



VETis Student

INFORMATION HANDBOOK

TERMS AND CONDITIONS INCLUDED

AUSTRALIAN INSTITUTE OF
PERSONAL TRAINERS

THE REAL EDUCATOR IN FITNESS

RTO 32363

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Introduction

Australian Institute of Personal Trainers (AIPT) is a registered training organisation (RTO Code: 32363) regulated by the Australian Skills Quality Authority (ASQA). AIPT complies with the standards of the VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015 at all times.

AIPT reserve the right to make changes and updates to the terms and conditions as outlined in this Student Handbook at any time and without notification prior to the implementation; changes made affect any and all students including past, current and prospective. The latest information is posted herein.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. As an RTO, our policies and procedures meet the requirements and stipulations of all Commonwealth, State, and/or Territory Legislation relevant to our scope of operation. AIPT is committed to delivering fair, reasonable, and ethical dealings in all of its undertakings including:

- Client information
- Confidentiality
- Privacy
- Complaints, appeals and grievances
- Training standards
- Access and equity

This handbook outlines important information regarding your chosen course of study, the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to you. It is important that students carefully read the information within this Student Handbook which it is a condition of enrolment. Students must agree to having read, understood, and accept the information therein before enrolment. By enrolling with the RTO, all terms and conditions herein have been agreed to with confirmation that all information provided to AIPT is true and correct.

Glossary

Not Yet Competent (NYC) – Where competency has not yet been attained.

Transfer – When a student changes the mode of delivery for the completion of their practical requirement or changes to another Campus intake at a later date.

My eCampus – AIPT's online learning platform, which allows students access into their theory component anytime, anywhere.

Assessment Products - All learning resources and, assessment materials required for the course in which the student is enrolled,

Entry Requirements – A requirement that must be fulfilled before entering the course/unit of study (e.g., First Aid or Working with Children Check (WWCC), where required).

Pro-rata – On a proportionate basis. Where contained within the Student Handbook, the following areas will be taken into consideration: how many units of competency have been accessed; duration of study; and support accessed over the length of the enrolment.

Student and Course Support

You have now become part of a **REAL** education team with Australian Institute of Personal Trainers, one of Australia's leading Registered Training Organisations.

The Australian Institute of Personal Trainers (AIPT) is dedicated to supporting students throughout their theory and practical studies, and once enrolled, you will receive a welcome email that will outline the support available to you. In addition to support from AIPT, you will receive support from your teacher and VET coordinator at your school. They should be the first people whom you contact when you need assistance and support. As well as the support from your teacher and VET coordinator, you will be able to access support via email, phone, and online. Please note that it is your responsibility to contact AIPT if you require support or assistance. The welcome email will also provide you with your account details to our industry leading My eCampus. This is for your personal use only.

Barriers to Course Completion

Before you commence your studies, it is important that you identify any potential barriers that might prevent you from successfully completing your course. Some to consider are:

- Access to a computer, Internet, and an active email address
- Computer competency
- For certificate courses, Year 10 or equivalent level of reading, writing, and comprehension
- Access to suitable resources (e.g. video camera) depending on the course you are studying
- Time to complete the assessment items
- Access to a workplace depending on the course you are studying. It is your school's responsibility to provide access to a workplace for you to complete your course. Please contact your VET coordinator regarding this.

Support Services

School's VET Coordinator

Your school's VET Coordinator should be your first point of contact for support. They will contact AIPT if there is any support with which they cannot help you.

School Teacher

Your assigned VET school teacher is a specialist within the VET course that you have chosen. They can help you with completing your units. Your teacher has extensive experience in the industry and can assist you with your learning needs. They may be able to provide you with one-on-one coaching sessions to assist you when required.

Student Support Officers

We have a dedicated team to assist you with your learning needs. Our student support officers (SSO) provide assistance around accessing your learning platform along with maintaining regular contact with you. Their job is to help you graduate, and they will find a solution for any situation to ensure that this can happen. Make sure to stay in touch throughout your studies!

