

STUDENT HANDBOOK

ACE TRAINING CENTRE | **TOLL**



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of issue. Changes to legislation and/or The ACE Training Centre (ACE-TC) policies may impact on the currency of information included.

ACE-TC reserves the right to vary and update information without notice. Whilst every effort will be made to ensure this Student Handbook is up to date, you are encouraged to seek any updates from your trainer or by contacting ACE-TC.

This Handbook has been prepared as a resource to assist students in understanding both their obligations and those of ACE-TC. Please read carefully through the information contained in this guide. All students should understand, be familiar with, and follow the information contained within this Handbook.

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RTO ID: 41 569

Amendment History

| Version No. | Release Date | Details of Changes |
|-------------|--------------|---|
| V1.0 | 27 Apr 2016 | Initial Release |
| V2.0 | 20 May 2020 | Complete re-write |
| V2.1 | 20 May 2020 | Substitute 'Toll Helicopters' with 'The ACE Training Centre' |
| V2.2 | 23 Feb 2021 | Removal of AVI30216 Cert III in Aviation (Rescue Crewman) from qualifications offered |
| V2.3 | 22 Nov 2021 | Update Short Courses and Qualifications under 'About Us' |
| V2.4 | 24 Mar 2022 | Update Short Courses offered |
| V3.0 | 03 May 2022 | Update Short Courses offered, update Appendix B, addition of Appendix C |
| V3.1 | 01 Sep 2022 | Update Short Courses offered |
| V3.2 | 27 Sep 2022 | Removal of HUET Manager contact details |
| V3.3 | 07 Nov 2022 | Update Short Courses offered |
| V4.0 | 30 Apr 2023 | Update address; update phone contacts; remove NSW logo; re-order contents; update Complaints and Appeals Policy; remove Principles of Assessment and Rules of Evidence. |
| V4.1 | 06 Sep 2023 | Update Short Courses offered |
| V5.0 | 26 Mar 2024 | Major rewrite, technical amendments and additions. |
| V5.1 | 24 June 2024 | Redesign and edit |



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Welcome

The Aeromedical Crewing Excellence Training Centre ('ACE-TC') is a world class training facility that offers highly realistic mission simulation technology for helicopter pilots, aircrew, and specialist personnel.

The instructors at ACE-TC are amongst the most qualified and experienced operational personnel in the industry. They have extensive knowledge and firsthand experience across a wide range of emergency rescue and aviation areas, including Defence, search and rescue, police operations, winching, marine safety, human factors, and survival techniques.

The course materials and practical simulation training reflect the environment and situations that students will experience when working within the aviation industry. The training delivered at ACE-TC will provide the necessary skills, knowledge, and attitudes to work competently and confidently within a range of aviation environments.

This Student Handbook contains important information that you must be aware of prior to commencing your learning journey with ACE-TC.

We are committed to your success, and we trust that the course you attend at ACE-TC will set you up for a rewarding career.

We look forward to welcoming you to The ACE Training Centre.

Warm regards,



Diane Tremain

General Manager, The ACE Training Centre

Introduction

About Us

Helicorp Pty Ltd, trading as The ACE Training Centre (ACE-TC), is a Registered Training Organisation (RTO) – RTO ID 41569. In Australia, only RTOs can issue nationally recognised qualifications. The details of our registration, along with the courses and qualifications we are registered to deliver and/or assess, can be found at www.training.gov.au/Organisation/Details/41569.

Through ACE-TC we currently offer quality vocational training and assessment in the following short courses:



- AVIF0038 Undertake aircraft underwater escape and survival
- AVIF0039 Utilise emergency breathing system
- AVIW0003 Undertake helicopter aquatic rescue and recovery
- AVIW0024 Perform down the wire duties

We have the following qualification on our scope of registration:

[AVI30519 Certificate III in Aviation \(Rescue Crew Officer\)](#)

We also have the following qualification on our scope of registration that is **assessed** only:

[AVI40119 Certificate IV in Aviation \(Air Crew Officer\)](#)

ACE-TC adheres to the *Vocational Education and Training Quality Framework (VQF)* which includes the *Standards for Registered Training Organisations (RTOs) 2015* and the *Australian Qualifications Framework (AQF)*.


Our Trainers

The ACE Training Centre (ACE-TC) takes pride in the high calibre of our trainers and assessors. They are not only experts in their respective fields but also committed educators who meet the stringent requirements set forth in the *Standards for Registered Training Organisations (RTOs) 2015*. Here's what sets our trainers and assessors apart:


- **Nationally Recognised Qualifications:** All our trainers and assessors hold relevant qualifications that are recognised across Australia. This ensures that they have the necessary skills and knowledge to deliver quality training and assessment.
- **Continuous Professional Development:** Our trainers and assessors engage in ongoing professional development to stay abreast of the latest industry practices and initiatives, ensuring that they remain current and effective in their roles.
- **Training and Assessment Credentials:** They possess the current training and assessment credentials as specified in the *Standards for Registered Training Organisations (RTOs) 2015*. This ensures that they are equipped with the latest methodologies and techniques in vocational education and training.
- **Relevant Vocational Competencies:** Our trainers and assessors hold the appropriate vocational competencies for all courses they deliver or assess. This ensures that they have the practical experience and expertise to provide relevant and effective training.
- **Current Industry Skills:** They maintain current industry skills consistent with the requirements of the training and assessment being delivered. This ensures that the training provided is aligned with current industry standards and practices.
- **Knowledge in Vocational Education and Training:** Our trainers and assessors have up-to-date knowledge and skills in vocational education and training, ensuring that they can effectively facilitate learning and skill development.
- **Professional Development in VET Practices:** They undertake professional development in the knowledge and practice of vocational training, learning, assessment, and competency-based training and assessment. This continuous learning ensures that they remain proficient in delivering high-quality training and assessment.


As a student, you will have access to top-notch training and assessment services, delivered by world-class trainers and assessors. Their expertise, dedication, and continuous professional growth ensure that our students receive the best possible education and training experience.

Contacting Us

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 0421 589 505 ACE-TC General Manager

