original course date.

If the learner has failed to attend due to any other reason, no refund will be payable, but a course transfer may be granted at the discretion of the Operations Manager.

Substitutions

An alternate learner may be substituted for a face-to-face course prior to the commencement of a course at no additional cost.

Exceptional circumstances

Aveling aims to be flexible and accommodating and recognises that in some cases there are exceptional circumstances where a charge may not be incurred. This discretion applies to cancellations, transfers and non-attendance, as listed above. Exceptional circumstances could include serious illness or injury, death in family, natural disaster or financial hardship.

RPL

Individuals applying for RPL are not eligible for a refund once they have submitted their evidence.

Not Satisfactory / Not Yet Competent

Learners who are deemed 'Not Satisfactory' or 'Not Yet Competent' after an assessment are not eligible for a refund. Depending on the course, learners may be able to re-sit the course or assessment at no charge. This will be determined at the discretion of Management.

No certification will be issued until relevant fees and charges have been paid in full.

Re-issuing of transcripts is free of charge if sent electronically.

Incidental Fees

In addition to your course fees the following fees and charges apply to extra services or products:

Fee	Amount
Late assessment submission fee (per unit of competency)	\$75
Additional Learner support (per hour)	\$120
White card replacement fee	\$45 course completed through Aveling \$70 course completed through another RTO
RTIO replacement card	\$10
Hard copy of WHS ACT and Regulations (for SSC course only) - optional	\$82.50

Cancellations and refunds

Aveling's [Cancellation and Refund Policy](#) is designed to safeguard the fees of all learners.

Notification of cancellation or transfer

All cancellations, transfers or variations to face to face course bookings must be received in writing by emailing training@aveling.com.au.

All cancellations or variations to online course bookings must be received in writing by emailing training@aveling.com.au.

As per the Online Terms and Conditions, no refunds will be given if a learner fails to participate in the final verbal assessment to its conclusion.

No refunds will be given if a learner fails an audit. Other options, such as re-doing the course may be offered at Aveling's discretion.

Cancellations

Course Type	Minimum Notice Period		
	Full Refund of Course Fee	50% Refund of Course Fee	No Refund of Course Fee
Half of Full Day Courses	2 working days	N/A	< 2 working days
Longer Courses (2 days or more)	7 working days	4-6 working days	< 3 working days
Online Courses	If course not commenced	N/A	Once course commenced

Transfers

Course Type	Minimum Notice Period		
	No Charge	50% Charge of Course Fee	100% Refund of Course Fee
Half of Full Day Courses	2 working days	N/A	< 2 working days
Longer Courses (2 days or more)	7 working days	4-6 working days	< 3 working days

Course cancellation by Aveling

As a learner, you have the right to a refund for services not provided. 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.

Learners who have already been assessed as competent for some units will be issued a SOA for these units and the costs of training and assessment for those units, will be deducted from the refund total.

Complaints

In the event that a learner or client is dissatisfied with the outcome of a refund request, the Aveling [Complaints and Appeals Policy](#) can be accessed at any time.

Access to your records

On request Aveling will provide you with copies of your certification in the form of a SOA, your full qualification or Certificate of Participation.

If you require your employer to receive a copy of any certification, Aveling will require your explicit permission in writing to release these records.