Trainer and Assessors

We have a specialised group of people that can help you with completing your units. Our specialists have extensive experience in the industry and can assist you with your learning needs. We offer one-on-one coaching sessions via phone or Skype to assist you. We are here for you!

Support Plan

We have a plan to stay in contact with you. Why? Because we care, and we want to make sure you succeed. The purpose of your support plan is to ensure that you are progressing through your

course. You will receive a welcome email from our SSOs as soon as your enrolment has been processed. This email contains the details for My eCampus as well as how you can access specialist student support. If you don't receive the welcome email, we may have incorrect details for you, so please contact us via our details as given at the end of this section.

Study Plan

To assist with progressing through your course, you can generate your own personalised study plan in My eCampus. How to do this is covered in the induction to your course. The study plan is a structured plan that allocates a manageable study timeframe for the units that you're studying. This allows you to plan, manage, and structure your course for completion within the allocated timeframe for your course. We find that students love this plan as it not only keeps them on track, but there is also flexibility in there for a break from study.

Education Learning Platform

My eCampus

Students are provided with access to the theory component of the course through our industry leading Learning Management System (LMS) My eCampus. Students are provided with a unique login so work is protected and only accessed by the individual. My eCampus is a centralised learning environment where all course materials and assessments are online and all assessment items are completed and stored within the LMS. Through My eCampus's advanced tracking and reporting functionalities, AIPT can better monitor your progress and as such determine areas of success and areas where you require assistance. The best part about My eCampus is the interactive learning resources, which makes doing your course even more fun!

Intellectual Property

During your course you may print copies of your assessments and learning materials to assist you with your studies and building your skills and knowledge. Students are reminded that all assessment products are Intellectual Property of the RTO and as such are not authorised to on-sell or commercialise any product. Legal action will be taken if a student is deemed to have breached this requirement.

Language, Literacy, and Numeracy (LLN)

As an RTO, AIPT will ensure that potential students have the required language, literacy, and numeracy (LLN) to undertake the course they are enrolling into. During the enrolment process, you will be required to complete an LLN online assessment, which is based on the Australian Core Skills Framework (ASCF). This tool is designed to assess your current needs in learning, reading, writing, oral communications, and numeracy. The outcome of the LLN will be used for the sole purpose of advising you of services that may assist you in succeeding in your studies and will be monitored by our Education team as you progress through your course.

AIPT will offer referral or support services to students upon request. Referrals will be made to Commonwealth adult and community education (ACE) providers or community literacy providers. AIPT also has documented strategies in place for trainers/assessors to follow in regard to special needs and student welfare.

Unique Student Identifier

All students undertaking nationally recognised training in Australia need to have a unique student identifier (USI). A USI is effectively a reference number made up of numbers and letters that give you access to your USI account.

The USI will stay with you for life and will be recorded with any nationally recognised vocational education and training (VET) course that is undertaken. The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training. If you don't already have a USI, access this website to set one up: <http://www.usi.gov.au>. You will be prompted to enter your USI when you log into My eCampus. You will be prompted every time until your USI is entered into the system. Note that you are required to provide your USI before you can graduate from an accredited course with us. If you have any questions, please do not hesitate to contact us.

Terms and Conditions and Student Requirements

As a student of AIPT, you agree that you have the following:

- Pre-requisite units and entry requirements as applicable to your qualification.
- Appropriate level of computer literacy: the ability to use a word processing application, email, and Internet. AIPT does **not** provide IT technical support for students.
- Appropriate computer software: Microsoft Word (or the Open Office equivalent) and a PDF Reader. **Note that your course is not supported on IOS/Android tablets and mobile phones.**
- Our recommended browser, which is Google Chrome Internet Browser.
- PC Requirements: Windows 7, Windows 8, or Windows 10.
- Mac Requirements: Mac OS X 10.6 or later.
- Regular allocation of time over the length of your enrolment to complete your course.
- Active email address and internet connection.
- Mobile phone with voice mail capability.
- A USI. If you have not already applied for your USI, you will work with the Student Support Team to apply for one.
- Willingness to receive correspondence via mail, email, and/or text message.
- Willingness to respond to communication in a timely manner.
- If you have opted to pay for your course upfront or via instalments (referred to as a payment plan), the capacity to meet these payments as per your contract.
- Capacity to engage with coaching sessions, including any language, literacy, and numeracy support, as needed to complete the requirements of your course.
- Willingness to receive information on future courses or other training products with AIPT.

