

# Study Horses



Your Pathway  
to Working in  
the International  
Horse Industry,  
from Complete  
Beginners to  
Qualified  
Professionals

## Policies & Procedures

[www.StudyHorses.com](http://www.StudyHorses.com)

## CONTENTS

CONTENTS .....	1
SYSTEMS FOR QUALITY TRAINING AND ASSESSMENT.....	2
<i>Policies and procedures</i> .....	2
<i>Continuous Improvement (Standards 1.1, 2.1, 3.1)</i> .....	2
STANDARD 1 QUALITY TRAINING AND ASSESSMENT .....	5
<i>Element 1.1: Continuous Improvement</i> .....	5
<i>Element 1.2: Training and Assessment Strategies</i> .....	5
<i>Element 1.3: Resources consistent with industry standards</i> .....	5
<i>Element 1.4: The competence of RTO staff</i> .....	5
<i>Element 1.5: RTO assessments</i> .....	7
STANDARD 2: CLIENT SERVICES .....	9
<i>Element 2.1: Continuous Improvement</i> .....	9
<i>Element 2.2: Student information policy</i> .....	9
<i>Element 2.3: Employers contributing to the learner's training and assessment</i> .....	9
<i>Element 2.4: Access and equity policy</i> .....	9
<i>Element 2.5: Student access to accurate records</i> .....	10
<i>Element 2.6: Complaints policy</i> .....	10
STANDARD 3: MANAGEMENT SYSTEMS .....	12
<i>Element 3.1: Continuous Improvement</i> .....	12
<i>Element 3.2: Partnerships policy</i> .....	12
<i>Element 3.3: Version control and records management policy</i> .....	13
CONDITIONS OF REGISTRATION.....	14
<i>Condition 1: Governance</i> .....	14
<i>Condition 2: Interactions with the registering body</i> .....	15
<i>Condition 3: Legislation policy</i> .....	16
<i>Condition 4: Insurance policy</i> .....	16
<i>Condition 5: Financial management policy</i> .....	16
<i>Condition 6: Issuing AQF qualifications and Statements of Attainment</i> .....	16
<i>Condition 7: Recognition of qualifications policy</i> .....	17
<i>Condition 8: Accuracy and integrity of marketing</i> .....	18
<i>Condition 9: Transition to Training Packages / expiry of accredited courses</i> .....	18

## Systems for quality training and assessment

Policies and procedures

**Ausintec Academy has policies and procedures covering the following topics:**

	<b>see page</b>
a. <i>continuous improvement</i>	4
b. <i>risk identification and management</i>	5
c. <i>staff recruitment, induction, and ongoing development</i>	7
d. <i>competency in delivery and assessment</i>	8
e. <i>strategies for learning and assessment</i>	8
f. <i>access and equity</i>	9
g. <i>client selection, enrolment and induction/orientation</i>	9
h. <i>client complaints and appeals</i>	10
i. <i>administrative and records management</i>	11
j. <i>financial management, including refund policies and systems to protect fees paid in advance</i>	14
k. <i>recognition of qualifications issued by other RTOs</i>	15
l. <i>refund of fees</i>	17

## Continuous Improvement (Standards 1.1, 2.1, 3.1)

### Data collection, analysis and actions

Ausintec Academy collects data on a regular basis in order to inform the processes of:

- Compilation of the organisation's Quality Indicators
- Improvements to all aspects of training
- Professional development of staff
- Improvements to assessment

Data is collected systematically by:

- National tools for the collection of data for the Quality Indicators
- Interviewing learners regularly
- Obtaining written feedback from learners
- Obtaining written feedback from trainers and assessors
- Obtaining feedback from parents and guardians
- Obtaining feedback from employers following work placements of learners
- Analysis of the root cause of complaints should they occur

The data is analysed for relevance to possible improvements to:

- Assessment items and methodology
- Selection of competencies in qualifications
- Appropriateness of training methods
- The need for staff professional development

Improvements are made to relevant areas of the RTO operations on the basis of the data collected. Records are kept of changes made. These records are reviewed at Internal Audits.

## Designated person

The Director (Ms Glenys Cox) is responsible for ensuring the internal audit is conducted and opportunities for improvement are acted upon.

