

Student Handbook



Advance-Forward

RTO No. 45256

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1) Introduction

a) About Student handbook

This information booklet is designed to provide you with information about the services provided by Advance-Forward and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Advance-Forward. This information is contained in the Course Information pack which is supplied separately.

b) About Advance-Forward

Welcome to the first step of the rest of your life. The company name says it all “Advance-Forward”. We are committed to improving your life skills and qualifications hence the forward arrow moving you in a ‘forward’ direction. We are committed to making your skills count when the time comes.

We are a dedicated company with many years of combined experience in the Security and First-Aid sector. Our team has worked in some of the most hostile countries on earth. Between our team, we have provided Security and First-Aid in countries such as Iraq, Kuwait, North-West Africa (Ghana), United Kingdom (U.K), Canada, India, Dubai, France and of course Australia.

c) About our Organisation

Our organisation, Advance-Forward Pty Ltd, is a newly developed company that received our R.T.O number (45256) and commenced training in 2017. The company was formed to address so many loopholes in the industry both within the security sector and first-aid sector. We are dedicated to delivering the highest of standards. We want to train students so when they finish studying, students will have a thorough understanding of the course they have just completed. We are currently training Security Operations, First-Aid, Baton & Handcuffs and Bodyguard courses, with a plan on developing more courses dedicated to needs of our student an/clients who wish to further develop their industry knowledge and skills.

Advance-Forward would like to thank you for taking your first steps with us. We are here to assist you to make the most out of your studies and make you feel comfortable, so we have designed this Student Handbook for your needs. It clearly and concisely displays how the organisation works and any questions you may have about your chosen course of study.

Please read the handbook and **sign the back page** to acknowledge that you have read this document. If you have questions please do not hesitate to ask your trainer or staff member and we will be happy to answer any questions you may have.

All our trainers are required to keep up to date with all the latest laws and legislation thereby keeping our courses compliant and provide you with the latest knowledge. You will be updated about any changes that affect your course. Our trainers will ensure that you will have a full understanding before you have completed your course.

d) Organisation Structure

The following is a chart of our organisation. This chart will guide you through the process of channels from Director/s, Management and Staff. This diagram shows the structure of Advance-Forward and the relationship between the positions within the company.

Scott Percival: Director / C.E.O / Trainer

Allison Devlin: Director / Accounts Manager

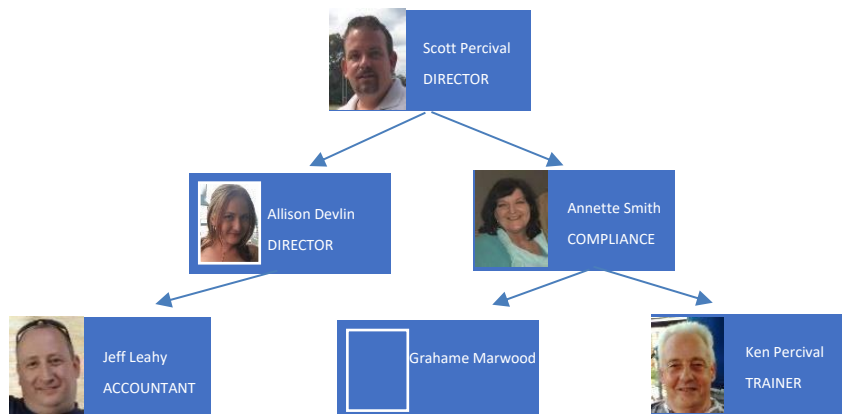
Annette Smith: Compliance Officer

Ken Percival: First Aid Trainer

Grahame Marwood: Security Trainer

Anne Dohnt: Administration

Jeff Leahy: Accountant



e) Our Trainers

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities giving our students the best practical industry experience.

At Advance-Forward we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with us, your Trainer will be always there to assist you throughout your course. You can either enrol in a classroom training environment or receive onsite workplace visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

Advance-Forward trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that students will enjoy.

f) Finding us

Our address: Unit 3, 6-8 Vanessa Boulevard, Springwood, QLD 4127.

Website: www.advance-forward.com.au

Email: Admin@adv-fwd.com.au; Advance-forward@outlook.com ;