Eligibility

All participants must be over the age of 18 to participate in a course with AIPT unless express verbal or written permission from a parent or guardian is supplied. In accepting this enrolment, you are warranting that you are at least 18 years of age. If you are under 18 years of age, you must ensure that your parent or guardian has read and understood the terms and conditions contained in this booklet. By providing signed or verbal approval of your enrolment, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of all course fees.

Student Rights and Obligations

As a student enrolled with AIPT, it is important that you be aware of the services and support available to you during your studies. All students have the following rights while enrolled:

- Fair and equitable treatment at all times, including access to all programs available on scope (subject to the relevant entry and LLN requirements).
- Proper access to the required support, training, and assessment as necessary to successfully complete the training, regardless of location or mode of practical delivery.

- Student records held by AIPT are the students and may be accessed by students at any time. Records held may include personal details, course progress, payment information, and certification documentation.

As a student of AIPT, you are obligated to:

- Ensure that the work you submit is your own; any discovery of plagiarism, collusion or contract cheating will be dealt with as outlined in the policies and additional information section.
- Advise us as soon as you become aware of any issues which may affect your study, including LLN needs.
- Keep copies of all assessment submissions. AIPT takes no responsibility for lost coursework submissions.
- Abide by the terms and conditions outlined in this document and the code of conduct policy in all dealings with AIPT.
- Meet your assessment obligations, especially in relation to the entry requirements; where this is not possible, you must advise AIPT as soon as possible.
- Make your course payments by the agreed due dates. Further information on fees is outlined later in this document.
- Keep your contact information up to date by advising us as soon as possible about changes.
- Treat all staff including third parties such as AIPT Selected Mentors and all parties associated with Face to Face delivery with respect.

Australian Institute of Personal Trainers' Rights and Obligations

AIPT has an obligation:

- AIPT does not tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability (physical or intellectual).
- Notify students of any changes such as changing ownership or closure.
- Inform students of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds.
- Upon payment of all course fees, provide support, training, and assessment services in the chosen training program, in accord with the Standards for RTO's 2015. This guarantee continues for the period of enrolment to ensure that students have the opportunity to successfully complete the training.
- Inform students if any part of the agreed services, including training and assessment are to be delivered by a third party.
- Issue AQF certification documentation upon request and at the end of your enrolment, whether completed or terminated. Formal qualifications are only issued when all course competencies have been met, assessed and awarded. A statement of Attainment is issued for partially completed courses, where full units of competency have been awarded as competent, and all agreed fees have been paid in full.
- Abide by our published policies and the information contained within this handbook.

AIPT reserves the right:

- Change the terms and conditions as outlined in the student handbook at any time and without prior notice; changes made affect any and all prospective, current and future students. The latest information is posted herein.
- Cancel an enrolment without notice if, by the enrolment end date, a student has not achieved all course requirements. If some units within the qualification have been completed, a statement of attainment will be issued reflecting the competencies awarded providing that all agreed fees have been paid. No refunds will apply in this instance.

- Cancel an enrolment for reasons outlined in the Code of Conduct and fee requirement policies.
- Collect fees as per the agreed terms and conditions supplied upon enrolment and in accordance with the policies outlined in this document.

Withdrawal Policy

Students may withdraw at any stage of their enrolment. Withdrawals must be received in writing. No refunds apply to withdrawals received after the cooling off period. AIPT will acknowledge receipt of the written withdrawal request within one business day, and notify the relevant department within 10 business days.

Once the withdrawal is confirmed, a Statement of Attainment is issued for any completed units within 21 days, providing that all fees have been paid in full.

Withdrawal/Cancellation Contact details: Formal withdrawals must be submitted via student.services@aipt.edu.au.