The organisation will collect and analyse stakeholder and student feedback regularly to be coordinated by the designated person. This information will be used in the Internal Review and Internal Audit processes. The RTO's Executive Management Team will use this data to inform its focus on continuous improvement and review of policies and procedures.

## Internal review procedure

An internal review (IR) will be conducted for each qualification/vocational area at least once each year. The IR is different and separate from the internal audit process but may be used to inform internal audits. The IR committee reviews, compares and evaluates the assessment processes, tools and evidence contributing to judgments at least annually in each vocational training area (VTAs). The IR committee will also review plans for the transition to new or revised Training Package in accordance with DETA's Transition Requirements and Maintaining Scope of Registration Policy. The transition to the new Training Package must be completed within 12 months.

The Director appoints members of each vocational internal review committee and the chair. The Director recognises the need to maintain a balance of views and to gain advice from the following groups:

- teachers of the qualification or course in the vocational training area
- clients from a qualification or course in the vocational training area
- industry

The chair of each IR committee will provide a written report to the RTO Executive Management Team at its meeting immediately following the IR. Any recommendations should include a timeline for their implementation.

## Moderation procedure

All trainers/assessors of a qualification or course regularly give feedback on the assessment process and this feedback is co-ordinated by the course co-ordinator who reviews, compares and evaluates the assessment processes, tools and evidence contributing to their judgments. A report from this meeting will be presented to the internal review for inclusion in the report of that meeting.

## Risk management policy

Risk management involves the identification, analysis and evaluation of an RTO's risk of compliance with the AQTF standards and the development of cost effective strategies to treat those risks. The Director is responsible for assessing and managing risks associated with all aspects of the RTO's operations. Ausintec Academy will develop a risk identification register to manage risks against the RTO's compliance with the AQTF standards.

## Version control procedure

Ausintec Academy's method of version control is to use a page footer that includes the date the file was reviewed and the initials of the person making the review.

## **Register of Documents**

The designated person maintains the 'Register of Documents' which records all documents, e.g.

- this Policies and Procedures Manual
- other student information
- all other documents used in the activities as an RTO.

This register includes issue and amendment status. The designated person reviews all documents before adding them to the register. All staff have access to the materials related to their position.

## Standard 1 Quality training and assessment

### Element 1.1: Continuous Improvement

Refer to [Continuous Improvement](#) section.

### Element 1.2: Training and Assessment Strategies

#### Training and assessment strategies policy

Training and assessment strategies will be developed for each qualification that is delivered and assessed. These strategies will be developed in consultation with industry and will be validated through the internal review procedures. These strategies will reflect the requirements of the relevant Training Package.

These strategies will identify target groups.

The school has access to the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements.

### Element 1.3: Resources consistent with industry standards

Ausintec Academy has access to all relevant physical resources as outlined in the relevant Training Package or course. Staff are provided with the resources necessary to meet the human resource requirements of the relevant Training Package or course.

If, for whatever reason, Ausintec Academy cannot maintain the relevant resources to deliver the Training Package or course, Ausintec Academy will attempt to provide students with alternative opportunities to complete the course and the related qualification. Ausintec Academy retains the right to cancel the course if it is unable to meet requirements, to change the course or to update the course to a newer version of a Training Package if one becomes available.

### Element 1.4: The competence of RTO staff and contractors

#### Recruitment policy

Recruitment of staff/contractors will be guided by the following principles:

- a. all prospective staff/contractors will be made aware during recruitment that they will undergo a VET induction process if employed or contracted by Ausintec Academy
- b. any trainer/assessor recruited to deliver and assess a particular qualification will either meet the requirements of the relevant Training Package or course or have the ability to meet this standard before commencing the delivery and assessment of the qualification.

All staff/contractors will undergo a VET induction procedure on employment/contract by Ausintec Academy or when they become involved with training/assessment and all staff /contractors will be monitored in regard to their performance in delivering and assessing vocational education and training.