Office: (07) 3133 0249

Mobile: 0422 982 773

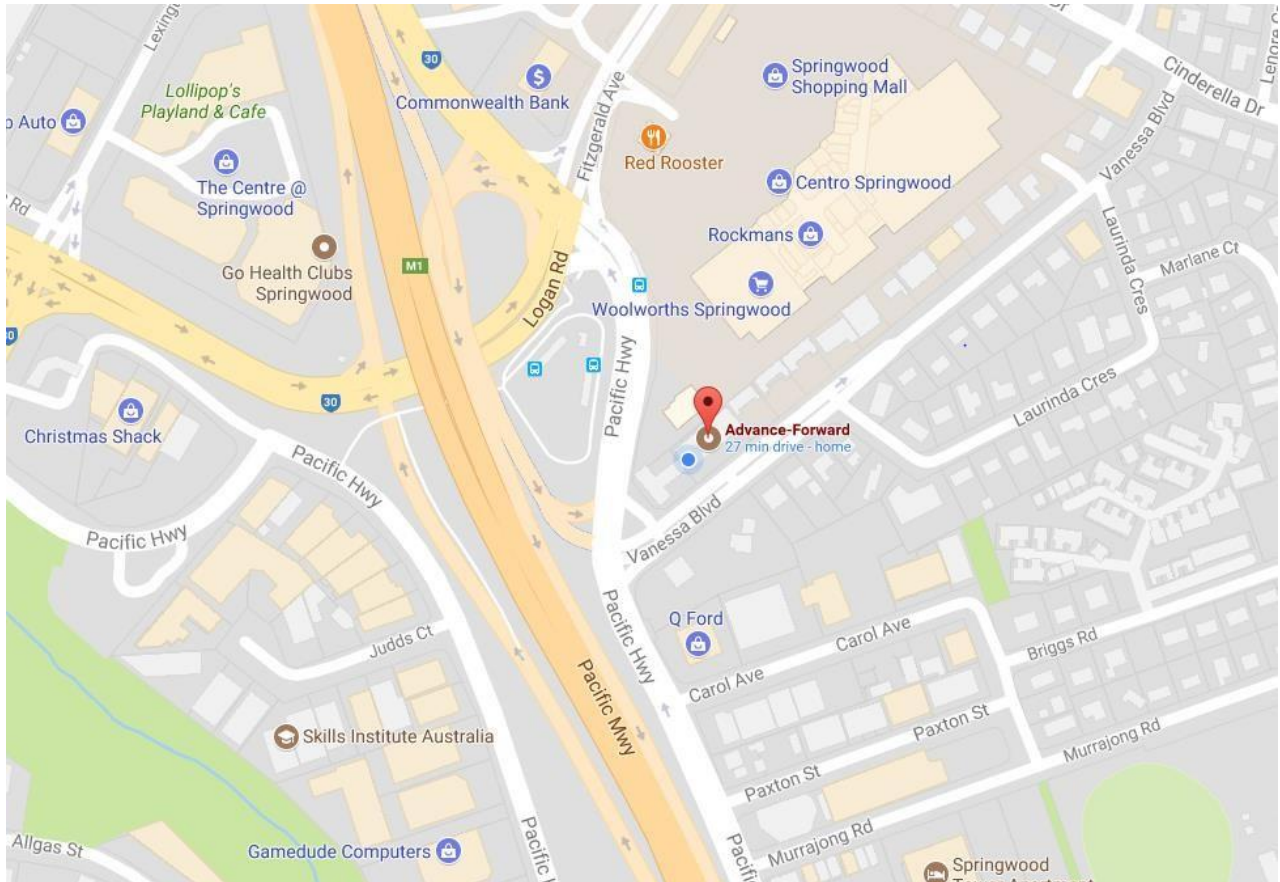
Facebook: <https://www.facebook.com/AdvanceForward/>

2) Visiting us

a) Location

We are located just off the M1 motorway at Exit 20.

Our Address is Unit 3, 6-8 Vanessa Boulevard, Springwood, QLD 4068.



b) Parking

If driving to the classrooms, you will need to park in the onsite parking available. There is also parking on side streets that are adjacent to our premises. This side street parking is unpaid.

c) Public Transport

Springwood Bus station is a very short walk from our office. Bus routes commence or finish approximately every 10-15 minutes.

d) Food

In our kitchen you can find Coffee, Tea, Hot chocolate and Milk. These amenities are provided to students free of charge. If students wish they can also attend Springwood shopping mall for more food and drink options.

Students can also bring in their food and put it in the onsite fridge. We also provide a microwave and a panini press for students use.

3) Our expectations of you

We expect our students to comply with the rules and regulations of Advance-Forward. Some of the specific rules are below. Failure to observe and obey any of our rules will result in expulsion and students will not be entitled to a refund.

a) Dress Regulations

We are a dedicated and professional company and expect our students to dress in the correct attire. Whilst we encourage our students to be comfortable and professional, casual attire is acceptable.