Fee Information

Course Fees

Your course fees are paid by your school. They include the delivery and assessment of your qualification and all resources and study materials for the course as well as the support you receive from our Education team. As your school is paying your course fees, any further information regarding your course fees or refunds should be obtained from your school's VET Coordinator.

School Payment

The nominated school will be responsible for collecting course amounts from individual students enrolling in the nominated course. An invoice will be raised to the school upon your enrolment being submitted to AIPT's Admissions department. It is to be paid within 30 days of the date of its being received.

Incidental Fees

Reprints of AQF certification documentation such as certificates, record of results, or statement of attainment can be purchased for \$30 plus postage.

Extensions Policy

Students are required to complete their course within the timeframe set for their chosen option. If you need additional time or wish to continue study beyond the end date of your course, you will need to contact your school's VET Coordinator to apply for extension. This must be done prior to your course end date. AIPT is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date. AIPT reserves the right to withdraw the student without notice.

Provider Default

If for any reason AIPT or any of its agents cancel or delay your course, you will first be offered a transfer to another course in order to continue your study. If a transfer is not available, or no suitable options can be agreed upon, a full refund will be given. Please note that this condition does not apply if you have elected to delay the commencement of your course.

A student may be eligible for a pro-rata refund where they have commenced their course and AIPT or any of its agents cancel, postpone, or delay the course or sessions. This pro-rata refund is dependent on the number of units that the student has completed and how long they have been enrolled. Students may also have the option to be transferred to another course.

If you have elected to pay your course fees by payment plan, the same pro-rata refund will apply. However, students who have not paid the minimum balance will be liable for the remaining fees.

Complaints and Appeals

AIPT is committed to providing high quality services at all levels of its operation by providing an effective, efficient, timely, fair, unbiased and confidential complaints and grievances handling procedures which follow the principles of natural justice for all students. This policy and procedure covers both academic and non-academic informal and formal complaints and appeals processes. All complaints and appeals are taken seriously and used as a mechanism to effect continuous improvement with the complainant/appellant kept informed of the progress at all stages.

This policy and procedure does not waive the rights of the complainant/appellant who is protected by Australian Consumer Protection Laws. Outside of this Policy, an individual is within their rights to pursue other legal remedies.

The complainant/appellant will be kept informed of the progress at all stages and if after being advised of the final decision, the complainant/appellant is not satisfied with the outcome on genuine grounds, they have the right to appeal that decision internally or externally. All complaints and appeals are responded to in accordance with this policy and procedure to ensure transparency and consistency, and are dealt with promptly, objectively and with sensitivity and confidentially, without cost to the complainant/appellant. Where mediation is required, the associated costs are shared equally between the RTO and the student.

The policy section of this Complaints and Appeals Policy and procedure document is accessible to the public and current and prospective students within the Student Handbook available on the AIPT website. The Student Handbook is provided to students by emailed link both before and after enrolment, and is accessible at any time via the website or upon request.

Policy Principles

- Students have the right to make a genuine complaints about any parties involved in the delivery of their course including any staff member, student, third parties associated with the RTO, assessment outcome or stakeholder who they believe have acted outside of the RTO policies, procedures or terms and conditions. Vexatious complaints will be rejected.
- When a complaint is made, the student and any involved parties will be informed, and given the opportunity to present their case at each stage of the process.
- The principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process, which respect the right of a complainant or appellant to be heard by an impartial party (a delegated authority who was not involved in the original decision making process).
- A complainant/appellant shall have access to both the informal and formal stages of this complaints, appeals and grievance procedure at no cost. If no resolution is reached internally, the complainant/appellant has the right to request external mediation (only after all internal resolution mechanisms have been exhausted). The RTO will choose the mediator through 'The Resolution Institute' and nominate a date, time and location of the mediation session which suits all parties. All associated costs for mediation are shared equally by the organisation and the complainant/appellant, with fees due prior to attending the mediation session/s.