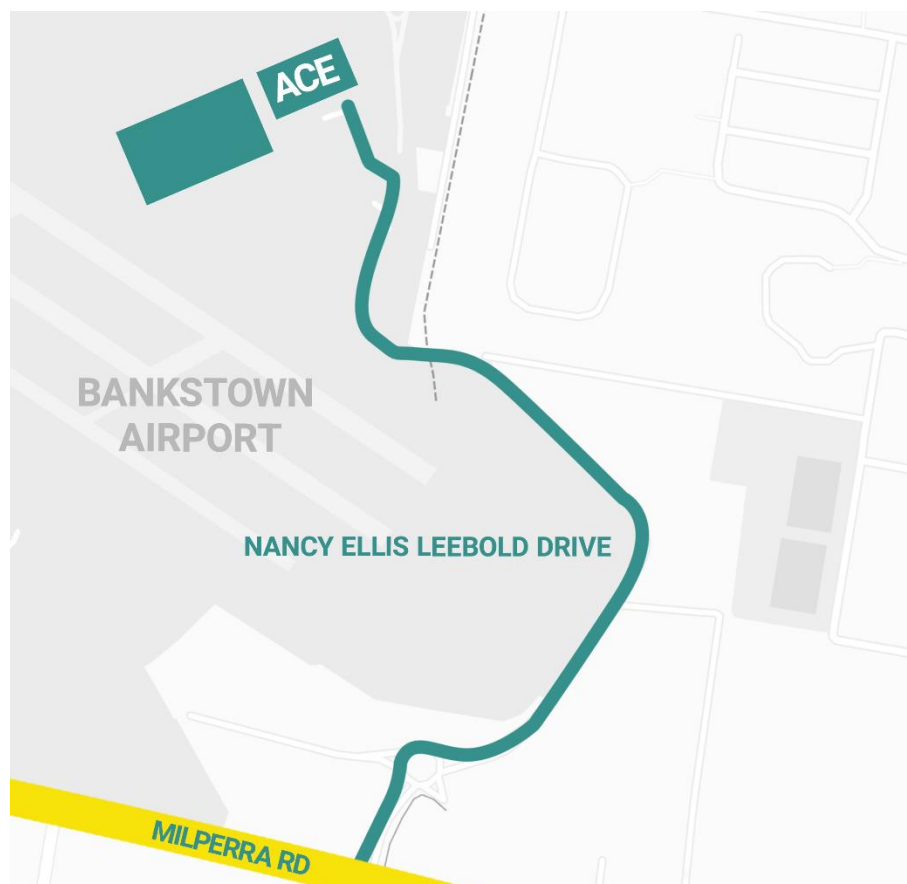
0447 948 894 RTO CEO

0437 763 881 RTO Manager

Locating Us

ACE-TC is located at 33 Nancy Ellis Leebold Drive, Bankstown Aerodrome NSW and shares its location with the NSW Ambulance Aeromedical Retrieval Base.

Entry to Nancy Ellis Leebold Drive is off Milperra Road only. There is plenty of off-street parking but please remember that all parking is reverse parking only.



Code of Practice

We are dedicated to upholding the highest standards in the training and assessment services we provide to our students. We adhere to best practices and strictly comply with the *Standards for Registered Training Organisations (RTOs) 2015*.

To ensure the integrity of our services, we commit to the following:

- **Legal Compliance:** We abide by all relevant State and Federal legislation, including the *Privacy Act 1988*, *Work Health and Safety Act 2011*, *Anti-Discrimination Act 1977*, *Student Identifiers Act 2014*.
- **Professional and Ethical Conduct:** We conduct ourselves with professionalism, honesty, due care, diligence, and accountability. We strive to avoid any practices that could harm the reputation of our RTO services or negatively impact on the quality of our training services delivery.
- **Customer Satisfaction:** Our commitment to our students is demonstrated through:
 - **Respect:** Treating all students with respect and dignity.
 - **Support:** Assisting students in achieving their training outcomes.
 - **Quality Facilities:** Providing high-quality training facilities that enhance the learning experience.
 - **Privacy:** Respecting and protecting the privacy of our students.
 - **Record Security:** Securely storing and managing student records.
 - **Feedback Encouragement:** Actively encouraging student feedback to facilitate continuous improvement, ensuring students can provide honest feedback without fear of reprisal.

Our *Code of Practice* reflects our dedication to delivering exceptional training and assessment services, maintaining the trust and satisfaction of our students, and continuously improving our practices to meet the evolving needs of the vocational education and training sector.

Student Rights and Responsibilities

Student Rights

While undertaking training at ACE-TC you have the right to:

- Confidentiality.
- A safe environment.
- A discrimination and harassment-free environment.
- Be treated with dignity and respect.
- High quality training and assessment.
- Fair and equitable assessment.
- Appeal assessment decisions.

Student Responsibilities

You are making a commitment to:

- Undertake training to the best of your ability.
- Comply with the principles of academic integrity.
- Attend all classroom and practical sessions for your enrolled course.
- Communicate with ACE-TC in a timely manner if problems arise.
- Accept joint responsibility for your own learning.
- Provide honest feedback to ACE-TC on its courses and facilities.

You also agree to:

- Become familiar with relevant ACE-TC policies and this Student Handbook and comply with any student requirements contained therein.
- Respect the working environment of others within ACE-TC.
- Follow all reasonable instructions provided by ACE-TC and its staff and contractors.
- Conduct yourself in a manner which does not negatively impact upon ACE-TC's reputation, operations and the learning experiences of other students.
- Respect the right of ACE-TC's trainers and assessors to express their opinions relative to training outcomes.
- Conduct yourself in a courteous, polite, and ethical manner which demonstrates respect for others, and which supports the principles of equal opportunity, anti-discrimination and workplace health and safety.

To ensure a safe learning environment, you must:

- Take reasonable care for your own health and safety and not adversely affect that of other people.
- Not withhold information relative to any safety issue that could be hazardous or dangerous.
- Contribute to ensuring a safe learning environment by keeping training areas clean and tidy.
- Cooperate with ACE-TC in our efforts to comply with, and exceed, WHS requirements including working safely when learning, following safe work practices as directed by your instructor, utilising personal protective equipment (PPE), and notifying instructors or support staff of any hazards or injuries.
- Follow all reasonable directions from management, particularly in the event of an evacuation.



Contractual Agreement

When you enrol in a training program at The ACE Training Centre (ACE-TC), you enter into a contractual agreement. We believe in transparency and fairness, and we strive to ensure that you fully understand your rights and obligations under this agreement. Here's how we approach our contractual documents:

- **Clear Wording:** Our Commercial Agreements, Enrolment Forms, and other relevant documents use wording that clearly outlines the terms and conditions of your agreement with us, ensuring you know exactly what you're committing to.
- **Disclaimer Clarity:** Any disclaimers included in our agreements are clearly explained, so you are aware of their implications.
- **No Misleading Conduct:** We are committed to honesty and integrity. We do not engage in misleading or deceptive behaviour in any of our dealings.
- **Voluntary Agreement:** We ensure that there are no actions, omissions, or dialogue, whether written or verbal, that may force or coerce you into an agreement. Your decision to enrol with ACE-TC should be entirely voluntary.
- **Fair Dealings:** We are committed to fair dealings, especially for disadvantaged students. We aim to provide equal opportunities and support to all our students.



Our Responsibilities

We want your learning experience to be enjoyable and rewarding. We're not just here to provide training, we're here to see you succeed and grow in your chosen profession. As an RTO, we have a responsibility to maintain high standards in our training and assessment services.

We take our commitment to you very seriously. Everything we do is designed to ensure we meet our legal responsibilities, provide quality training and powerful learning experiences, and give you the support you need to complete your course successfully.

We follow strict rules set by the *VET Quality Framework (VQF)*, including the *Australian Qualifications Framework (AQF)*, and the *Standards for Registered Training Organisations (RTOs) 2015*. Our compliance with these requirements is monitored by the national VET regulator - the Australian Skills Quality Authority (ASQA).

All our courses meet the necessary standards and regulations set by industry and the government and relevant regulatory authorities. We also make sure that everyone, including our staff and students, knows about these rules and how they affect their roles or involvement in Vocational Education and Training (VET).