- Students must wear enclosed footwear (Trainers / Shoes / Runners) **NO Thongs**
- Students must wear a t-shirt with sleeves (Short / Long) **NO Singlets**
- Students must wear long pants (Jeans / Track Suit Pants etc) **NO Shorts**
- Students must maintain a high standard of Hygiene (Deodorant, Perfume / Aftershave)
- Students must keep their appearance to a high standard (Brushed hair, Clean Clothes)

b) Environment of Inclusivity

1. Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
2. Utilise facilities and Advance-forward publications with respect and to honour our copyright and prevent our publication from being distributed to un-authorised persons.
3. Be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
4. Monitor your own progress by ensuring that assessment deadlines are observed.
5. Respect other students and staff members and their right to privacy and confidentiality.

c) Discrimination and Harassment

Advance-Forward is committed to ensuring that our facility is free from discrimination and harassment. All Advance-Forward staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment are found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

The causes and forms of harassment are wide-ranging and complex. The same behaviour may be inoffensive to one person and deeply offensive and intimidating to another. Unintentional or misinterpreted behaviour may cause feelings of harassment. Harassment covers a wide range of behaviour's of an offensive nature. It is commonly understood as 'behaviour that disturbs or upsets', and it is characteristically repetitive. In the legal sense, it is behaviour that appears to be disturbing or threatening. Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim.

a. Sexual

Examples include unnecessary touching, jokes of a sexual nature, inappropriate use of suggestive visual display unit material, intimidating behaviour such as asking for sexual favours' in return for positive academic assessment or promotion.

b. Racial

Examples of racially motivated actions and behaviour include inappropriate questioning about racial or ethnic origin, offensive graffiti and intimidating behaviour such as threatening gestures.

c. Personal

Examples based on lack of tolerance of personal difference include making fun of personal circumstances or appearance.

d. Bullying

Examples of this form of psychological and/or physical harassment include unmerited criticism, isolation, gossip, changes to job duties that are detrimental, responsibilities delegated but without authority, essential information withheld, or behaviour that is intimidating or demeaning.

e. Sexual Orientation

Examples include homophobic remarks or jokes, threats to disclose sexuality and intimate questions about sexual activity.

f. Disabled

Examples that undermine the dignity of people with disabilities include discussion of the effects of a disability on an individual's personal life, uninvited touching or staring, and inappropriate questioning about the impact of someone's disability.

g. Age

Examples include derogatory age-related remarks and unjustifiable dismissal of suggestions on the grounds of the age of the person.

h. Stalking

Examples include leaving repeated or alarming messages on voice mail or e-mail, following people home, or approaching co-workers to ask for personal information.

i. Religious

Verbal, psychological or physical harassment is used against targets because they choose to practice a specific religion. Religious harassment can also include forced and involuntary conversions

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Advance-Forward that they feel they can trust. If they do not wish to contact any staff face to face they can do so by means of an email to complaints@adv-fwd.com.au. This will initiate our complaint handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Advance-Forward, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

d) Discipline and Academic Misconduct

Students are required to be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.

Advance-Forward has a zero policy on Cheating, Plagiarism, Copying or someone else other than the student doing the coursework is not accepted and if found that you have done any of the above you will be asked to leave to course.

If you are unsure if you have plagiarised, please contact your trainer and they will explain it to you.

e) Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form.

4) Safety of our Staff and Students

Advance-Forward is committed to providing you with a safe environment in which to participate in training and assessment. We are aware of the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

a) First Aid/Accidents Policy

Advance forward has a first aid kit that hangs in the reception room below the first aid sign. If you require anything out of the first aid kit, please ask your trainer or member of the staff so that we can keep the first aid kit up to date and fully stocked always.

There is an Accident / Injury register that is kept in the staff room always and ALL accidents and or injuries MUST be reported to a staff member and documented and filled out correctly. The trainer must ensure that the Accident / Injury book has been filled out correctly and signed by the injured party.

If the student requires an ambulance, then staff will call one and wait with the student until the ambulance arrives. We will also call your Next of Kin that was provided to us on your student enrolment form.

If you are required to take any form of medication, please let your trainer know before the commencement of your course.

b) Fire and evacuation

Advance-Forward will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students for each Session, and to users of the office at least twice each year.

All Students need to be familiar with the location of all EXITS and fire extinguishers. Students will consult available maps to determine location. It is the students' responsibility to understand fire drill procedures displayed around the premises. Students are requested to attend any sessions on fire safety procedures and the use of fire safety devices.

Advance-Forward Premises is equipped with fire evacuation sirens. If the alarms sound all the students are required to follow the Staff out to the assembly point in case of a fire or an emergency.

The emergency meeting point is situated outside the complex.

c) Electrical Equipment

Electrical equipment that is not working should be reported to Advance-Forward staff.

Electrical work will only be performed by a licensed electrician. Students, trainers and assessors are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

d) Handing of Objects

Students are not to lift anything related to the training and assessment provided by Advance-Forward.

Advance-Forward will not be liable for any injury or associated costs resulting from such events. In case you decide to handle any object never attempt to lift anything that is beyond your capacity. Always bend the knees and keep the back straight when picking up items.

If you have experienced back or spinal problems in the past do not attempt to lift heavy objects under any circumstances. Please report the task to your trainer who will make alternative arrangements.

e) Work and Study Area

Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident by tripping or falling over. Students are required to place all rubbish in the bins provided. Please ensure that bench spaces are left clean and tidy.