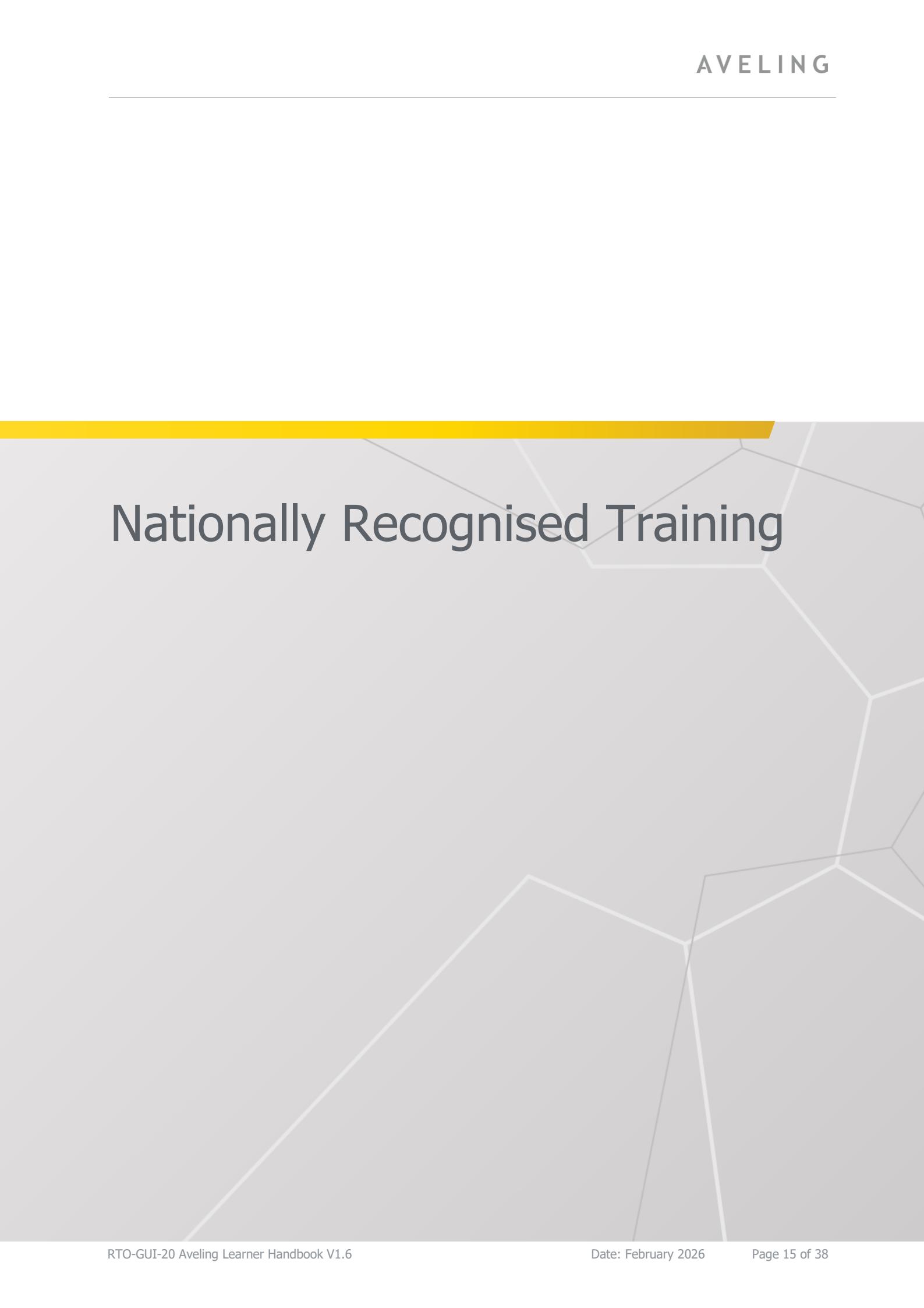
Contact information

At any time, you may contact Aveling 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 our Privacy Policy.

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Nationally Recognised Training



What is Nationally Recognised Training?

Nationally Recognised Training (NRT) is any course or training that leads to vocational qualifications and credentials recognised across Australia. Only Registered Training Organisations (RTOs) can deliver nationally recognised training and issue nationally recognised qualifications or statements of attainment.

What is VET?

Vocational Education and Training (VET) refers to training that helps a person develop skills and knowledge needed for a specific industry and workplace role. The VET system is competency-based meaning it is based on a consistent application of workplace skills standards which are set out in units of competency within training packages and accredited courses.

Key Legislation and Standards

As an RTO, Aveling must follow the key legislation and framework to ensure compliance. This legislation governs our requirements as an RTO, our obligations to you as our learners, and relates to the industry that we are conducting training for including but not limited to the following:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025

The Australian Skills Quality Authority (ASQA), through the [National Vocational Education and Training Regulator Act 2011](#), was established to provide for the registration of training organisations and the accreditation of vocational courses under national standards. The objects of the Act are to provide:

- for the registration of people and organisations that conduct VET courses
- for the approval of people and organisations (other than official universities) that offer courses to overseas learners
- to promote consistency of standards in VET

The [Standards for Registered Training Organisations \(RTOs\) 2025](#) define how RTOs must operate day-by-day to ensure there is nationally consistent, high-quality training across Australia's VET system.