Before you enrol into or commence your training at ACE-TC, we'll let you know about:

- **Training Options:** We'll help you choose the right course based on your current skills and what you want to achieve.
- **Course Details:** You'll get all the details about your course, including the code, title, any pre-requisites, assessment methods, and any entry requirements.
- **Duration and Location:** We'll tell you how long the course will take and where it will be held.
- **Training Mode:** We'll explain how the training will be delivered, like face-to-face sessions.
- **Support Services:** We'll let you know about any extra support or educational services we offer.
- **What You Need to Bring:** We'll list anything you need to provide for your training.
- **Third-Party Training:** If someone else is delivering the training for us, we'll tell you.
- **Complaints and Appeals:** We'll explain how you can make a complaint or appeal a decision.
- **Fees:** We'll give you all the information about course fees and any other incidental fees.
- **Refund Policy:** We'll explain our policy on refunds.
- **Your Rights:** We'll make sure you know your rights as a consumer.
- **Our Responsibilities:** We'll tell you about our commitment to you and what happens if we can't provide the training we agreed on.

Course Fees

At ACE-TC, we operate on a 'fee for service' basis, which means that you or your employer are responsible for paying the course fees. You can find the most up-to-date fee information on the ACE-TC website, and this Student Handbook provides additional details on fees and charges.

Once you've been offered a spot in one of our training courses, you'll need to pay the course fees before the training starts. It's important to note that we reserve the right to withhold your Statements of Attainment and/or Qualifications until we've received your course fees in full (see the 'Issuing Certificates' section later in this Handbook for more information).

In line with the *Standards for Registered Training Organisations (RTOs) 2015*, we ensure that we don't collect more than \$1500 in pre-payments from you.

For comprehensive information, please refer to the *Fees, Charges, and Refunds Policy* available on the ACE-TC website.

Payment Options

We accept MasterCard or Visa for the payment of course fees in addition to Direct Deposit. Full details are contained on the bottom of each invoice.

Enrolment

Whether you are participating via your employer or as an individual, you will receive a 'Confirmation of Booking' email which details how to complete your online enrolment. The email also contains a link to access our student management system, aXcelerate.

As part of the online enrolment, you will be required to provide your unique student identifier (USI). You will also be required to read and agree to a declaration regarding the *National VET Data Policy*. A full copy of this policy can be found at Appendix B.

Unique Student Identifier

In accordance with the *Student Identifiers Act 2014* and the *Student Identifiers (Exemptions) Instrument 2014*, Registered Training Organisations (RTOs) like The ACE Training Centre (ACE-TC) are required to adhere to specific guidelines regarding student identifiers:

1. **USI Requirement:** RTOs are not allowed to issue a statement of attainment or qualification unless the student has provided a valid Unique Student Identifier (USI). A USI is a 10-character alphanumeric code unique to each student and is used to record and track their training and education in the Australian vocational education and training (VET) sector.
2. **Exemptions:** There are some exemptions to the USI requirement. These exemptions apply to certain students or specific training scenarios as outlined in the *Student Identifiers (Exemptions) Instrument 2014*. If a student or their training falls under these exemptions, a USI is not mandatory.
3. **Obtaining a USI:** Students can obtain a USI by visiting the official USI website (www.usi.gov.au) and following the instructions provided. The process involves providing some personal information and identification documents.
4. **If you are an international student:** (including students from New Zealand), you will not be able to create your USI until after you have entered Australia, and your passport has been registered with the Australian Department of Home Affairs i.e. after you have passed through immigration. Once your passport is registered with the Department of Home Affairs, it can be verified, and you will be able to create a USI using your passport as the form of ID.
5. **Providing USI to RTO:** Once obtained, students must provide their USI to ACE-TC before they can receive their qualification or statement of attainment. This ensures that their training records are accurately maintained and accessible in the future.
6. **Further Information:** Detailed information about the USI, including how to obtain one, its benefits, and privacy protections, can be found on the official USI website.

Complaints and Appeals

The *Complaints and Appeals Policy*, which is published on ACE-TC's website ensures that ACE-TC provides you with a fair and open process to raise complaints or appeal decisions and that your concerns are addressed effectively and efficiently.

We strive to ensure that you are satisfied with your learning experience and the corresponding outcome. In the unlikely event that this is not the case, you have access to rigorous, fair and timely complaints and appeals processes.

If you are dissatisfied with your training or an aspect of our service delivery, speak with your trainer to resolve the matter. If the issue is with your trainer and you would prefer not to approach him, contact the RTO Manager to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then you are requested to

lodge a formal complaint or appeal by completing *Form 1031 Complaints and Appeals Form*, which is available from any of our training team, RTO support staff, or the RTO Manager. Our full *Complaints and Appeals Policy* can be found on our website.

Our Training Guarantee

If, for any reason, a course is cancelled by The ACE Training Centre, students enrolled at the time of cancellation will be entitled to a full refund of course fees. A Statement of Attainment will be issued for any units successfully completed at the time of cancellation. Alternatively, you may choose to transfer your enrolment across to another course date. For more information, please refer to our *Fees, Charge, and Refunds Policy and Procedure*.



Support and Progression

Student Support Services

ACE-TC is committed to ensuring that you receive an enriching learning experience. Our training team will work with you to identify the appropriate learning support that you may require to successfully undertake your training program.

Flexible Learning and Assessment

We are committed to tailoring our training and assessment strategies to suit your individual needs, ensuring you have the best possible learning experience and access to activities. For instance, if you are unable to complete a written assessment, demonstrating your knowledge verbally is perfectly acceptable and will not be considered a lack of your ability.

Reasonable adjustments to teaching and assessment methods include, but are not limited to, having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded, allowing a student to sit for an assessment alone in a different room, enlarging the font size on printed materials, providing assistance with digital technology, modifying the training environment (if appropriate), allowing extra breaks etc. We can also provide one-on-one support sessions for those who may benefit from additional guidance and personalised instruction.

Any adjustments must meet the relevant unit of competency requirements and all relevant benchmarks must be achieved.

Language, Literacy and Numeracy (LLN) Assistance

We understand that people have different levels of reading, writing, and numeracy skills. When you apply for enrolment in an ACE-TC training course, you can inform us of any Language, Literacy, and Numeracy (LLN) issues you may have. Depending on your chosen course, you may need to complete a short online review to ensure you meet the minimum LLN requirements for successful course completion.

Early identification and consultation will allow us to clarify:

- Your level of capability in line with the required level of learning.
- The appropriate individual support you may require and our ability to provide that support.
- A plan of action to assist you.

During this consultation and online review, we may identify that you may need to seek external support to accommodate your needs. In this instance, and if there is a cost involved, you will be advised, and you may need to cover the associated costs. We will not proceed without your authority to do so.

Should you experience any LLN difficulties during training, you should consult your trainer in the first instance.

We encourage you to communicate with your trainer directly to discuss any individual support needs. Alternatively, you can email acetc.rtoadmin@tollgroup.com and arrange a confidential discussion.



Learning and Assessment

Competency-based Training and Assessment

Competency-based training is designed to ensure you achieve the required competencies, which are the specific skills and knowledge required to perform effectively in a particular job role. These competencies are based on the standards of performance expected in the workplace and by industry.

Competency-based assessment is the process of gathering evidence of the skills and knowledge you have acquired during your training. This evidence can come from various sources, such as practical demonstrations or written tests. Assessors then evaluate this evidence to determine if you have achieved the required level of competency. This method ensures that you meet industry standards and are fully capable of performing the activities necessary for your job role. The assessment process is thorough and designed to confirm that you possess the necessary competencies to succeed in your job.