DO NOT sit or climb on any desks or tables.

f) Smoking

If you wish to smoke, then you may do so outside in the carpark. Smoking is prohibited in the classrooms, office area or anywhere within the building. You may not smoke outside on the balcony area you may only smoke downstairs outside in the car park.

g) Other Guidelines for Students

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the Advance-Forward staff;
- No consumption of alcohol or illegal drugs within Advance-forward facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy always;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

h) Working with persons under 18 years of age

Working with Children (Risk Management and Screening) Regulation 2011 outlines the protection of children from sexual and physical harm.

Students under 18 years of age may enroll with Advance-Forward. According to the regulations, a child is considered some individual less than 18 years of age. Advance-Forward will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm. In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Advance-Forward will report to the Department of Communities, Child Safety and Disability Services. All of the Advance-Forward trainers has

The logo for Advance-Forward is a large, stylized letter 'A' composed of several overlapping geometric shapes in shades of red, blue, and white. The word 'Advance-Forward' is written in a large, sans-serif font across the bottom of the 'A' shape. The 'A' is primarily red and blue, with white spaces. The text 'Advance-Forward' is in a light grey color.

Advance-Forward

5) Fees

Fees are payable at the time of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Advance-Forward Pty Ltd (whichever is earlier). Advance-Forward Pty Ltd may discontinue training if fees are not paid as required. For a full list of current fees and charges please refer to Advance-Forward Pty Ltd schedule of fees and charges as specified below

a) Payment Plans

It is also possible to organize a custom payment plan. Please contact our management staff for the same. The plan will be dependent on various factors and is subject to approval from accounts manager. Advance-Forward generally doesn't collect all the fees in advance (more than 10 days prior to the course). However, in case a student wants to schedule a course, more than 10 days, in advance, a booking charge is charged from the student. This charge will act as advance-payment of the student fees. As a policy advance-Forward will never charge more than AUD 1,500 in advance.

b) Advance-Forward current fees

| Course | Course Fee | | |
|---|------------|--------------|-----------------|
| | Full fee | Full Funding | Partial Funding |
| Cert II in security operations | \$ 695 | NYA | NYA |
| Cert III in security operations | \$ 995 | NYA | NYA |
| - Bodyguard | \$ 250 | NYA | NYA |
| - Baton & Handcuffs | \$ 250 | NYA | NYA |
| Certificate II and III in Security Operations | \$1395 | NYA | NYA |
| First Aid HLTAID003 | \$ 100 | NYA | NYA |
| CPR HLTAID001 | \$ 70 | NYA | NYA |
| Security Refresher | \$ 250 | NYA | NYA |

Multiple items can be clubbed together to create a cheaper package for the students, subject to approval from CEO. Further discounted packages can be also created for promotions subject to approval from CEO.

c) Miscellaneous charges

| Item | Charges* |
|---|---------------------------|
| | *these do not include GST |
| Hard Copy of Certificate | included |
| Non-Refundable Deposit | \$200 |
| Express Post Postage | \$ 10 |
| Reissue of the Certificate/s and/or Statement of Attainment/s | \$ 10 per item |
| Lodgement of Security Application on Student Behalf | \$100 |
| Reissue of Textbook | \$150 |
| Transfer of Course | \$ 50 |

d) Replacement of Text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Advance-Forward Pty Ltd will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to Advance-Forward Pty Ltd schedule of fees and charges.

e) Payment Methods

Advance-Forward Accepts Payment in following methods

- a. EFTPOS (Credit or debit card)
- b. PayPal (Plus 2.9% charge)
- c. Account deposit (Details available on request)
- d. Cash
- e. Cheque / Money Order
- f. Invoice (company / pre-arranged only)
- g. Credit Card (EFTPOS or over the phone)

All receipts are issued through the Square payment system or by your bank issued receipt upon successful fees transfer, unless the computerized systems fail. In this event, you will be issued a manual receipt which will be handed to you in person or posted to you to the address specified on your enrolment form.

6) Student Cancellations

Students who cancel their enrolment part way through a training program must notify Advance-Forward in writing via email or letter at the earliest opportunity. Students who cancel their enrolment after a training program has commenced may be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

a) Student Substitutions

Student Substitutions are not accepted by Advance-Forward

b) Course Transfer

Requests for transfers to alternate courses can be arranged if Advance-Forward is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected course. All transfers will attract an administration charge of \$50.00. These charges can be waived based on student's individual situation. But these decisions are only approved by CEO.

c) Postponing a Course

It is possible to postpone your course for up to 3 months. If you wish to postpone your course please talk to your trainer or contact the office on (07) 3133 0249.

7) Refund Policy

The following refund policy will apply:

- 7 (seven) days written notice to the commencement of start date will be entitled to a full refund.
- Less than 7 days prior to the commencement of start date will be charged the non-refundable deposit of \$200. The balance of the course price will then be refunded by bank transfer.
- After the start of the course they will be charged \$ 75 per unit, as prescribed in the schedule of Fees, only for the units commenced plus the non-refundable deposit of \$200. If a student doesn't attend the classes for the said unit at the allocated time those units will be considered as "Delivered". The student needs to advise Advance-Forward of withdrawal at least 24 hours before the start of the class. Once a student successfully submits all the documentation for the "Delivered" Units the student will also be eligible to a Statement of Attainment for all the units completed. The balance of the course price will then be refunded by bank transfer.