- The complainant and any respondent attending mediation has the option of being accompanied/assisted by a third person (such as a family member, friend, counsellor or other professional support person, or a legal practitioner) if they so desire.
- No parties involved will be subjected to discrimination or harassment resulting from raising their grievance, complaint or appeal.
- The Quality and Compliance Department will make all attempts to respond to formal complaints or appeal applications within the time limits set out in this policy.
- At all stages of the process, discussions relating to grievances, complaints and/or appeals will be recorded in writing and/or verbal recordings, with reasons and a full written explanation outlining decisions and actions taken to be provided to the complainant/appellant or authorised respondent throughout the process.
- All communications and records arising from the complaints and appeals process will remain confidential in accordance with this policy; all relevant records are stored on secure company data drives only accessible by authorised staff members for a period of five years. Students have the right to access copies of their records at any time by emailing the Quality and Compliance Department at quality@aipt.edu.au.
- Students are entitled to make a complaint or appeal against decisions made by the RTO, or against any third parties involved in the delivery of their course including:
 - The RTO/s conduct, trainers and assessors, or any other staff or stakeholders
 - Any student or client of the RTO
 - Any third party providing services on behalf of the RTO
 - The application and enrolment process
 - Marketing information
 - The quality of training and assessment provided
 - Training and assessment related matters including student progress, student support and assessment requirements, assessment outcomes and/or results
 - The way in which someone has been treated
 - The actions of another student
 - Refund assessments
 - Other general decisions made by the organisation
- Students are entitled to access the complaints and grievance procedures regardless of the location of the campus at which the grievance has arisen, the student's place of residence, their mode of study, or the manner in which the student was enrolled.
- This policy does not replace or modify other policies or any other responsibilities that may arise under other policies, statutes, or any other laws. Also, the dispute resolution procedures outlined in this document do not circumscribe an individual's rights to pursue other legal remedies.
- If a student chooses to access this policy and procedure, AIPT will maintain the student's enrolment whilst the grievance and appeals process is underway.
- Where the organisation considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant/appellant will be informed in writing, provided with reasons why more than 60 calendar days are required. In this circumstance, the complainant/appellant will receive regular updates on the progress of the matter.

RAISING A GRIEVANCE

In all initial grievance or complaint matters, students should first attempt to resolve the issue informally by submitting a request (*either via phone, using the Complaints & Appeals Application form, or written communication*) to the relevant department in a cooperative and respectful manner. Grievances should be raised with Student Services at student.services@aipt.edu.au or via phone on 1300 13 84 34. The complainant will be asked to supply all available evidence before an investigation proceeds. Third parties may not make complaints, appeals or inquiries on behalf of a student without authority received in writing from the student (third party waiver). The concern will then be attended to either by the relevant faculty or student services representative, and escalated to either the Academic Manager or Student Operations Manager as required. This is considered the informal stage.

Decisions made at the informal stage are in accordance with the relevant policies, terms and conditions. Students who are dissatisfied with outcomes which were made in accord with the relevant policies, terms and conditions do not have sufficient grounds to raise a formal complaint or lodge a formal appeal, unless they believe that the decision made at the informal stage was contrary to policy or the terms and conditions, or there is new information or evidence available which was not previously considered by the decision maker. In this circumstance, the formal complaints or appeals process can be commenced.

In the event the complaint is perceived by staff to be 'high risk' to the organisation or any party, the complaint will be raised to the formal stage immediately for full investigation by the Quality and Compliance Department. All applications for formal complaint should contain a personal statement from the student outlining the relevant timeline of events, a clear statement about the preferred outcome, and all available evidence to substantiate the claim. Complaints about a particular incident should be made within 60 calendar days of the incident or event occurring. All genuine complaints are taken seriously and investigated in full, with complainants advised of the outcome in writing as soon as practicable (generally within 20 business days), and no more than 60 days without cause.