The ways to demonstrate to our assessors that you can perform to the required standard and be classed as 'Competent' include:

- Being observed as you use tools and equipment and perform tasks and activities to the required standard.
- Providing appropriate responses to verbal questioning.
- Submitting written responses to theory questions.
- Responding to case studies and scenarios.
- Any combination of the above.

You can read more about competency-based training and assessment in the [Fact Sheet](#) published by www.myskills.gov.au.

Assessment Support

Support in completing assessments is available from your trainer(s) where required. However, trainers and assessors will not 'provide the answers'. Instead, you may be referred to the relevant parts of the learning or encouraged to undertake additional reading or practice, to help you acquire the required skills or knowledge.

Alternatively, your trainer and assessor may recommend an individualised Remedial Training and Re-assessment Plan, which will directly address the elements of your training and assessment that would benefit from attending ACE-TC for additional training support.

ACE-TC courses are designed around commonly understood adult learning principles. This is not high school. Whilst we will monitor your progress, and within the context of adult learning, it is ultimately up to you to let us know if you're not following the course content or are unlikely to be

ready for your assessment(s). This helps us to work with you and provide appropriate individual support.

Dimensions of Competency

In competency-based training and assessment, your ability to perform tasks effectively in various situations is evaluated through the 'dimensions of competency'. These dimensions encompass a set of skills that are crucial for successful job performance:

1. **Task Skills:** These are the skills required to perform specific tasks to the expected standard. It involves following procedures, using tools or equipment correctly, and applying the necessary technical knowledge to complete a task efficiently and accurately.
2. **Task Management Skills:** This dimension involves the ability to manage multiple tasks simultaneously to complete an overall job function. It includes planning and organising tasks, prioritising activities, and effectively managing time and resources to achieve desired outcomes.
3. **Transfer Skills:** Transfer skills refer to the ability to apply skills and knowledge learned in one context to different situations or environments. This adaptability is essential for dealing with new challenges, working in various settings, and applying learned concepts to solve different problems.
4. **Contingency Management Skills:** These skills involve the ability to respond effectively to unforeseen events or problems that may arise while completing a task. It includes identifying and addressing issues, making quick decisions, and implementing solutions to ensure the task is completed despite any obstacles.

Demonstrating proficiency in these dimensions of competency is essential for proving your capability to perform a job role effectively. It goes beyond just completing tasks; it's about managing, adapting, and responding appropriately in a workplace or closely simulated context.



What are ‘Nationally Recognised Courses’?

Nationally recognised training (NRT) courses refer to programs that lead to vocational outcomes, such as qualifications and credentials, that are recognised across Australia. These courses are based on industry-endorsed training packages that ensure the skills and knowledge acquired are relevant to the specific sector or occupation.

Key Features of NRT Courses:

1. **Vocational Outcomes:** NRT courses are designed to provide skills and qualifications that directly relate to job roles and career paths within various industries.
2. **Training Packages:** These courses are built on training packages that are developed by industry experts and approved by the government. These packages outline the skills and knowledge required for different job roles and set the standards for training and assessment.
3. **Units of Competency (UoC):** Each NRT course is made up of individual units of competency. A unit of competency is a specific skill or knowledge area that is essential for a particular job role.
4. **Delivery by Registered Providers:** NRT courses are delivered by training providers that are registered with the Australian Skills Quality Authority (ASQA) or a state regulator. These providers can be public institutions like TAFE or private training organisations, such as The ACE Training Centre.
5. **National Recognition:** Qualifications obtained from NRT courses are recognised across Australia. This means that the skills and qualifications you gain in one state or territory will be recognised in all others.

Nationally recognised training ensures that the education and training provided meet the standards required by industry and are consistent across the country. This recognition provides assurance to employers and students alike that the qualifications obtained are of high quality and relevant to the workforce.

Attendance

At The ACE Training Centre, our short courses are delivered through face-to-face classroom sessions combined with practical exercises using realistic simulations. To ensure you get the most out of your training, it's crucial that you attend all scheduled classroom and practical sessions.

Missing a session could result in you missing important information and instructions that are critical for your assessments. If you're unable to attend a session due to unavoidable reasons, we may ask you to attend a future session. However, rescheduling might affect your course completion date.

If you need to miss a session due to illness or other extenuating circumstances, please inform the relevant Course Manager before the session starts. If you fail to do so, you may lose any fees you've already paid.

Student Induction

At the start of your course, your trainer will go over the housekeeping requirements, which include:

- **Emergency Evacuation Procedures:** Instructions on what to do in case of an emergency.
- **Exits and Exit Routes:** Information on where the exits are and how to evacuate the building safely.
- **Emergency Muster Point:** The location where everyone should gather in case of an emergency.
- **Mobile Phone Etiquette:** Guidelines on the appropriate use of mobile phones during the course.
- **Amenities:** Details on available facilities such as toilets, change rooms and showers, tea and coffee.
- **Bathrooms:** Location of the bathrooms for your convenience.

It's important to familiarise yourself with these requirements to ensure a safe and comfortable learning environment.

Smoking, Vaping, Drugs and Alcohol

At The ACE Training Centre, we are committed to providing a safe and healthy environment for all students and staff. To support this commitment, we have the following policies in place:

1. **Smoke-Free Workplace:** Smoking and vaping are not allowed in any of our buildings. If you need to smoke or vape, you are permitted to do so only on the street-side of the main entry gate.
2. **Drugs and Alcohol:** Being under the influence of drugs and/or alcohol is strictly prohibited on our premises. This includes the use of our facilities, equipment, and

participation in any of our activities. If you arrive for a training or assessment session under the influence, you will not be allowed to participate and will be asked to leave the premises.

3. **Prescription Medication:** If you are taking prescription medication, it's important to ensure that it does not impair your ability to safely participate in your training or jeopardise the safety of others. You have a duty of care to manage your medication responsibly.

We take these policies seriously to ensure a safe and conducive learning environment for everyone. If you have any questions or concerns about these policies, please don't hesitate to reach out to our staff for assistance.

Dress Code and Fitness to Participate

We expect all students to arrive ready to fully engage in their training program. To ensure a safe and productive learning environment, please adhere to the following requirements:

- **Appropriate Attire:** Wear clean and neat casual clothing. Singlets are not considered appropriate for the training environment.
- **Footwear:** Always wear suitable footwear that provides adequate protection and support for the activities you'll be undertaking.
- **Rest and Alertness:** Ensure that you are well-rested and alert for the duration of the training session. Being alert is crucial for both your safety and the effectiveness of your learning.
- **Sobriety:** You must be free from the influence of drugs and/or alcohol. Being under the influence can impair your ability to participate safely and effectively in the training.

By meeting these requirements, you help maintain a safe, respectful, and conducive learning environment for yourself and your peers.

Academic Conduct and Plagiarism

Any individual—be it a staff member, contractor, or student—who seeks to gain an unfair advantage during any assessment activity, or assists others in doing so, even if the attempt is unsuccessful, is considered to have committed academic misconduct and is in direct violation of The ACE Training Centre's *Academic Conduct Policy*.

Breaches of the *Academic Conduct Policy* include, but are not limited to:

- Misrepresentation
- Collusion
- Cheating
- Plagiarism

- Falsification
- Deceptive or dishonest conduct in assessments, including aiding others in such actions.