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student could be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The CEO may also authorize a full refund of tuition fees if the circumstances require it.

All refund requests, once processed, take 10 (ten) business days to be finalised.

8) Our Guarantee

If for any reason Advance-Forward is unable to fulfil its service agreement with a student, Advance-Forward must issue a full refund for any services not provided. The basis for determining "services not provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

9) Feedback and Improvements

a) Learner Satisfaction Survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and the return of this survey are important to Advance-Forward for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Advance-Forward Pty Ltd focuses on the continuous improvement of all its students therefore we have provided a student feedback form and ask each student fill it out to the best of their knowledge. The more honest your answers the better we can continue our development of our trainers, staff and students.

b) Continuous Improvements

Advance-Forward is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

c) Suggesting Improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement report for consideration by the Administration. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement report template is available on request. Students are encouraged to provide feedback to Advance-Forward, so we can improve our services in the future.

10) Assessments and Re-Assessments

At Advance-Forward assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Log Book, Supervisor Feedback and Workplace Observation etc. Details of these will be provided to you at the start of your course. This information can also be requested before starting the course

a) Re-Assessments

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Advance-Forward to provide three opportunities for additional training and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of Advance-Forward Trainers, so the progress of the student can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment will be cancelled.

b) Assessment Outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a "Competent" outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

c) Appealing Assessment Decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

d) Issuing of Certification Documents

On completion of your course and payment of all relevant fees, we will issue you with a Certificate and Statement of Attainment within thirty (30) days. The Statement of Attainment will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal if all relevant fees have been paid. A Record of Results will only be provided with a Statement of Attainment where requested.

Advance-Forward reserves the right to with-hold the issuance of Certificates and Statements of Attainment until all fees related to the course or qualification have been paid, except where Advance-Forward is not permitted to do so by law.

Advance-Forward must have a valid USI on file for the student for a Certificate or Statement of Attainment to be issued.

e) Re-issuing Statements and Certificates

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fees.

11) Language, Literacy and Numeracy Test

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Advance-Forward will:

- a. Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- b. Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- c. Provide clear information to students about the details of the language, literacy and numeracy assistance available. Advance-Forward generally recommends the LLN training courses provided by TAFE Qld. These institutes have specialist teachers to support the student's development.
- d. Refer students to external language, literacy and numeracy support services that are beyond the support available within Advance-Forward and where this level of support is assessed as necessary; and
- e. Negotiate an extension of time to complete training programs if necessary.

12) Complaints and Appeals

Advance-Forward is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

a) What is a Complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Advance-Forward in any form and needs to be formally documented by the management. Complaints may be made by any person but are generally made by students and/or employers.

b) What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the of the decision or finding in dispute. Appeals must be submitted to Advance-forward within 14 (fourteen) days of the student being informed of the assessment decision or finding.

c) Early resolution of Complaints & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

d) Complaint and Appeals Handling

Advance-Forward applies the following principles to its complaints and appeals handling:

- a. A written record of all complaints and appeals is to be kept by Advance-Forward including all details of lodgement, response and resolution.
- b. A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- c. Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- d. The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- e. The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- f. Advance-Forward shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- g. Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- h. Complaints and appeals are to be handled in the strictest of confidence. No Advance-Forward representative is to disclose information to any person without the permission of Advance-Forward Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- i. Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

In-case a student wishes to file a complaint they can either contact any staff or send a complaint to complaints@adv-fwd.com.au.

e) Unresolved Issues

Students who are not satisfied with the process applied by Advance-Forward may refer their grievance to the following external agencies:

Unresolved complaints may be referred to the Dispute Resolution, Department of Justice.

Students are to be advised that The Department of Justice will require the student to have exhausted all avenues through Advance-Forward internal complaints handling procedure before taking this option.

Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading.

Advance-Forward

13) Recognition of Prior Learning (RPL)

In accordance with the requirements of the Standards for NVR Registered Training Organisations, Advance-Forward provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

a) What is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved.