Other legislation governing the operation of Aveling includes:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Copyright Act 1968
- Fair Work Act 2009
- Australian Human Rights Commission Act 1986
- Work Health and Safety Act 2020 and Work Health and Safety (General) Regulations 2022
- Equal Employment Opportunity Act 1984

Unique Student Identifier (USI)

What is a USI?

All learners attending Nationally Recognised training in Australia are required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of 10 numbers and letters. You should have one USI number for your lifetime. If you change your name, you must amend your USI information, do not apply for a new number.

Why do I need a USI?

The USI scheme has been developed to assist all students attending Nationally Recognised Training to have the ability to access their training achievements in one location. This will save you from having to carry a portfolio of certificates around with you in the future. Since 1 January 2015, any Qualifications or Units of Competency you achieve will be available when you login. You will be able to access transcripts and provide them to prospective employers or to training organisations to recognise the achievements you hold.

Learners should obtain their USI prior to arriving at Aveling by applying online at <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>. Further information on the USI can be obtained at www.usi.gov.au. Aveling are unable to issue any AQF certification without a verified USI.

Each USI account will be updated at least once each year to include any NRT competencies that has been completed. This report can take some time to appear on your USI transcript; it will **not** automatically appear straight after your course completion.

What to do if you have forgotten your USI number

The easiest way to obtain your USI number is to access the website www.usi.gov.au and go to the Student Login area.

If you change your name, you will also need to update your USI as Aveling is unable to update this for you.

Language, Literacy, Numeracy and Digital skills (LLND)

Aveling recognises that some learners require more support than others. To help us identify and support individual learning needs we ask learners to complete a Language, Literacy, Numeracy and Digital skills (LLND) assessment. If enrolling for in-class delivery, the survey link will be provided on your booking confirmation and must be submitted and reviewed prior to attending the program.

Learners are required to have foundational to intermediate digital literacy skills, including the ability to navigate digital devices, use communication and collaboration tools and manage file and documents in an online environment with minimal to no guidance.

Based on the outcome of the assessment, Aveling may contact you to discuss support options that will best suit your individual learning needs. Your Trainer / Assessor is advised of the results of the LLND assessments and any information about learning difficulties or challenges you provide prior to commencement. This prior advice allows trainers to prepare for additional support if required. Such support may include additional time to complete written work, the use of a support person during assessment or access to a LLN specialist or where required, we may suggest a referral to an appropriate support program provider.

Please note extra assistance to complete the course or LLN support may incur additional charges, depending on the level of support required.

Student Visa holders

Courses Exempt for Overseas Students with an Australian Student Visa

Certain short courses are available to overseas students who hold an Australian Student Visa. At Aveling, the following courses are considered supplementary to the main full-time course of study, and all students are welcome to enrol:

- *SITHFAB021 Provide responsible service of alcohol*
- *CPCWHS1001 Prepare to work safely in the construction industry*

A current list of exempt units can be found here: <https://www.education.gov.au/international-education/resources/supplementary-courses-instrument>

Additional Australian Student Visa Information

In compliance with the Education Services for Overseas Students (ESOS) Act 2000, Aveling is not registered as a CRICOS provider. Therefore, we cannot provide training to any overseas students who hold an Australian Student Visa for any courses except those listed above.

Regulation 1.03 of the Migration Regulations defines a "student visa" as any of the following subclasses of visa:

- a) Subclass 500 (Student) visa
- b) Subclass 570 (Independent ELICOS Sector) visa
- c) Subclass 571 (Schools Sector) visa
- d) Subclass 572 (Vocational Education and Training Sector) visa
- e) Subclass 573 (Higher Education Sector) visa
- f) Subclass 574 (Postgraduate Research Sector) visa
- g) Subclass 575 (Non-Award Sector) visa
- h) Subclass 576 (Foreign Affairs or Defence Sector) visa.