MAKING AN APPEAL (academic and non-academic)

Decisions made at the informal stage may be appealed where the appellant believes that the original decision was made contrary to policy, terms and conditions, or there is new evidence or information which has not previously been considered. This is known as the formal stage. Formal appeals must be raised in writing by using the Complaints and Appeals Application form within 21 calendar days from the date of the original decision notification. Appeals received beyond 21 days are rejected. When lodging a formal appeal, the appellant is required to provide all relevant information or evidence to ensure the efficiency of a full independent investigation. The appellant is advised of the appeal outcome in writing including the reasons for the decision/s and action/s taken as soon as practicable (generally within 20 business days), and no more than 60 days without cause.

Suggested appeal evidence includes:

- Statement detailing the event or issue (informal complaint outcome) being appealed.
- Full timeline of events concerning the issue.
- Details of the measures already undertaken at the informal stage.
- Statement confirming of the desired outcome and reason for appealing the original decision.
- Any relevant information or evidence including third party information which may substantiates the appeal (new evidence or information which was not previously considered at the informal stage).

Formal appeals should be lodged in writing addressed to the Quality & Compliance Department at quality@aipt.edu.au, or by surface mail addressed to the Quality & Compliance Department (Delegated Authority) at 54-58 Brookes St, Bowen Hills, Qld, 4006.

TIMEFRAMES FOR RESOLUTION

Complaints and appeals investigations will be finalised as soon as practicable. In cases where the investigation takes longer than the recommended timeframes, complainants/appellants will be notified with reasons for the delay, and provided with regular progress updates until completion.

RECORD KEEPING

AIPT maintains records of all complaints and appeals and their outcomes within the Student Management System (Job Ready) and on the Complaints and Appeals Register, stored within secure company data files only accessible by authorised personnel.

MEDIATION

In cases where the complainant or appellant believes that the result of a formal appeal was made contrary to policy, terms and conditions, or the decision maker was biased in their decision making process, upon request by the student, an independent mediator will be sourced by the Registered Training Organisation (RTO) through 'The Resolution Institute'. The independent mediator will assess all of the available evidence from both parties and make a formal judgement on the matter. AIPT agrees to be bound by the recommendations which arise from the external review of the complaint or appeal. The RTO CEO or Delegated Authority will ensure that any recommendations made are implemented within 30 days of receipt of the recommendation.

Mediation costs will be shared equally by the complainant/appellant and the RTO. Requests for mediation assistance are to be made in writing addressed to the RTO CEO or Delegated Authority either by email quality@aipt.edu.au or surface mail to 54-58 Brooks Street, Bowen Hills QLD 4006.

EXTERNAL COMPLAINTS

Where the complainant or appellant fully engages with the available mechanisms to resolve issues or grievances with the RTO and/or via mediation services, and is still not satisfied that the outcome was made in accordance with the policies, terms and conditions, or considers that the decision was made contrary to the available evidence or information, external complaint avenues are available (*note that external organisation investigating complaints seek to ensure that the RTO abided by its policies, terms and conditions in its decision making process*):

- National Complaints Hotline
 - 13 38 73
 - skilling@education.gov.au
- Australian Skills Quality Authority (ASQA)
 - Note that ASQA will only use the information provided to inform its regulatory approach and will not generally contact the RTO/s on behalf of the complainant/appellant or act as their advocate.
 - www.asqa.gov.au
- QLD Training Ombudsman
 - 1800 773 048
 - www.trainingombudsman.qld.gov.au
- NSW Training Ombudsman
 - 1800 451 524
 - <https://www.ombo.nsw.gov.au/>
- ACT Training Ombudsman
 - 1800 060 789
 - <http://www.ombudsman.act.gov.au/>
- WA Training Ombudsman
 - 1800 117 000
 - <http://www.ombudsman.wa.gov.au/>
- VIC Training Ombudsman
 - 1800 806 314
 - <https://www.ombudsman.vic.gov.au/>
- SA Training Ombudsman
 - 1800 182 150
 - <http://www.ombudsman.sa.gov.au/>
- NT Training Ombudsman
 - 1800 806 380
 - <http://www.ombudsman.nt.gov.au/>
- TAS Training Ombudsman
 - 1800 001 170
 - <https://www.ombudsman.tas.gov.au/>

Assessment Appeals

Appeals relating to an assessment decision (competent/not yet competent) must be lodged with the relevant faculty (your trainer and assessor) or the Education Department within 21 days of receiving notification of the assessment outcome. All assessment appeals will be reassessed by an independent trainer and assessor (validation process). If the same outcome is yielded, the original assessment outcome stands, with the results communicated within seven days. If the student believes that the decision was made contrary to policy, terms and conditions, or the relevant training product, and can evidence this, a formal appeal can be lodged with the Quality & Compliance Department for independent review, see complaints and appeals section of this document.