Specific breaches also include:

- Attempting to mislead or deceive a trainer/assessor about one's identity, knowledge, skills, or the originality of work.
- Trying to persuade, harass, or intimidate a trainer/assessor to deviate from The ACE Training Centre *Training and Assessment Policy and Procedures*, assessment instructions, or to compromise any part of the assessment process.

Cheating can also involve violating any assessment process, undermining other students' assessment activities, or impersonating a student (or enabling impersonation) in any assessment activity.

All the work you submit for your assessments must be your own. Plagiarism, or using someone else's work and ideas as if they were your own, is a serious breach of academic integrity. The ACE Training Centre takes a firm stance against plagiarism.

To help you understand what counts as plagiarism, here are some examples:

- Copying parts of a text without acknowledging the source.
- Piecing together multiple sections from different sources without proper citations to create a response for an assessment.
- Submitting work that was produced collaboratively as if it were solely your own.
- Accidentally failing to mention the source of the information used in your work.

Tips to avoid plagiarism

1. **Originality is Key:** Always create your own work. If you use someone else's ideas, words, images, or diagrams, make sure to cite the source. This shows respect for their intellectual property and maintains the integrity of your work.
2. **Use Sources Wisely:** While it's important to research and reference sources, your work should primarily reflect your understanding and analysis. Avoid over-relying on quoted material; instead, use it to support your own insights.
3. **Protect Your Work:** Do not share your assignments or assessments with others, as this could lead to your work being copied or misused.
4. **Plan Ahead:** Good time management can prevent the need to take shortcuts. Start your assignments early to allow ample time for research, writing, and revising.
5. **Keep Track of Sources:** As you gather information, make a note of the sources you consult. This will make it easier to reference them correctly in your work.

By following these tips, you can ensure that your work is both authentic and respectful of others' intellectual contributions.

If a student is found to have breached this policy, The ACE Training Centre will take appropriate and proportionate disciplinary action, which may include:

- Issuing a formal caution.
- Requiring the student to re-sit an assessment or undertake additional assessment, possibly at an additional cost.
- Informing the student's employer of the breach (where the student is enrolled by their employer).
- Cancelling the student's enrolment, regardless of progress.
- Excluding the student from future enrolment with The ACE Training Centre.
- Reporting breaches to the appropriate regulator, if required by regulations or licensing conditions.

Students will be notified in writing of any penalties resulting from a breach of this policy, and their ability to access *the Complaints and Appeals Policy*, should they disagree with the decision.

Grounds for appeal may include:

- Procedural irregularities.
- Not being given an opportunity to explain their actions.
- Factual errors in the decision-making process that were significant enough to invalidate the decision.

Notwithstanding any rights available to the student under Australian Consumer Law, whether or not a refund is granted is at the discretion of The ACE Training Centre. A decision will be made according to The ACE Training Centre's *Fees, Charges and Refund Policy*. If a refund is granted, an administration fee may be deducted from the refund amount to cover the cost of services provided to the student.

Assessment Results

It's important to understand that competency-based assessment is focused on your ability to perform tasks and demonstrate knowledge rather than on a comparison with other students. The goal is to ensure that you are job-ready and equipped with the skills needed for your chosen field.

In line with the principles of competency-based training and assessment, the outcomes of competency assessments are represented by one of the following designations:

- **C = Competent:** This indicates that you have successfully demonstrated the required skills and knowledge for the specific unit or competency. It means you have met the set standards and are capable of performing the relevant tasks to industry standards.
- **NYC = Not Yet Competent:** This signifies that you have not yet demonstrated the necessary skills and knowledge to the required standard. It does not mean failure but indicates that further learning and/or assessment opportunities are needed to provide sufficient evidence of competency.

Assessment Feedback

After each assessment, you will be provided with feedback on your performance. To achieve a 'Competent' status for a nationally recognised unit, you must satisfy the criteria for all the elements that make up that unit. This means demonstrating the necessary skills and knowledge to the required standard for each component of the unit.

Feedback is an essential part of the learning process, offering you insights into your strengths and areas for improvement. It will guide you in understanding what you have mastered and what you may need to focus on to demonstrate your competency.

Re-Assessment

If you are assessed as 'Not Yet Competent' (NYC) in any assessment, you will receive constructive feedback from your assessor. You will then have the opportunity to undergo re-assessment. However, this re-assessment will not occur on the same day as your original assessment. You may be advised to agree to an individualised Remedial Training and Re-assessment Plan, and/or complete some additional training before your re-assessment. This will be determined on a case-by-case basis and will be discussed and agreed upon between you and your assessor. When you are ready for re-assessment, your assessor will schedule a mutually convenient date for you.

Recognition

RPL

The ACE Training Centre offers assessment processes that acknowledge the skills and knowledge you've already gained, no matter how, when, or where you learned them. This is called Recognition of Prior Learning (RPL).

The purpose of RPL is to recognise your existing competencies without requiring you to complete the full training and assessment program. However, you'll need to provide evidence to support your claim of competence. This evidence is critical for your assessor to make an informed judgment.

If you're interested in applying for RPL, we'll provide you with an RPL Kit for the relevant course, which outlines the evidence requirements. You'll then need to gather and present this evidence, ensuring it's verifiable in terms of authenticity and currency.

If your evidence is sufficient to demonstrate competency for the unit being assessed, you'll be awarded a Statement of Attainment. If the evidence is deemed insufficient or not valid, we'll advise you on the next steps, which may include providing additional evidence or completing gap training and assessment.

Credit Transfer

We also recognise AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). If you have previously completed units of competency or qualifications that are relevant to your current course, you may be eligible for a credit transfer.

To apply for a credit transfer, you'll need to provide a certified copy of your Statement of Attainment and/or qualifications. Our RTO Manager will conduct the required due diligence to confirm the details and authenticity of your certificates.

If your application for credit transfer is successful, it can reduce the amount of training you need to complete, saving you time and potentially reducing your course fees.



Records Handling

The ACE Training Centre (ACE-TC) is committed to maintaining high standards in administrative and records management to ensure the accuracy, integrity, and confidentiality of all training-related records. Our comprehensive system ensures that all documentation is up-to-date, and that any confidential information related to your enrolment and training is securely managed.

Key Records Maintained:

1. **Student Enrolments:** We keep detailed records of all student enrolments, including personal information, course details, and enrolment dates.
2. **Assessment Documentation:** All assessments, including results and feedback, are meticulously documented to track your progress and competency.
3. **Staff Profiles:** We maintain profiles of all staff members, detailing their qualifications, industry experience, and areas of expertise to ensure high-quality training.
4. **Financial Records:** Records of fees paid, refunds issued, and any other financial transactions related to your training are carefully managed.
5. **Quality System Documentation:** We keep all necessary documentation to develop, implement, and maintain our quality system, ensuring compliance with regulatory standards.

Secure Storage of Student Files

- **Electronic Records:** Upon enrolment, your details are entered into our student management system, initiating the creation of your individual electronic file. This file is used to record all details related to your training with ACE-TC, including enrolment records, assessment results, and qualifications issued.
- **Physical and Electronic Documents:** Documents related to currently enrolled students are stored in secure, individual files. This may include copies of documents supplied by students on enrolment, complaint and appeals, assessment submissions, and any other relevant documentation.

The ACE-TC is dedicated to ensuring that all records are handled with the utmost care and professionalism, providing you with peace of mind regarding the security and accuracy of your training records.