Students must inform Aveling before or during the enrolment process if they hold a Student Visa as defined in regulation 1.03 of the Migration Regulations. If it is discovered that a student falls within this category, Aveling will inform the student, and their application for enrolment will be declined.

If you are unsure of your eligibility or have any questions, please contact Aveling training@aveling.com.au or 08 9379 9999.

Reasonable adjustment

Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the assessment process to assist a learner with additional support needs.

The following guiding principles underlying the idea of reasonable adjustment as an inclusive practice include:

- recognising differences amongst learners
- catering for the differences in individual learners, including interests, experience and learning styles
- ensuring that no learner is excluded and or discriminated against.

Reasonable adjustment can be made for learners as required and provided they meet the requirements of the relevant training package. Reasonable adjustments may include, but are not limited to, a combination of the following:

- customising resources or activities within a training program
- modifying a presentation medium
- provision of additional support
- provision of assistive or adaptive technologies
- making additional information accessible both before enrolment and during the course
- monitoring adjustments to ensure that the individual's needs continue to be met.

Assessors need to ensure that all learners will be treated equally and that there will be no discrimination.

Adjustments are unreasonable if they go beyond the limits specified above. Similarly, adjustments are unreasonable if they alter the requirements of the training packages.

Adjustments are considered reasonable if they:

- still allow for a valid and reliable assessment
- do not compromise safety
- do not breach statutory, regulatory or legislative requirements.

Use of Artificial Intelligence (AI)

Aveling understands that AI can be a helpful tool when completing your assessment work, however, it is important that when you use AI, you do so in a responsible and ethical manner.

- Use AI as a support, not a shortcut:
AI is a useful guide to provide information for your research and learning but remember it is not a shortcut to copy and paste answers.
- Check multiple sources:
AI can provide quick answers but always cross-check the information with multiple sources. This will help you gain a deeper understanding of the topic and avoid any errors or inaccuracies.
- Understand AI limitations:
AI can make mistakes, misunderstand the context of the question or provide inaccurate information. Use AI as a complementary tool not your sole research source.

- Avoid plagiarism:

Using AI to copy and paste answers will be regarded as plagiarism. Instead, use the information provided by AI as a reference and then paraphrase the content in your own words.

Plagiarism

Plagiarism is deliberately or unintentionally presenting work or ideas of another person as your own and not acknowledging the source of the information. Anyone found to have plagiarised any part of their assessment evidence may be assessed as 'not yet competent' for the unit/s of competency and their course fees may be forfeited. This includes:

- submitting assessments that are similar or have been copied from another learner
- presenting the work of another individual or group as their own work
- submitting assessments without the adequate acknowledgement of the sources used (this includes materials used from your workplace).

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

Credit Transfer

Credit Transfer is the recognition of achievement through acceptance of Qualifications, Records of Results and Statement of Attainment issued by an RTO under the VET Quality Framework. Credit Transfer allows an applicant to present evidence of completion of a unit of competency to be awarded within a qualification, providing it meets all Nationally Recognised Training Package requirements.

Credit Transfer requests should be made by emailing assessment@aveling.com.au, prior to course commencement. A Credit Transfer and Exemption Application is required to be completed to apply for credit transfer, this includes an Authority to Release Information section. All Qualifications, Records of Results and Statement of Attainment documents must be verified with the issuing RTO before a credit transfer can be approved.

Aveling will not issue Credit Transfers for a whole qualification.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements of a unit of competency.

If you've completed learning in a particular area, worked in a position that's enabled you to undertake industry relevant tasks, or simply been trained in-house through your organisation you may be eligible to apply for RPL for a unit of competency, skill set or qualification.

What can you RPL for?