### **Trainer/Contractor induction procedure**

The induction procedure will include an introduction to the:

- a. VET quality systems operating within Ausintec Academy
- b. VET courses in Ausintec Academy
- c. roles and responsibilities of an RTO under the AQTF
- d. human resource requirements for VET
- e. professional development roles and responsibilities for staff/contractors and Ausintec Academy
- f. relevant policies and procedures of the school relating to VET
- g. relevant Training Packages
- h. competency-based training and assessment
- i. requirements for Apprenticeships/Traineeships (if applicable)
- j. access and equity policy and staff/contractors responsibilities in regard to access and equity.

### **Ongoing development and monitoring procedure**

The Professional Development Committee will prioritise requests and manage the process of professional development within Ausintec Academy. The Professional Development Committee may include:

- a. the Course Co-ordinator
- b. the person designated in Standard 1.1
- c. a representative of the trainers/contractors.

All requests for professional development are accompanied by a written analysis (no more than one A4 page) of how the activity will improve identified knowledge and/or skill deficiencies or currency requirements. The Professional Development Committee will have regard to the following priorities when allocating funds and other resources related to professional development:

- a. the written statements made by the trainer/contractor in support of their need for the professional development
- b. the need to up-skill non-teaching members of staff involved in VET, e.g. administration staff
- c. the strategic plan of Ausintec Academy with regard to VET
- d. other professional development initiatives.

The Professional Development Committee will approve professional development only when the recipient agrees to complete an evaluation form on completion of the activity. The evaluation form is to focus on the benefit of the professional development to the trainer/contractor, specifically the skills identified by the trainer/contractor before the activity.

All staff/contractors of the school involved in VET will undergo a regular refresher course on the Ausintec Academy's policies and procedures relating to VET

### **Human resources policy**

The school will ensure that all staff/contractors delivering and/or assessing VET will meet the requirements (of the relevant Training Package or course) before beginning delivery and/or assessment.

## Human resources procedure

Course Co-ordinators or equivalent of each course delivering and assessing VET will ensure that there is a Staff/Contractor Matrix for each qualification delivered showing which members of staff/contractors deliver and assess particular units of competency. All trainers/contractors shown on the Staff /Contractor Matrix must have an up-to-date staff profile on file with the administration of Ausintec Academy, including statements about relevant industry relationship and currency and verified copies of all qualifications. The Principal, a Justice of the Peace, or a Commissioner for Declarations will verify copies of qualifications.

Trainers/Contractors involved in delivering and assessing VET will be responsible for keeping an accurate and up-to-date record of currency activities on their staff/contractor profile relating to the delivery and assessment they undertake in the VET system.

The staff profile must illustrate how the teacher meets the requirements of Standard 1.4 and Appendix 2 of User's Guide to the Essential Standards for Registration. These requirements include:

- training and assessment competency
- training and assessment currency
- vocational competency, and
- vocational currency.

The staff profile will be updated regularly and before internal reviews and internal audits.

## Element 1.5: RTO assessments

### Assessment policy

In developing the assessment (including RPL) for each qualification, Ausintec Academy will ensure:

- a. compliance with the assessment guidelines from the relevant Training Package or accredited course
- b. assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- c. assessment complies with the principles of competency-based assessment( ie. assessment is valid, reliable, flexible and fair) and informs the student of the context and purpose of the assessment
- d. the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence to support the principles of validity and reliability.
- e. there is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment (e.g. dress, communicating with supervisors, etc.)
- f. timely and appropriate feedback is given to students
- g. assessment complies with Ausintec Academy's access and equity policy.

All students have access to reassessment on appeal.

### Recognition of Prior Learning policy

All students shall have access to, and be offered Recognition of Prior Learning (RPL).

### **Recognition of Prior Learning procedure**

Prior to enrolling in the course, students are offered the opportunity for RPL. Once students are in the course, they are again made aware of the RPL process.

Prior to enrolment, students are:

- a. provided with copies of an RPL Application Form
- b. provided with information about the types of evidence that can be used to support an RPL application

Once the application has been received, Ausintec Academy will

- c. make a prompt decision and notify students of the outcome of the RPL process
- d. update the student's records if RPL is granted

## Standard 2: Client Services

### Element 2.1: Continuous Improvement

Refer to [Continuous Improvement](#) section.