By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

b) Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

- a. Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- b. Students may not apply for recognition for units of competence or a qualification which are not included in Advance-Forward's scope of registration.
- c. Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- d. Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- e. Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- f. Recognition may only be awarded for whole units of competence.

c) Forms of Evidence for Recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

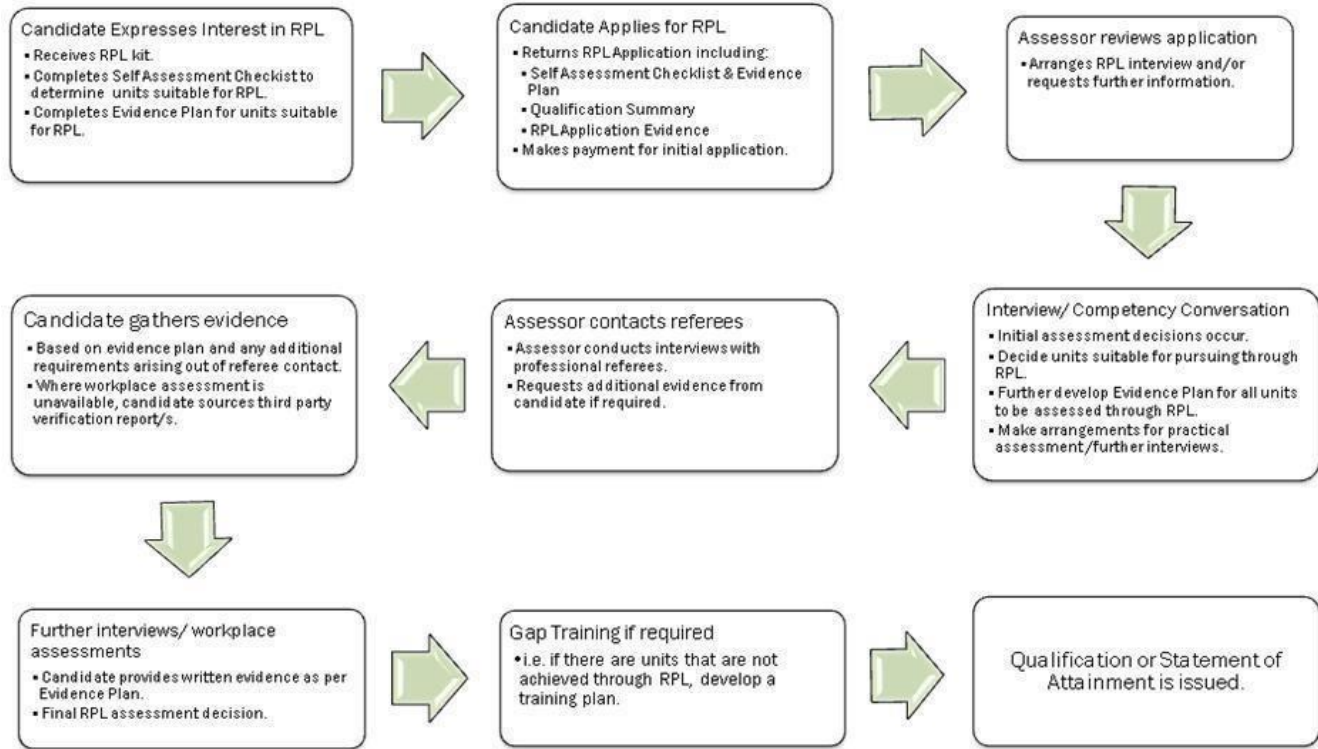
Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- a. Work records;
- b. Records of workplace training;
- c. Assessments of current skills;
- d. Assessments of current knowledge;
- e. Third party reports from current and previous supervisors or managers;
- f. Evidence of relevant unpaid or volunteer experience;
- g. Examples of work products;

- h. Observation by an assessor in the workplace;
- i. Performance appraisal; or
- j. Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with several evidence items, the candidate will start to provide a strong case for competence. Advance-Forward reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate’s current competence.



d) What is National Recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

e) Evidence Requirements

If you are seeking national recognition you are required to present, your statement of attainment or qualification for examination to Advance-Forward. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO’s. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

f) National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

- a. Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- b. Students may not apply for national recognition for units of competence or qualification which are not included in Advance-Forward scope of registration.
- c. Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- d. The student does not incur any fees for national recognition and Advance-Forward does not receive any funding when national recognition is granted.
- e. National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

g) Credit Transfers

A credit transfer is formal recognition of the previous studies you have completed for reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Advance-Forward may grant you credit transfers towards your course for units of competency or modules that you have already completed with another RTO or authorized issuing organization. We can also grant you Credit Transfer for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed. Advance-Forward has the discretion to decide if the Credit transfer is valid and will provide feedback on reasons for not issuing a credit transfer.

To apply, fill in the Credit Transfer Application Form and submit it as part of your enrolment. You can apply for Credit Transfer at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do. Make sure you attach certified copies of transcripts and/or certificates from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised of the outcome of your Credit Transfer Application.

A large, semi-transparent watermark of the Advance-Forward logo is centered on the page. The logo consists of a stylized 'A' shape formed by overlapping geometric shapes in shades of red, blue, and white. The text 'Advance-Forward' is written across the bottom of the 'A' shape in a light grey, sans-serif font.

Advance-Forward

14) Student Support, Welfare and Guidance

a) Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and mathematics.