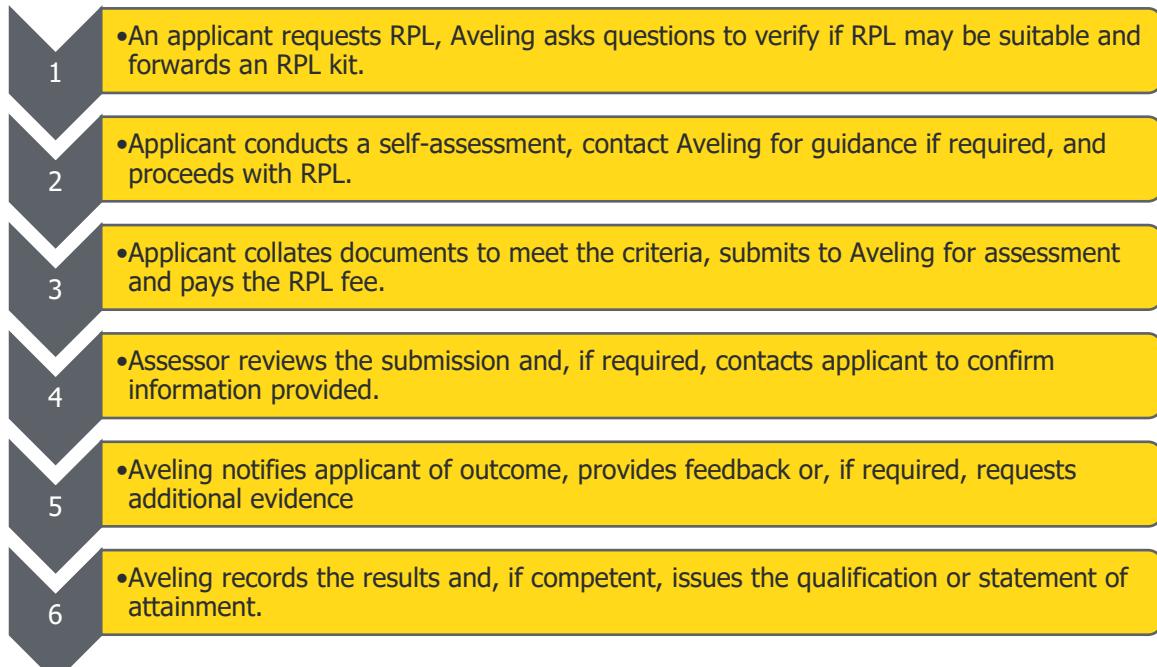
You can achieve units of competency or qualifications listed under Aveling's '[scope of registration](#)' (RTO No: 50503).

How much does it cost?

The fee structure will depend on how many units of competency you want to complete via RPL. The fees are listed in each RPL Application Kit.

Please note, payment is only required after you submit a completed RPL Application Kit with documentary evidence. After your RPL Application Kit has been submitted for assessment, Aveling will contact you for payment before assessing your submission.

The Aveling RPL process is outlined below:



- 1 •An applicant requests RPL, Aveling asks questions to verify if RPL may be suitable and forwards an RPL kit.
- 2 •Applicant conducts a self-assessment, contact Aveling for guidance if required, and proceeds with RPL.
- 3 •Applicant collates documents to meet the criteria, submits to Aveling for assessment and pays the RPL fee.
- 4 •Assessor reviews the submission and, if required, contacts applicant to confirm information provided.
- 5 •Aveling notifies applicant of outcome, provides feedback or, if required, requests additional evidence
- 6 •Aveling records the results and, if competent, issues the qualification or statement of attainment.

Entry requirements

Each course has its own entry requirements. Before enrolling in a course and to ensure the course is suitable for you, go to the individual course webpage on the Aveling website and click on the Entry Requirements section for further information.

Issuing certificates

Certificate of Participation

Certificates of Participation will be issued to those who have only fulfilled the attendance / participation requirements. It does not reflect any achievement of competencies.

Qualifications, Records of Results and Statements of Attainment

Statements of Attainment and Qualifications will only be issued for Units of Competency and Qualifications as approved by ASQA and listed on Aveling's scope of registration.

Statements of Attainment, Qualifications and Records of Results will only be issued to learners who have provided Aveling with their USI, unless they are subject to an exemption. This USI number will be verified by Aveling prior to certification being issued.