Code of Conduct

The Policy is designed to represent the expectations of AIPT and clearly establish behaviour guidelines, investigative procedures, and consequences for inappropriate behaviour. The Student Code of Conduct is designed to uphold the dignity of all staff, all students, and all persons associated with AIPT.

The Student Code of Conduct sets out acceptable student behaviour and appropriate disciplinary measures. The underlying purpose of the Student Code of Conduct is to outline for students and staff their rights to work and study in a positive, secure, and orderly environment and show care, courtesy, and respect for the rights of others at all times.

Behaviour

Acceptable behaviour:

- Being courteous, respectful, and well-mannered at all times
- Making responsible and thoughtful choices
- Being truthful, fair, caring, and considerate through actions and behaviours at all times
- Being professional in all dealings with staff and other students
- Participating actively and positively in learning at all times
- Respecting the rights of others to learn in a non-threatening environment
- Completing all assigned assessment tasks to the best of their ability, on time and correctly identified (it is highly recommended that you add full identifiers in the header and footer of your submissions: Surname, Student ID, date and unit code; for example: PAAXX40999 – 01.05.12 – BSBWOR501)
- Being on time for sessions

Unacceptable behaviour:

- Swearing
- Threatening language or tone of voice
- Discriminatory or harassing behaviours
- Plagiarism, collusion, contract cheating, and/or engaging in dishonest behaviour
- Fraud or any breach of the law
- Racial, religious, or sexual slurs towards staff or other students
- Threatening behaviour towards staff or other students
- Abuse, or endangering the health or safety of any person
- Misuse of equipment
- Actions that lead to putting yourself, staff, or other students at risk

Plagiarism, Collusion and Contract Cheating

Plagiarism, collusion and contract cheating constitute breaches of academic integrity and the Student Code of Conduct, and are not tolerated under any circumstance.

Plagiarism means the practice of taking someone else's work or ideas and passing them off as your own without appropriately citing or acknowledging the owners of the intellectual property. Plagiarism may be intentional or unintentional. Intentional plagiarism involves the deliberate act of presenting someone else's work and ideas as if you had written them yourself, while unintentional plagiarism may arise due to confusion over how and when to reference another author or contributor.

The following acts constitute plagiarism unless the source of each quotation or borrowed material is clearly acknowledged or referenced (cited):

- Failing to adequately reference the work of others or sources of information
- Copying part or all of another person's work
- Submitting work that in part, or in its entirety has been copied from written material including electronic materials sourced on the internet

Collusion is the act of collaborating with someone else on an assessment exercise which is intended to be wholly your own work, or the act of assisting someone else to commit plagiarism. When working with others (collaborating) on a joint assessment, you must always acknowledge the work that any other participant has contributed to the project.

Contract Cheating is where a student commissions or seeks to commission another party (paid or unpaid) to produce academic work on their behalf. Contract cheating may occur when a student seeks help with their assessment task through an online company specialising in producing work for a fee, an unauthorised editing service that advertises via social media, or another student or non-student who has offered to help.

Breaches of academic integrity contravene the Student Code of Conduct Policy and are deemed unacceptable behaviours. If a breach of academic integrity is suspected, a full investigation is carried out which may result in an official warning, failure of a subject (Not Yet Competent status), or in severe cases, the cancellation of enrolment. In all breaches of academic integrity, students are notified in writing and have the opportunity to 'show cause' by responding to the allegations in writing.