### Element 2.2: Student information policy

Ausintec Academy provides information to students on the StudyHorse.com website prior to enrolment. This information includes:

- a. student selection, enrolment and induction/orientation procedures
- b. course information, including content and vocational outcomes
- c. fees and charges, including refund policy and exemptions (where applicable)
- d. provision for language, literacy and numeracy assistance
- e. student support, welfare and guidance services
- f. flexible learning and assessment procedures
- g. appeals and complaints procedures
- h. disciplinary procedures
- i. staff responsibilities for access and equity
- j. Recognition of Prior Learning (RPL) arrangements
- k. Recognition of AQF qualifications and statements of attainment issued by other RTOs.

### Element 2.3: Employers contributing to the learner's training and assessment

Ausintec Academy encourages students (particularly those with minimal or no experience) to work in the horse industry to gain practical experience in the competencies included in their VET Qualifications. Unless they are approved Trainers/Assessors, Ausintec Academy does not use assessment by work placement supervisors. Students on work placements may record their activities and submit these records as a third party report. If the Course Co-ordinator deems these records significant, they may then contact the workplace supervisor to discuss and confirm the accuracy of the student's entries in the record. This record may be used by the assessor to support judgements of competency.

### Element 2.4: Access and equity policy

Ausintec Academy is inclusive of all students regardless of sex, race, impairment, or any other factor. The Director has access and equity as a nominated part of their duties.

#### Access and equity procedure

Ausintec Academy has written access and equity policies and all staff/contractors are provided with copies which they must adhere to. Staff, Contractors and students, in their induction to Ausintec Academy, are made aware of the access and equity policy and that they may contact the Director for information and/or support and the school's access and equity policy.

## Element 2.5: Student access to accurate records

### Accuracy of Records

Course Co-ordinators maintain accurate and current records of each student's progress towards and achievement of competencies. These records are recorded both online and offline and are regularly checked.

When the student nears achievement of sufficient competencies for award of the full qualification, the Course Co-ordinator checks student achievements against the qualification packaging rules. When the student has achieved the requirements for completion of the qualification, it checked for accuracy. It is then recorded in the Graduation Records and the students are given the appropriate award

### Student access to records

Students have online access to their records within their Student Page. These records are regularly updated by the Course Co-ordinators.

## Element 2.6: Complaints policy

Any person wishing to make a complaint against Ausintec Academy concerning its conduct as an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by the Ausintec Academy. The designated person will keep a 'Register of Complaints' which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

This policy will be reviewed to align with the national guidelines for complaints when available.

### Complaints procedure

Persons with a complaint concerning the manner that Ausintec Academy conducts its responsibilities as an RTO, have access to the following procedure:

#### *Informal complaint:*

- a. the initial stage of any complaint shall be for the complainant to communicate directly with the operational representative of Ausintec Academy, e.g. the course co-ordinator, who will make a decision and record the outcome of the complaint
- b. person(s) dissatisfied with the outcome of the complaint to the course co-ordinator may then complain to the Manager who will make a decision and record the outcome of the complaint
- c. person(s) dissatisfied with the outcome of the complaint to the Manager may initiate a 'formal complaint'.

#### *Formal complaint:*

- a. formal complaints may only proceed after the informal complaint procedure has been finalised
- b. the complaint and its outcome shall be recorded in writing
- c. on receipt of a formal complaint the Director shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'
- d. the complaint committee shall not have had previous involvement with the complaint and should include representatives of:
  1. the Director
  2. the teaching staff
  3. an independent person
- e. the complainant shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation

- f. the relevant staff member/contractor shall be given an opportunity to present his/her case to the committee and may be accompanied by one other person as support or as representation
- g. the complaint committee will make a decision on the complaint
- h. the complaint committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.
- i. if the complaint and/or disciplinary procedures are still not resolved to the satisfaction of the student or parent, the student or his/her nominee has the right to take the dispute to an independent authority or the Chief Executive Officer (CEO) or Education Queensland (Director General of Education). The chief executive has the legislated responsibility for all matters pertaining to the Education (Overseas Students) Act. Official complaints to the registering authority should be made through the Office of International, Non-State and Higher Education, Education Queensland. Students should note that
  - the chief executive has power under the Act (part 2, division 2) to suspend or cancel the registration of a provider or a course; and
  - students concerned about the conduct of a provider may contact officers of the department involved in the administration of the Act; and
  - the dispute resolution process does not prevent a student from exercising the student's rights to other legal remedies.