After successful completion of a training course and assessments, the Statement of Attainment (SOA) or Qualification will be:

1. issued within 30 (thirty) days of all requirements being met
2. emailed directly to the learner (dependant on the course)

3. a SOA may be given to an employer or third party only if:
 - a. written authorisation from the learner is provided to the RTO stating the following:
 - i. Learner's name
 - ii. Third party that is to receive the learner's SOA
 - iii. Learner's signature
 - iv. Date of authorisation
 - b. while completing the enrolment form in class, they have selected their employer can receive a copy of their SOA
 - c. while completing their online course they have selected that a third party can receive a copy of their SOA.

Issuing Statements of Attainment for partial completion of a Qualification or Accredited Course

A Statement of Attainment (SOA) will be issued for Units of Competency where a full qualification has not been completed.

Retention of Records

Aveling will retain records of Qualifications and Statements of Attainment that have been issued to learners for a thirty (30) year period as per Division 2, 10. Records of AQF certification documentation and assessment, of the Compliance Requirements Standards for RTOs 2025.

Reissuance of Certification

Learners must be able to prove their identity before being re-issued certification.

If you require a Qualification or Statement of Attainment to be re-issued, Aveling will provide you with an electronic copy of your certification free of charge once your written request has been received and we have confirmation of your identity.

What is included?

Many of Aveling's face-to-face courses that are conducted over a full day or more at the Jandakot facility are supplied with:

- Fully catered morning & afternoon tea
- Fully catered lunch
- Free flowing tea, coffee and filtered water throughout the duration of the course
- Complimentary Wi-Fi
- Pens & notepad

NOTE: Not all courses are catered with morning and afternoon tea and lunch. Refer to the individual course on Aveling's website for further information on what is included in the course cost.

What to bring?

Photo ID to confirm your identity at reception during check-in and your USI number.

Many of Aveling's face-to-face courses require you to bring a laptop or tablet to complete in-class activities and the ability to use the technology. Refer to the individual course webpage on Aveling's website to confirm if laptops are essential for the class or contact Aveling direct. Please ensure your device is fully charged at the start of each day. It may not be possible to charge during class times, but you will have the opportunity to charge during breaks.

Feedback surveys

Feedback from students is an important measure for Aveling to identify potential areas for improvement. A feedback form will be provided to all learners at the end of your course. The Australian Council for Educational Research has also developed a standardised Learner Questionnaire template that may be provided to you in addition to the Aveling feedback form.

Assessments

Aveling will provide clear information on the assessment requirements at the commencement of each course, including the support services available. Depending on your course and what is being assessed, assessments may include in-class participation and workbooks, online assessments, and / or workplace assessments.

Submissions

Assessment workbooks provide instructions on how to submit assessments and organise your evidence.

Each Nationally Recognised training course has a designated period in which you are required to submit all your assessments (Please see the course information on the website for timeframes for assessment submissions). You will be notified of the outcome of your assessment within six weeks of submission.

If additional evidence is required, Aveling will notify learners, outlining the requirements. Learners then have six weeks to provide further evidence and to resubmit their assessment.

If you exceed the assessment due date and have not contacted Aveling to request an extension, you may be withdrawn from the qualification and / or unit/s.

Late submissions

If you submit an assessment after the assessment due date without requesting an extension, you may be charged a Late Submission Fee. Please note, there are circumstances when late submissions cannot be accepted, for example when the training package is deleted or superseded. In these circumstances, learners may be required to re-enrol in the new course and standard course costs will apply.

Extensions

An extension to the assessment period may be requested to avoid the late submission fee. Please contact Aveling before your assessment due date, by emailing assessment@aveling.com.au outlining the reason why you are requesting an extension. Each request will be reviewed on a case-by-case basis, and you may be required to provide additional evidence, for example a doctor's certificate, to support your request. Please note, there are circumstances when extensions cannot be granted, for example when the training package is deleted or superseded. In these circumstances, learners may be required to re-enrol in the new course and standard course costs will apply.

Assessment attempts

You will have three (3) opportunities to submit your work and be declared satisfactory. For instance, if the assessor advises that your first submission needs to be improved, you will have two (2) more attempts to obtain a satisfactory outcome. Failure to submit by the due date counts as an attempt.

If after three (3) attempts, you are deemed as Not Yet Competent, further training may be recommended.