The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course. Services that we may offer to you include:

- One to one support from our trainers/assessors including providing you with contact details
- Classes to assist with study skills
- Study groups where you can work with your fellow students
- Referral to relevant external services for services not provided by Advance-Forward Contact us at (07) 3133 0249 to discuss your support needs.

b) Support Referrals

| | | |
|--|---|---------------------|
| Aids | http://hivfoundation.org.au/ | 07 3054 6100 |
| Alcoholism | https://www.qld.gov.au/health/contacts/service-finder/index.html | 1800 177 833 |
| Asthma | https://www.asthmaaustralia.org.au/ | 1800 278 462 |
| Cancer | https://cancerqld.org.au/get-support/ | 131120 |
| Child Abuse Prevention Service | http://www.childabuseprevention.com.au/ | 1800 688 009 |
| Consumer Credit and Debt | http://www.ndh.org.au/ | 1800 007 007 |
| Crime Stoppers (to report a crime anonymously) | https://www.crimestoppersqld.com.au/home.jsp | 1800 333 000 |
| Crisis Counselling | http://www.theaca.net.au/find-registered-counsellor.php | 3356 4255 |
| Depression | https://www.beyondblue.org.au/get-support/get-immediate-support | 1300 224 636 |
| Depression (National Initiative) | https://mindspot.org.au/?gclid=CPLxs-uV0NMCFZcJvQodWvoMJw | 1800 614 434 |
| Disabilities | https://bettercaring.com.au/disability/ | 1300 736 573 |
| Divorce Help Line | http://www.raq.org.au/counselling | 1300 364 277 |
| Domestic Violence | http://www.dvconnect.org/ | 1800 811 811 |
| Drug addiction - Narcotics Anonymous | https://www.counsellingonline.org.au/ | 1800 177 833 |
| Drugs and Mental Health | https://www.beyondblue.org.au/the-facts/what-is-mental-health?&gclid=CNaQ1_qe0NMCFQuMvQodXDkHTg | 1300 224 636 |

| | | |
|--|---|---|
| Eczema | http://www.eczema.org.au/ | 1300 300 182 |
| Emergency Services (Police, Fire, Ambulance) | https://www.qfes.qld.gov.au/Pages/default.aspx | 0.0.0 |
| Epilepsy | http://www.epilepsyqueensland.com.au/ | 1300 852 853 OR (07) 3435 5000 |
| Families and Friends with Mental Illness | https://healthyfamilies.beyondblue.org.au/?&gclid=CMHInNeh0NMCFQqbvQodXPgAlw | 1300 224 636 |
| Family Planning Information | http://www.pregnancybirthbaby.org.au/ | 1800 882 436 |
| Gambling Counselling | https://www.gamblinghelponline.org.au/ | 1800 858 858 |
| Gay and Lesbian Counselling Line | http://diversevoices.org.au/services/ | 1800 184 527 |
| Grief Support | https://www.beyondblue.org.au/the-facts/grief-and-loss?&gclid=COLZ3qqk0NMCFRd_vQodwB4Lug | 1300 224 636 |
| Hepatitis A | http://www.hepqld.asn.au/ | 1800 437 222 |
| Hepatitis B | http://www.hepqld.asn.au/ | 1800 437 222 |
| Hepatitis C | http://www.hepqld.asn.au/ | 1800 437 222 |
| Homeless | https://www.qld.gov.au/housing/emergency-temporary-accommodation/homeless-persons-information-qld/ | 1800 474 753 |
| Immigration Line | https://www.border.gov.au/ | 133 177 |
| Interpreter Service | https://www.tisnational.gov.au/ | 131 450 |
| Kids Help Line | https://kidshelpline.com.au/ | 1800 551 800 |
| Legal Information and Advice | http://www.legalaid.qld.gov.au/Get-legal-help/Help-over-the-phone | 1300 651 188 |
| Lifeline | https://www.lifeline.org.au/ | 131 114 |
| Mental Health Advice | https://www.qld.gov.au/health/mental-health/help-lines/services/index.html | 134 325 |
| Parent line | https://www.parentline.com.au/ | 1300 301 300 |
| Poison Information Centre | https://www.childrens.health.qld.gov.au/chq/our-services/queensland-poisons-information-centre/ | 131 126 |
| Police Link (Non-Emergency) | https://www.police.qld.gov.au/programs/policelink/ | 131 444 |
| Pregnancy Counselling | http://www.pregnancycounselling.com.au/index.htm?gclid=CJjB3LSp0NMCfQd9vQod5WkN6Q | 1300 737 732 |
| Rape Crisis Centre | https://www.health.qld.gov.au/sexualassault/html/contact | 1800 010 120 |
| Relationship Counselling | http://www.familyrelationships.gov.au/Pages/default.aspx | 1800 050 321 |
| Schizophrenia | http://www.onedoor.org.au/?gclid=CL7u75qq0NMCFQwnvQod1OIBSg | 1800 843 539 |