Any disputes will be settled under Australian Law.

### *Outcomes*

If the internal or external complaint handling or appeal process result in a decision that supports the student, Ausintec Academy will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome. This will be included in the continuous improvement cycle of the relevant standard/s

## Standard 3: Management systems

### Element 3.1: Continuous Improvement

Refer to [Continuous Improvement](#) section.

### Element 3.2: Partnerships policy

Where Ausintec Academy engages or is engaged by another organisation for VET assessment, training and/or certification services, it has a written agreement with the other organisation. Ausintec Academy shall keep a 'Register of Partnerships' of all such agreements and shall forward a copy of the agreement to the other organisation.

#### Partnership procedure

Written agreements with other organisations will include the following:

- a. the name and address of both organisations
- b. the name of the chief executive officer (CEO) of both organisations
- c. the name and contact details of the primary contact at the other organisation
- d. the program offered, including the relevant Training Package qualification or accredited course including code and the units of competency or modules, including the code and title
- e. a list of services offered by the other organisation, e.g. training and/or assessment
- f. a statement outlining the level of service offered, e.g. 'Ausintec Academy as RTO, will provide all training and assessment staff'
- g. a statement acknowledging that the RTO is always responsible for training, assessment and certificates issued in its name
- h. a verified copy of the RTO's Certificate of Registration and Scope Certificate
- i. signatures of the CEOs of both organisations
- j. dates for the period of the agreement
- k. fees related to the agreement.

The designated person will enter the details of the agreement on the 'Register of Partnerships' and ensure the other organisation has a copy of the agreement and understands its responsibilities.

### **Element 3.3: Version control and records management policy**

Ausintec Academy has effective administrative and records management systems in place to secure the accuracy, integrity and currency of records, to keep documentation up to date, and to safeguard any confidential information obtained by Ausintec Academy, individuals or organisations acting on its behalf.

The Director is responsible for the management of all records and all staff/contractors are made aware of their responsibilities to records retention, back up processes and security as part of the induction process.

#### **Record-keeping procedures**

##### ***Record keeping***

In accordance with Retention of Student Results and Assessment Records Policy for RTO's, the following records are maintained:

- student results (30 years)
- qualification/statements of attainment issued (30 years)
- master copies of all versions and assessment instruments/tools/procedures and assessors' marking guides/criteria/observation checklist (30 years)

Other records are maintained of:

- student enrolments
- staff/contractor profiles detailing qualifications and industry experience
- fees paid and refunds given
- all documentation necessary to develop, implement and maintain the Ausintec Academy's quality system.

The 'Register of Complaints', 'Register of Qualifications Issued', 'Register of Documents', 'Register of Consent' and the 'Register of Partnerships' are held at a central location.

Records of all results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files both online and offline and are regularly updated and maintained by the relevant Course Co-ordinator. Electronic files, are kept up to date and backed up regularly, with the backup copy being kept in another location.

All records are stored for retention, archiving and retrieval in accordance with current regulations. .

#### **Confidentiality procedure**

Information about a student, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where a student consents to disclosure of information, this consent is kept on the 'Register of Consent'

Students have access to their personal records.

People external to the school who act on its behalf, e.g. on complaints committees or technical experts in internal audits, are made aware of these procedures before they begin work in the school.

## Conditions of Registration

### Condition 1: Governance

The Director of Ausintec Academy ensures that the RTO operation complies with the AQTF 2007 Essential Standards for Registration by:

- delegating responsibility for day to day operations to the Manager
- meeting regularly with Manager to keep informed of those operations
- signing documentation and report data as required

The Manager has responsibility and authority for the quality training and assessment system in the schools. S/He has responsibility to:

- a. oversee operation of Ausintec Academy's registered training organisation (RTO) status
- b. keep the Director informed of all matters regarding Ausintec Academy's RTO status
- c. manage the continuous improvement process including the Internal Audit process.
- d. complete any relevant documentation and to include in the documentation accurate and timely information as appropriate

### Organisational chart & duty statements

Ausintec Academy's organisational chart and duty statements for all staff/contractors involved in its operation as an RTO show the relevant lines of authority.