Transition

Where a training product becomes superseded, Aveling will advise all learners enrolled in the superseded qualification or unit of competency of their options to either complete the current course within required timeframes or transition to the new qualification or unit. This may include the requirement to complete additional training and / or assessment to meet new requirements of the unit or qualification.

Learner Support

If you are experiencing any challenges that may impact your learning or progress, we encourage you to contact Aveling as early as possible. Whether you need additional support, are facing personal or study-related difficulties, or wish to discuss circumstances that may affect your training, our team is here to help. We encourage you to disclose any support needs so we can work with you to explore reasonable solutions and assist your learning experience to be positive and successful.

Aveling provides two-hour group support workshops facilitated by Aveling trainers and assessors are run regularly at our Jandakot venue. Three (3) support workshop sessions are included for free with each Nationally Recognised course you are enrolled in.

Additional support can be arranged, if needed, at a cost - please see [Incidentals Fees](#) for more details.

Places on each session are limited so bookings are essential. Call +61 8 9379 9999 to book your place.

Privacy information for NRT courses

Aveling is committed to the protection of personal information. Our [Privacy Policy](#) ensures that Aveling meets its obligations as defined in the Privacy Act 1988 and complies with the Australian Privacy Principles (APPs).

As an RTO, Aveling is required to keep completed assessments for a period of 6 months.

Why we collect your personal information

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

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.

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.

Policies and procedures

Aveling's full policy documents can be found on our website through the following links:

- [Cancellation and Refund Policy](#)
- [Complaints and Appeals Policy](#)
- [Issuing Certification Policy](#)
- [Privacy Policy](#)
- [Quality Policy](#)

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Non-Nationally Recognised Training

Non-nationally recognised training

Non-nationally recognised or non-accredited training provides learners with skills and knowledge but does not lead to a recognised qualification.

Booking

Many of Aveling's courses can be booked online. Refer to the individual course on Aveling's website for further information and for available dates for face-to-face training.

Certificate issuance

Certificate of Participation

Certificates of Participation will be issued to those who have fulfilled the attendance / participation requirements.

What's included

Many of Aveling's face-to-face courses that are conducted over a full day or more at the Jandakot facility are supplied with:

- Fully catered morning & afternoon tea
- Fully catered lunch
- Free flowing tea, coffee and filtered water throughout the duration of the course
- Complimentary Wi-Fi
- Pens & notepad

NOTE: Not all courses are catered with morning and afternoon tea and lunch. Refer to the individual course on Aveling's website for further information on what is included in the course cost.

What to bring

Photo ID to confirm your identity at reception during check-in.

Online Courses

Online information

Learners undertaking Nationally Recognised online courses may be required to complete a final verbal assessment within 30 calendar days of successfully completing their course (if required). Aveling will not issue any AQF certification until this process has been finalised. To find out more about the assessment process, please see the specific course information on our website.

Please see below technical requirements for our online courses:

- Newest version of Google Chrome, Firefox, MS Edge, or Safari. Google Chrome is recommended.
- Browser must have JavaScript enabled.
- Internet connection with 2.5 Mbps+.
- Check that a company firewall is not blocking the video content.

Audio & Visual

Speakers or headphones are required as course content is presented using audio. Webcams / front facing camera are required for video / verbal assessments.

Please ensure windows popup blockers are disabled.

Technical support

Technical support is available for all learners enrolled in an online course Monday to Friday 7:30am to 4:00pm AWST (excluding public holidays) by phoning 1300 665 015 or via email at training@aveling.com.au.

Assessment

Some online courses will require the completion of additional assessments after the online component has been completed. Please refer to specific course pages on our website for more information.

Learners must not seek assistance in answering assessment questions.

Duration

Please refer to the course information on the Aveling website for the designated duration of your course.

Frequently asked questions

Can I look at the course on more than one computer?

Yes, our courses are distributed via the internet and can be accessed from any internet-enabled computer.

Can I enrol in more than one course?

Yes, you can enrol in as many courses as you want.

How do I unsubscribe from a course?