Completed Assessments

We ensure that all assessments submitted by students are retained and managed in accordance with regulatory requirements:

1. **Physical Retention:** Every submitted assessment will be physically retained for a minimum period of six months from the date of completion of your training. This ensures that we have a tangible record of your work for reference or review if needed.
2. **Electronic Retention:** In addition to physical copies, scanned electronic copies of all assessment documentation will be retained for a period of thirty years, as mandated by the Standards for Registered Training Organisations (RTOs) 2015. This long-term retention is crucial for maintaining a comprehensive record of your learning journey and achievements.
3. **Electronic Recording of Results:** All assessment results are recorded electronically within our student management system for thirty years. This digital record-keeping allows for efficient management and retrieval of your assessment outcomes and handover to the relevant regulatory bodies where required by legislation.

AVETMISS Reporting

We ensure that the information recorded in our student management system is utilised for AVETMISS reporting, in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) requirements. This process is vital for several reasons:

- **Accuracy in National Statistics:** By adhering to AVETMISS reporting requirements, we contribute to the accuracy and reliability of national vocational education and training statistics. This data plays a crucial role in shaping policies, funding allocations, and future directions of VET in Australia.
- **Reflecting Your Achievements:** Proper AVETMISS reporting ensures that your training achievements are accurately recorded and reflected in national statistics. This is important for recognising the value of your qualifications and the quality of education provided by ACE-TC.
- **Compliance and Quality Assurance:** Our commitment to AVETMISS reporting demonstrates our compliance with national standards and regulations. It is an integral part of our quality assurance process, ensuring that our training services meet the expectations of both students and regulatory bodies.
- **Data-Driven Decision Making:** The data collected through AVETMISS reporting helps us to analyse trends, assess the effectiveness of our training programs, and make informed decisions to enhance the learning experience for our students.

Issuing Certificates

We ensure that upon the successful completion of your course, and once all associated fees have been paid, you will receive either a Testamur/Certificate and Record of Results, or a Statement of Attainment. This documentation serves as official recognition of your achievements and competency in the course undertaken. Here's what you can expect:

1. **Timely Issuance:** Your Testamur/Certificate or Statement of Attainment will be issued to you within 30 calendar days following the successful completion of your assessment(s), confirming that you have met all the course requirements.
2. **Compliance with Standards:** Issuing certificates within this timeframe is part of our compliance with the Standards for Registered Training Organisations (RTOs) 2015.
3. **Prerequisite Conditions:** To be eligible for certificate issuance, it is important that all fees associated with your course have been fully paid. This policy ensures fairness and enables us to continue providing high-quality education and resources to all our students.
4. **Recognition of Achievement:** The nationally recognised Testamur/Certificate or Statement of Attainment you receive is a tangible recognition of your hard work, dedication, and successful acquisition of the skills and knowledge covered in your course. It is a valuable asset for your professional and educational advancement.



Student Feedback

As part of our commitment to maintaining the highest standards of quality in our training programs, we actively seek and value feedback from our students and their employers. Your feedback is instrumental in our ongoing process of improvement and helps us ensure that our training remains relevant and effective. Here's how we manage and utilise student feedback:

1. **Ongoing Feedback:** We encourage you to share your thoughts and experiences with us at any point during your course. However, we pay special attention to feedback collected at the end of your training, as it provides comprehensive insights into your overall experience.
2. **Feedback Mechanisms:** To make it easy for you to communicate with us, we offer a variety of channels for submitting feedback. Whether it's through surveys, online forms, face-to-face discussions, or email, we ensure that there are convenient options available for you to express your views.
3. **Use of Feedback:** We take your feedback seriously and use it to identify areas where we can improve. This might involve enhancing the course content, refining our teaching methods, or upgrading our support services. Your input is crucial in helping us implement changes that enhance the learning experience for current and future students.

Your feedback not only helps us maintain the quality of our training programs but also ensures that we continue to meet the evolving needs of our students and the industries we serve.

Access to Your Records

We understand the importance of your individual student records and respect your right to access them. Here's how you can access your records and what you need to know about privacy:

1. **Requesting Information:** You have the right to request information about or access to your student records. Our Student Support team is available to assist you in providing the requested information or access.
2. **Requesting Hard Copies:** If you require a hard copy of your student records, you will need to complete the *Form 1036 Student Records Request Form*. This form helps us process your request efficiently and ensures the security of your information.
3. **Authorising Access for Others:** If you wish for individuals such as family members or your employer to access your records, you must provide explicit authorisation. This is to protect your privacy and ensure that your records are accessed only by those you have permitted.
4. **Privacy and Confidentiality:** We take your privacy seriously. Access to your records is strictly controlled, and your information is treated with the utmost confidentiality. Any unauthorised access is denied to safeguard your personal data.

Ceasing Operation

In the unlikely event that The ACE Training Centre (ACE-TC) ceases to operate, we have measures in place to ensure the security and accessibility of your student records:

1. **Record Transfer:** All student records, including assessment results and issued qualifications, will be transferred to the Australian Skills Quality Authority (ASQA).
2. **Accessing Your Records:** In case of closure, you can access your records and obtain assistance through ASQA. For more information on how to access your records in such an event, you can visit ASQA's website at www.asqa.gov.au/students/provider-closures.
3. **Continuity of Records:** ASQA will maintain the integrity and accessibility of your records, ensuring that you can obtain your documentation even if ACE-TC is no longer operational.

Withdrawal Due to Illness or Hardship

In certain situations, a student who seeks to withdraw from a course may apply for consideration of exceptional circumstances. This provision allows for flexibility in cases where unforeseen events or extenuating circumstances may impact a student's ability to continue with their studies. The process for applying for consideration and the criteria for evaluating exceptional circumstances are detailed in the *Fees, Charges, and Refunds Policy and Procedure*, detailed on The ACE Training Centre website.

Legislative Requirements

The ACE Training Centre (ACE-TC) upholds the highest standards of vocational education and training (VET). We ensure compliance with all legislative components of the VET Quality Framework, including:

1. **Standards for Registered Training Organisations (RTOs) 2015:** We adhere to the nationally agreed standards, enshrined in legislation, that set out the requirements for RTOs to deliver quality training and assessment services.
2. **Australian Qualifications Framework (AQF):** We align our courses and qualifications with the AQF, ensuring that they are nationally recognised and meet the required levels of education and training.
3. **Financial Viability Risk Assessment Requirements 2021:** We maintain financial stability and adhere to the risk assessment requirements to ensure our ongoing capability to provide quality training and support to our students.
4. **Data Provision Requirements 2020:** We comply with the requirements for providing accurate and timely data on our training activities, contributing to the overall quality and transparency of the VET sector.

By complying with these components, ACE-TC ensures that our training services meet the required standards and that our students receive high-quality education and support throughout their learning journey.

In addition to adhering to the VET Quality Framework, ACE-TC also complies with a range of other legal requirements at both the State and Commonwealth levels. These include, but are not limited to:

1. **Anti-discrimination:** We are committed to providing an inclusive and respectful learning environment. We ensure that all students and staff are treated fairly, without discrimination based on race, gender, sexual orientation, disability, or any other protected attribute.
2. **Privacy and Personal Information Protection:** We take the privacy and protection of personal information seriously. We adhere to relevant privacy legislation, ensuring that student and staff data are handled securely and confidentially.
3. **Workplace Health and Safety:** We prioritise the health and safety of our students and staff. We comply with workplace health and safety regulations, providing a safe learning and working environment.
4. **Student Identifiers:** We comply with the requirements for Unique Student Identifiers (USIs), ensuring that our students' training records and achievements are accurately and securely recorded.