Access and Equity Policy

AIPT's access and equity policy ensures that there is equitable access to all available programs on scope. In no instance will there be discrimination towards any group of individuals in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability, be it physical or intellectual.

Consent to Image Release

AIPT may at times take photographs, record videos, and develop various marketing campaigns for use in promotional activities. These images and records remain the property of AIPT and will not be sold to any third party. By enrolling in a course with AIPT, you are agreeing to allow AIPT to use and make reference to any images and recordings in which you have participated. This may include but is not limited to photographs, video recordings, voice recordings, and text extracts.

Privacy Policy and Notice

AIPT respects your right to privacy. Our Privacy Policy & Notice (available at <https://www.aipt.edu.au/privacy-policy-and-notice>) sets out how AIPT collects, shares and uses personal information about you. AIPT is committed to protecting your personal information collected through our website (www.aipt.edu.au), from industry partners, contractors to AIPT, or directly from you. AIPT reserves the right to periodically make changes to the Privacy Policy & Notice as required with updates available on the website. It is recommended that all consumers engaging with AIPT carefully read the Privacy Policy & Notice in full.

Recognition of Prior Learning and Credit Transfer Policy

Recognition of Prior Learning (RPL) and Credit Transfer (CT) are available when applying for any of AIPT's courses. The RPL process is an assessment of evidence of pre-existing skills and/or experiences mapped against the unit elements to determine whether you are already competent in one or more unit. Credit transfer can be applied if you have previously completed a particular unit or units of competency, for example if you hold a current First Aid Certificate, you may be eligible for credit transfer.

Once you have enrolled, AIPT will assess your application if you believe you may be a candidate for this process. If successful, you will be eligible for exemption from undertaking certain assessments within the course. Note that the terms of your contract, including tuition fees payable, will not be affected by the units of competency achieved via this RPL or credit transfer process.

Recognition of Prior Learning is intended for individuals who can demonstrate that they have current industry competencies or experience reflecting performance criteria in the unit/s for which they are applying for RPL. Note that this process can be lengthy, and it relies solely on the evidence and information that you submit. It is the students' responsibility to work through the unit/s of competency that you wish to be assessed and that provide relevant evidence. You are required to submit:

- (i) At least one formal qualification or where there is no formal qualification, and
- (ii) Two different pieces of evidence to demonstrate your competence.

When submitting your evidence, keep in mind that your evidence needs to be:

- **Current** – Does the evidence reflect your current skills?
- **Relevant** – Is your evidence relevant to the unit for which you are applying?
- **Authentic/Valid** – Does your evidence prove/demonstrate that you have the skills/knowledge/attributes/competency for the unit for which you are applying?
- **Sufficient** – Is your evidence sufficient to demonstrate that you are competent in the skills relevant to the unit for which you are applying?

Once you are enrolled and have expressed your interest in this process, you will be supplied with an RPL application kit as specific to your chosen qualification of study.

Working With Children Check (WWCC)

Certain qualifications require students to undertake a Working with Children Check (WWCC) or its equivalent prior to undertaking their workplace demonstration and/or the completion of the course. WWCC requirements vary between State and Territory. The student is required to inquire about the requirements relevant to the state or Territory in which they reside.

All qualifications which require students to attain a WWCC or equivalent, will be identified to students prior to enrollment. Students are liable for any associated cost with obtaining their Working with Children Check.

In the event the student is issued with a Negative Notice or unable to successfully attain a compliance check, their enrollment will be **cancelled effective immediately** and they will be withdrawn from the qualification. Furthermore, the student will not be issued with any unit of competency associated with children or special population people. The Student will be eligible for a refund on a pro-rata base taking into account how many units of competency have been accessed, duration of study and support accessed over the length of the enrolment. Student must advise AIPT immediately if they have any concerns or questions regarding their Working with Children Check.

Contact Details

If you have any questions during your time studying with us, please do not hesitate to contact our Student Support team. They are available from 8am until 7pm Monday to Thursday, and from 8am until 5pm on Fridays.

Phone: 1300 13 01 57

Email: student.services@aipt.edu.au