### Internal audits policy

All aspects of the school's operation as an RTO will be reviewed at least once each year through an internal audit process. This process contributes to this school's compliance to AQTF 2007 Standards 1.1, 2.1 and 3.1.

### Internal audit procedure

An audit team consists of one or more people with the necessary skills and knowledge to carry out the audit.

When conducting internal audits, personnel will complete the internal audit checklist and report by collecting objective evidence. They will use the following processes to ensure that the stated policies and procedures of Ausintec Academy are being circulated, understood and implemented consistently throughout the school and that these procedures are compliant with the AQTF:

- a. examining documents and systems such as policies and procedures, student resources, relevant components of business plans, trainer/assessor qualifications
- b. examining records of actual training conducted
- c. perusing a sample of student files
- d. analysing resources for delivery and assessment required by the relevant Training Package or course, including assessment tools
- e. questioning the auditee to further explore evidence
- f. holding interviews with management, teachers/trainers, learners, and employers (if relevant)
- g. observing processes such as assessment and learning activities; and
- h. looking at facilities and observing training and assessment activities.

The Director of Ausintec Academy or equivalent reviews internal audit reports, progress on any rectification and ongoing compliance with the AQTF. The Director (or representative) will act on any opportunities for improvement.

## **Condition 2: Interactions with the registering body**

Interactions with the registering body are managed by the Director and/or Manager.

Ausintec Academy has agreed to the “Conditions of Registration” contractual agreement which has been signed by the Director. Ausintec Academy will cooperate with relevant registering bodies and where applicable in:

- The conduct of audits
- Providing accurate and timely data for compilation of the Quality Indicators for Ausintec Academy
- Providing data about significant changes to Ausintec Academy including the loss of key teachers in particular vocational areas
- Retention, retrieval, transfer and archiving of records pertinent to it’s RTO function.

Data collection methods are outlined in “Continuous Improvement” above.

The chief executive of Ausintec Academy will provide a full audit report on Ausintec Academy’s financial accounts from a qualified and independent accountant whenever the registering body reasonably deems it necessary

### Condition 3: Legislation policy

All staff and students are required to read, comply with and accept the following State Laws and Commonwealth or State legislation. These Commonwealth and State legislative and regulatory requirements listed below can be accessed by following the links from

[www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

- Animal Care and Protection Act 2001
- Anti-discrimination Act (1991)
- Child Protection Act (1999)
- Education (Overseas Students) Act 1996
- Education (Work Experience) Act 1996
- Horse Riding Schools, Trail Riding Establishments and Horse Hiring Establishments Industry Code of Practice (2002)
- Horse Safe Code of Practice
- Privacy Act (2001)
- Stock Act 1915
- Vocational Training and Employment Act 2000
- Vocational Education, Training and Employment Amendment Act 2005
- Workers' Compensation and Rehabilitation Act 1996
- Workplace Health and Safety Act (1995)

Staff are requested to read, comply with and accept the conditions from the following;

- Department of Employment and Training

In addition, overseas students are required to read, comply with and accept the conditions from the following

- ESOS Act and National Code (2007)
- Education (Overseas Students) Act (1996)

### Condition 4: Insurance policy

Ausintec Academy maintains Professional Indemnity insurance

### Condition 5: Financial management policy

All International students' fees that are paid in advance will be placed into the nominated trust account/s

Draw downs on the trust account/s will be as follows

- If a Student Visa is denied\* all monies except enrolment fee will be refunded
- Thirty (30) days before commencement of course 20% of student fees will be drawn down
- Seven (7) days before commencement of course a further 20% will be drawn down

Once course has commenced the remaining portion will be drawn down monthly

Ausintec Academy guarantees that all students will complete training and/or assessment once the student has commenced study in their chosen qualification or course.

**Refund of fees policy**

The initial \$7 enrolment fee for the fourteen days trial of the course is non-refundable. Once the course has commenced, all course fees are non-refundable.