Bullying

The *Fair Work Amendment Act 2013* defines workplace bullying as repeated unreasonable behaviour by an individual towards a worker (or in the course of or related to employment) which creates distress and a risk to their wellbeing.

Bullying can include:

- Physical or verbal abuse
- Yelling, screaming or offensive language
- Exclusion or isolation
- Misrepresenting someone
- Intimidation
- Stalking
- Making rude gestures.

Victimisation

Victimisation means subjecting, or threatening to subject, a person to some form of detriment because they have:

- Lodged a complaint of discrimination or harassment
- Provided information to an internal investigation
- Reasonably asserted their rights, or supported someone else's rights
- Made an allegation that a person has acted unlawfully.

Education and Support Services

The ACE Training Centre provides a range of education and support services to enhance your learning experience and ensure that you have the necessary resources to succeed. These services include, but are not limited to:

1. **Pre-Enrolment Material:** We provide comprehensive information about our courses, including course outlines, entry requirements, fees, and other essential information, and any other relevant details to help you make informed decisions before enrolling. You can access this information through the ACE Training Centre website, or upon request from our Course Manager(s).
2. **Access and Equity Support:** We offer equipment, resources, and programs designed to increase accessibility and promote equity, including flexible scheduling and customised learning materials, ensuring that all students have the opportunity to participate fully in their training. Contact our student support team or your Course Manager for assistance.
3. **Information and Communication Technology (ICT) Support:** We provide support for using ICT resources, including assistance with online learning platforms, software, and other digital tools. Reach out to the student support team for assistance.
4. **Workplace-Contextualised Learning and Assessment:** Training and assessment activities and world-leading practical simulation environments are closely aligned with real-world workplace scenarios, ensuring that what you learn is directly applicable to your job. Engage with your trainers and assessors who design and deliver these programs.
5. **Reasonable Adjustments:** Adjustments to training and assessment methods may include providing extra time for assessments, offering alternative formats for learning materials, or adapting physical environments to ensure you can achieve your learning outcomes without any disadvantage. Discuss your needs with your course coordinator or student support team.
6. **Remedial Training:** If you are assessed as 'Not Yet Competent' (NYC) during your training and assessment sessions, The ACE Training Centre RTO offers support to help you reach the required level of competency:
 - **Complimentary Remedial Session:** You will be provided with one remedial session at no extra cost, to be completed within 30 working days from the date of your initial training.
 - **Scheduling:** The remedial training will take place on the morning of a scheduled course. The exact timings will be coordinated between you and the HUET Manager to fit your schedule.
 - **Completion of Training:** After successfully completing the remedial training, you will participate in the scheduled course to complete the necessary practical component and achieve certification.

7. Remedial Training for Other Assessments

- **Additional Training:** If you are deemed NYC in any other training assessments, you will need to undertake further remedial training and reassessment, to meet the required competency standards.
- **Training Costs:** This additional training will be subject to The ACE Training Centre's standard rates.

Other Support Services

ACE-TC is, at all times, concerned for the welfare of its students. If you are experiencing difficulties and require counselling or personal support, there are a number of professional organisations well equipped to offer their services to help.



13 11 14

www.lifeline.org.au



1300 224 636

www.beyondblue.org.au



1300 78 99 78

www.mensline.org.au



1300 462 837

www.mates4mates.org (specifically for veterans and families)



1800 250 015

www.yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx



1300 657 380

www.blueknot.org.au

Privacy and Personal Information Protection

We take the privacy of our students very seriously and comply with all legislative requirements with regards to the collection, storage, use and disclosure of personal information.

We will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity, individual needs and educational background. We will also retain records of your training activities.

In some cases, we are required by law to make your information available to government agencies such as the National Centre for Vocational Education and Research or ASQA. In all other cases we will seek your written permission for such disclosure.

You have the right to access information that The ACE Training Centre is retaining that pertains to

you. For further information on how to access your records please email acetc.rtoadmin@tollgroup.com.

Refer to our *Privacy Policy*, published on the ACE-TC website, see Appendix B and Appendix C for further information.

Workplace Health and Safety

Work Health and Safety legislation aims to ensure the safety of persons in the workplace against harm to their health, safety and welfare through elimination or minimisation of risks.

First Aid

First aid facilities are available within ACE-TC, including the provision of an AED. All accidents and injuries must be reported to instructors or support staff and details, including any aid administered, recorded by staff involved.

Fire Safety

All students need to be familiar with the location of Exits, the location of the Emergency Muster Point, and evacuation procedures. These will be brought to your attention by your instructor at the commencement of your training.

Student Identifiers

Under the *Student Identifiers Act 2014* and the *Student Identifiers (Exemptions) Instrument 2014*, registered training organisations are prohibited from issuing a statement of attainment or qualification unless the student has provided a valid unique student identifier (USI) or the student or the training is exempt from the USI initiative. Further information on USI's can be found in the section 'Unique Student Identifier (USI)'.

APPENDIX A - Complaints and Appeals Policy

Purpose

This policy is intended to provide clear and practical guidance to ensure that complaints and appeals received about the Registered Training Organisation (RTO) and/or its trainers, staff, students, policies, procedures, facilities, and services it provides can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

Scope

This *Complaints and Appeals Policy* will manage allegations involving the conduct of:

- The ACE Training Centre, its trainers, assessors and other staff.
- Stakeholders and others.
- A student of The ACE Training Centre.

Definitions

Appeal A request for reconsideration of a decision made by the RTO where there is disagreement or dissatisfaction with the original decision.

Complainant A person who lodges a complaint or appeal.

Formal Complaint A formal expression of dissatisfaction regarding some aspect of the conduct of The ACE Training Centre, its services, staff or course participants.

Informal Complaint A concern that is expressed without initiating the formal complaints process.

Natural Justice Procedural fairness free from any bias.

RTO Registered Training Organisation, identified as The ACE Training Centre.

Third Party A third party to the complaint. May be internal or external to the organisation.

Policy Principles

Individuals have the right to submit and present their cases without incurring any costs.

This *Complaints and Appeals Policy and Procedure* must be accessible to the public, published on The ACE Training Centre website and its associated sites.

Throughout the complaints and appeals process, the principles of natural justice and procedural fairness are upheld, allowing anyone affected by a decision or facing allegations the opportunity to respond before a final decision is made. Complainants are entitled to a fair hearing by an impartial individual who is not influenced by the outcome.

Complaints must be formally submitted in writing using the *Form 1031 Complaints and Appeals Form* within seven days of the relevant event or issue giving rise to the complaint. Similarly, appeals regarding assessment outcomes must be lodged in writing using the same form within seven days of receiving the assessment results.

The Chief Executive Officer (CEO) of The ACE Training Centre or delegated person will conduct an unbiased investigation.

The handling of complaints and appeals is conducted with utmost confidentiality. Information can only be released to third parties with the written consent of the complainant.

The ACE Training Centre ensures that the enrolment of the complainant is maintained throughout the process.