Most courses have a certain time period in which your account is active. If you don't want to continue with the course, simply wait until this time period is over and the system will automatically disable the account. Please contact Aveling at training@aveling.com.au if you wish to deactivate your account before the expiry date of the course.

What do I do if I've forgotten my password?

Click on the 'Request your details' link on the login page and fill in your details. Your password will be emailed to you.

How secure are online payments?

Aveling takes security very seriously and treats it with the highest importance. We encrypt all personal information and credit card details using Secure Sockets Layer (SSL) technology. You will know that your details are being encrypted when the letters "https:" appear in the address bar and a small padlock appears at the bottom of your browser.

For extra security, Aveling will never email or call you to ask you to disclose / verify your username and / or password or confirm credit card details. Any such requests should be disregarded.

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Rio Tinto Courses

Booking

We are not able to accept private bookings for Rio Tinto Iron Ore courses. Bookings for these courses must be made by your employer.

Pre-requisites

All Rio Tinto courses

Participants are required to have sufficient numeracy and literacy skills to read and comprehend instruction. Special language, literacy and numeracy requirements should be advised at the time of booking.

Your employer will need to complete a Training Request Form that is either submitted prior to or on the day of the course to ensure participants are issued their cards.

Rio Tinto Iron Ore Isolation Training

Specific pre-requisites for each authority level are as follows:

Course	Pre-requisite
Lock Holder	No course pre-requisites
Permit Isolation Theory	Current Lock Holder

What to bring

- Participant must bring personal identification
- Maintain a minimum dress standard of neat casual, enclosed footwear and no singlets. No dirty or dusty work boots will be permitted.

Certificate issuance

On successful completion of the course participants will receive a Rio Tinto card specific to the course completed.

Cancellation and refunds

Non-attendance or cancellation within two working days, will incur full cost.

Glossary

Glossary of terms

Term	Acronym	Definition
Artificial Intelligence	AI	Artificial intelligence is the ability for a computer to think and learn. With AI, computers can perform tasks that are typically done by people, including processing language, problem-solving, and learning.
Australian Qualification Framework	AQF	The framework for regulated qualifications in the Australian education and training system, as agreed by the Australian Government, state and territory ministerial council with responsibility for higher education.
Australian Skills Quality Authority	ASQA	The national regulator for vocational education and training.
Competency-based		Competency-based training is a method of training which develops the skills, knowledge and attitudes required to achieve competency
Language, Literacy, Numeracy and Digital	LLND	<p>Language refers to the words used to communicate.</p> <p>Literacy is the ability to read, write and comprehend written material.</p> <p>Numeracy is the ability to use numbers.</p> <p>Digital is the ability to find, evaluate and communicate information using typing or digital media platforms.</p>
National Centre for Vocational Education Research	NCVER	NCVER is the national professional body responsible for collecting, managing, analysing and communicating research and statistics on the Australian vocational education and training (VET) sector.
Nationally Recognised Training	NRT	Nationally Recognised Training (NRT) is any program or training that leads to vocational qualifications and credentials recognised across Australia.
Recognition of Prior Learning	RPL	A process that assesses an individual's formal, non-formal and informal learning to determine the extent to which the individual meets the requirements specified in the training package or VET accredited course.
Registered Training Organisations	RTO	A training organisation listed on the National Register as a registered training organisation.
Scope of registration		Scope of registration is the vocational education and training (VET) training package qualifications, accredited courses and units of competency that a Registered Training Organisation (RTO) is approved to deliver and issue.
Statement of Attainment	SOA	A statement issued to a person confirming that they have satisfied the requirements of a specified unit or units of competency.

Term	Acronym	Definition
Training package		Training packages are developed to meet the training needs of an industry, or group of industries. Each training package is made up of three components – units of competency, qualification framework levels and assessment guidelines
Unique Student Identifier	USI	The Unique Student Identifier (USI) identifies an individual who accesses vocational education and training over his or her lifetime.
Vocational Education and Training	VET	Vocational Education and Training (VET) refers to training that helps a person develop skills and knowledge needed for a specific industry and workplace role. The VET system is competency-based meaning it is based on a consistent application of workplace skills standards which are set out in units of competency within training packages and accredited courses.

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