In the event that a student visa is denied, all monies except the initial \$7. enrolment fee will be refunded

**Condition 6: Issuing AQF qualifications and Statements of Attainment****Certification procedure*****Issuing, recording and reporting qualifications and Statements of Attainment***

Ausintec Academy will issue AQF qualifications and Statements of Attainment within 21 days of course completion. All qualifications and Statements of Attainment issued by Ausintec Academy will comply with standards outlined in the Australian Qualifications Framework (AQF) Implementations Handbook, Second Edition.

Ausintec Academy will only issue AQF qualifications and Statements of Attainment within its scope of registration that certify the achievement of qualifications or industry/enterprise competency standards from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses.

All qualifications are issued in English as all assessments are completed in the English language

All qualifications and statements of attainment issued by the school will be recorded in the 'Register of Qualifications Issued'. Ausintec Academy retains client records of attainment of units of competency and qualifications in an accessible format for a period of 30 years in an accessible format.

A fee of \$20. (twenty dollars) may be charged if a replacement qualification testamur is required.

**Use of national and State logos**

Ausintec Academy uses the Nationally Recognised Training logo in accordance with the Nationally Recognised Training Logo Specifications on all AQF qualifications and Statements of Attainment issued within Ausintec Academy's scope of registration. Where the Nationally Recognised Training logo is used in advertising or other materials, it is also used in accordance with specifications.

**Condition 7: Recognition of qualifications policy**

Ausintec Academy will recognise all AQF qualifications issued by any other RTO. The school will seek verification of the certification from the relevant RTO where there is some ambiguity.

**Recognition of qualifications procedure**

- a. Prior to enrolling in the course, students are offered the opportunity to present existing AQF qualifications or statements of attainment to be recognised by Ausintec Academy. Students are also given this information during their course.
- b. If a student presents an AQF qualification or statement to the Course Co-ordinator, the Course Co-ordinator will bring it to the attention of the Manager or Director.
- c. The Manager or Director will verify the authenticity of the qualification or statement. The verified copy of the qualification or statement is placed in the student's file.
- d. Once the qualification or statement is verified, the Manager or Director will give the student exemption for the units of competency or modules identified in the qualification or statement and update the student's records accordingly.

## Condition 8: Accuracy and integrity of marketing

### Advertising and marketing procedure

The Director/Manager will approve all advertising and marketing material referencing VET, with particular regard to:

- a. the content of courses that include VET qualifications, clearly identifying the VET qualification and including the Nationally Recognised Training logo
- b. if another RTO provides a course for the school, the RTO is identified
- c. all VET qualifications advertised are within Ausintec Academy's scope of registration
- d. if Ausintec Academy offers any accredited VET courses the school will ensure that it has written permission to offer the course from the course owner
- e. if the school advertises VET qualifications that it is seeking registration for, it clearly identifies that in the advertising, e.g. through a disclaimer '... this course is subject to registration and will only proceed once the school is registered'
- f. information about the requirements to assess VET qualifications, e.g. through a statement at the beginning of the advertising: 'Ausintec Academy must have certain teachers and equipment to run this course. If Ausintec Academy loses access to these resources, the school will attempt to provide students with alternative opportunities to complete the course and the related qualification. The school retains the right to cancel the course if it is unable to meet requirements.'

## Condition 9: Transition to Training Packages / expiry of accredited courses

It is the responsibility of each vocational area within Ausintec Academy to plan for the transition to new / revised Training Packages as they are endorsed.

Where possible, students in existing/expiring courses/qualifications will be "transitioned" to the new versions of those qualifications.

When this is not possible, no new students will be enrolled in the expiring qualification after 12 months from the publication date of the new training package. A 2 year "teach out" for expiring qualifications is available for continuing students.

Generally, the next cohort of students enrolling in the qualification after the Training package publication date will enrol in the new Training Package qualifications, but if Ausintec Academy deems it suitable, current students may be transitioned over to the new Training Package earlier.

Plans will be reviewed for the transition to new or revised Training Package in accordance with the regulatory authorities. The transition to the new Training Package must be completed within 12 months.