If a complainant brings up an informal complaint but chooses not to proceed with a formal complaint, they are informed that, due to the requirements of procedural fairness, the RTO may be limited in taking further action.

Informal Complaints and Appeals

It is expected that, prior to initiating a formal complaint or appeals process, the parties involved will attempt to resolve their concerns directly whenever possible.

It is expected that all parties will participate in good faith in resolving their concerns so that the RTO maintains a respectful learning environment. Students are encouraged to raise their concerns directly with the parties involved, particularly where the concerns are adversely affecting the learning environment.

Where this course of action is not practical, is not able to provide an equitable solution, or the problem or issue persists, an official complaint should be lodged in writing within seven (7) days of the event or issue to which the complaint pertains.

Formal Complaints Process

Stage One – Lodging a Formal Complaint

Where the parties involved are unable to successfully resolve the complaint directly, a formal complaint may be lodged in writing by completing *Form 1031 Complaints and Appeals Form* and lodging it via email to acetc.rtoadmin@tollgroup.com with the following title in the email subject box: *Confidential – Formal Complaint*.

Form 1031 Complaints and Appeals Form is available upon request from any ACE-TC team member.

Formal complaints should be addressed to the RTO Manager. The RTO Manager, or their delegate, will acknowledge receipt of the complaint in writing by the close of the next business day. They will also record the complaint in the Complaints and Appeals Register and assign it to the RTO Manager for investigation.

The handling of the complaint will commence within seven (7) working days of lodgement by a complainant and all reasonable measures will be taken to finalise the process as soon as practicable.

Where the RTO Manager considers that more than sixty (60) calendar days are required to process and finalise the complaint, the RTO Manager will inform the complainant in writing outlining why more than sixty (60) calendar days are required.

As a benchmark, The ACE Training Centre will strive to resolve all complaints and appeals within thirty (30) calendar days. The complainant will be provided with regular updates in writing to inform them of the progress of their complaint.

Stage Two – Determination of Outcome

Where ACE-TC makes a determination of outcome, the complainant is to be provided a written response to the complaint outlining the reasons for the outcome. Decisions or outcomes that resolve the complaint and find in favour of the complainant are implemented as soon as practicable.

The RTO securely maintains all records pertaining to complaints and their outcomes and any associated continuous improvement action is noted in the Complaints and Appeals Register. Where the RTO identifies any contributing cause of the complaint, it will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Stage Three – External Complaint

Where the RTO is unable to make a determination, or the complainant is dissatisfied with the outcome, the complainant has the opportunity for a body that is independent of the RTO to review the complaint following the completion of the internal complaints process.

The RTO will engage external assistance from a mutually agreed independent mediation service. Irrespective of the outcome of the mediation, the RTO and the complainant agree to pay the mediator's fees and disbursements jointly in the proportions of 50:50.

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** ntch@education.gov.au

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to The ACE Training Centre's registering body, the Australian Skills Quality Authority (ASQA). **Please note that ASQA is not an advocate for individual student complaints.**

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpages linked below.

For more information:

[Complaints about training providers | Australian Skills Quality Authority \(ASQA\)](#)

[Find more help with complaints | Australian Skills Quality Authority \(ASQA\)](#)

Formal Appeals Process

Grounds for appeal may include The ACE Training Centre's failure to:

- Consider all available evidence and make an assessment decision consistent with the evidence provided.
- Take language, literacy and numeracy requirements into consideration.
- Provide reasonable adjustment as appropriate and without compromising the integrity of the assessment.
- Provide appropriate instruction before and during assessment activities.
- Provide a full or partial refund of fees where extenuating circumstances exist.

Stage One – Lodging a Formal Appeal

A formal appeal may be lodged in writing by completing *Form 1031 Complaints and Appeals Form* and lodging it via email to acetc.rtoadmin@tollgroup.com with the following title in the email subject box: *Confidential – Formal Appeal*.

Formal appeals should be addressed to the RTO Manager and be made within seven (7) days of receiving the assessment outcome to which the appeal relates or being denied a refund upon original request.

Note: Assessment appeals that are submitted outside of this timeframe will not be considered.

The appellant must state the grounds on which the appeal is made and must outline why they believe the original decision is unjustified.

The RTO Manager, or their delegate, will acknowledge receipt of the appeal in writing by the close

of the next business day. They will also record the appeal in the Complaints and Appeals Register and assign it to the RTO Manager for investigation.

The handling of the appeal will commence within seven (7) working days of lodgement by an appellant and all reasonable measures will be taken to finalise the process within ten (10) working days.

Where the RTO Manager considers that more than sixty (60) calendar days are required to process and finalise the appeal, the RTO Manager will inform the appellant in writing outlining why more than sixty (60) calendar days are required.

Stage Two – Determination of Outcome

Where the RTO Manager makes a determination of outcome, the appellant is to be provided a written response to the appeal outlining the reasons for the outcome. Decisions or outcomes that resolve the appeal and find in favour of the appellant are implemented as soon as practicable.

The RTO Manager securely maintains all records pertaining to appeals and their outcomes and any associated continuous improvement action is noted in the *Complaints and Appeals Register*. Where the RTO Manager identifies any contributing cause of the appeal, it will take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Stage Three – External Appeal

Where the appellant is dissatisfied with the outcome of the appeal, they have the opportunity for a body that is independent of the RTO to review the appeal following the completion of the internal appeals process.

ACE-TC will engage external assistance from a mutually agreed independent mediation service. Irrespective of the outcome of the mediation, ACE-TC and the appellant agree to pay the mediator's fees and disbursements jointly in the proportions of 50:50.

Unresolved appeals in relation to consumer-related issues, such as in relation to a refund of fees, may be referred to the Office of Fair Trading. If you live outside of New South Wales you can report your concerns to the Australian Competition & Consumer Commission:

<https://www.accc.gov.au/about-us/contact-us/report-a-consumer-issue>.

Records of Complaints and Appeals

ACE-TC will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely managed with access restricted to only The ACE Training Centre leadership team, and according to our *Privacy Policy and Procedures*.

The complaints are discussed discreetly and with respect for the privacy of all parties to any complaint, at subsequent management meetings. The discussions allow consideration of the root cause of the complaint, and identification of opportunities for actions that may prevent such complaints from recurring. Any actions determined by the management team are to be recorded in the online *Corrective Action Register*.

As per The ACE Training Centre's *Self-Assurance Framework*, complaints are considered to be a source of feedback that contributes to The ACE Training Centre's approach to ongoing continuous improvement.

APPENDIX B - VET Data Use

Statement

Under the *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020* and *National VET Data Policy* (which includes the *National VET Provider Collection Data Requirements Policy* at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- Populating authenticated VET transcripts.
- Administering VET, including program administration, regulation, monitoring and evaluation.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.
- NCVER is authorised by *the National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:
 - A VET regulator (the Australian Skills Quality Authority, the Victorian Registration and Qualifications Authority, or the Training Accreditation Council Western Australia)
 - The Australian Government Department of Education, Skills and Employment
 - Another Commonwealth authority
 - A state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

APPENDIX C - Privacy Notice

Why we collect your personal information

As a registered training organisation (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. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation.
- Facilitation of statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

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.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact Information

At any time, you may contact ACE-TC 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 this Privacy Notice.

Contact Details:

RTO Manager

M: 0439 483 117

E: acetc.rtoadmin@tollgroup.com