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|---------------------------------|---|---------------------|
| S.E.S - State Emergency Service | http://www.ses.sa.gov.au/site/home.jsp | 132 500 |
| Smoking - Quit line | https://www.qld.gov.au/health/staying-healthy/atods/smoking/quitline/ | 137 848 |
| Suicide Prevention | https://www.beyondblue.org.au/the-facts/suicide-prevention?&gclid=CIXB6e2q0NMCFdgjvQod8OMOXg | 1300 659 467 |
| Telephone Interpreter Service | https://www.tisnational.gov.au/ | 131 450 |
| Veteran's Support | http://www.vvcs.gov.au/ | 1800 011 046 |
| Victims of Crime Support | http://www.thesamaritans.org.au/?gclid=CNLi16Gr0NMCFUYGKgodHtkJyQ | 135 247 |
| Women's Refuge Referral Service | http://www.ozcare.org.au/community-support-services/our-services/domestic-violence-womens-refuges/womens-refuges/ | 1800 692 273 |

15) Abbreviations

| Abbreviation | Title Meaning |
|--------------|--|
| ASQA | Australian Skills Quality Authority |
| AVETMISS | Australian Vocational Education and Training Management Information Statistical Standard |
| NCVER | National Centre for Vocational Education Research |
| NRT | Nationally Recognized Training |
| RTO | Registered Training Organization |
| SOR | Scope of Registration |
| VET | Vocational Education and Training |
| VQF | Vocational Education and Training Quality Framework |
| AQTF | Australian Quality Training Framework |
| AQF | Australian Qualifications Framework |
| CT | Credit Transfer |
| RCC | Recognition of Current Competency |
| RPL | Recognition of Prior Learning |
| CBT | Competency Based Training |
| CERT | Certificate |
| FFS | Fee for Service |
| LLN | Language, Literacy and Numeracy |

16) Legislations

a) Commonwealth Legislation:

- Standards for Registered Training Organisations (RTOs) 2015
- Copyright Act 1968
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

b) Queensland Legislation:

- Work Health and Safety Act 2011
- Vocational Education, Training and Employment Act 2000
- National Vocational Education and Training Regulator Act 2011.
- The Fair Work Act 2009
- Queensland. Working with Children (Risk Management and Screening) Act 2000.
- Queensland: Anti-Discrimination Act 1991
- Charter of Human Rights and Responsibilities Act, 2006

c) Training Authorities / Regulators:

- National VET Regulator (NVR)
- Department of Education, Employment & Workplace Relations (DEEWR)
- Australian Skills Quality Authority (ASQA)
- Higher Education and Skills Group (HESG)



17) Privacy Policy

Advance-Forward takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the Information Privacy Act 2009 (QLD). If You have concerns about how Advance-Forward is managing your personal information, we encourage you to inform our staff and discuss your concerns.

You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at <http://www.oaic.gov.au/privacy/privacy-complaints>

a) Enrolment Data

Advance-Forward will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

b) Personal Information

Your personal information is retained within our hard copy filing system and our computer systems. We also store data in a Secure cloud as well. Apart from this some of the data is stored in our cloud-based Student Management System. Student's information is collected via the enrolment form and through completion of administration related forms and based on students training outcomes.

Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our secure cloud server.

c) Data Retention

Advance-Forward is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

d) Supplying Student Information to a Third Party

Advance-Forward does not supply students' information to any third party without student permission. However, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases, Advance-Forward will seek the written permission of the student for such disclosure. Advance-Forward will not disclose your information to any person or organisation unless we have written instructions for you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

e) Student Access to Information

Students have the right to access information that Advance-Forward is retaining that relates to them. However, students do not get access to the assessments once they have been marked and stored. Students are encouraged to contact our staff for further instructions on how to do so.

f) Unique Student Identifier (U.S.I) and Student Indemnity

A Unique Student Identifier (USI) is a reference number made up of (10) numbers and letters that create a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access, obtain or create your USI on your behalf.

By agreeing to provide us with permission to access, obtain or create your USI, you additionally agree to allow the use of a valid form of identification for this purpose.

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

You are advised and agree that you understand and consent that the personal information you provide about your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of (a) applying for, verifying and giving a USI; (b) resolving problems with a USI; and (c) creating authenticated vocation education and training (VET) transcripts.

Please read carefully and sign the Privacy Notice and Student Declaration on this page before submitting the enrolment form:

Under the *Data Provision Requirements 2012*, Advance-Forward is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Advance-Forward for statistical, regulatory and research purposes. Advance-Forward may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct. I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Policy above.

NAME: _____ (please print)

SIGNATURE: _____ **DATE:** ____/____/____

PARENT/GUARDIAN SIGNATURE* _____ **DATE:** ____/____/____

- Parental/guardian consent is required for all students under the age of 18.

18) Student Acknowledgement

This is to Certify that I, _____ <Student name> have read through the Student Handbook. And I have Discussed the Following with Advance-Forward Representatives

| Initial | I certify that |
|---------|--|
| | I have discussed various possible programmes that are delivered by Advance Forward |
| | I have received and have read student handbook |
| | I have discussed my eligibility for the program. From this point onwards, any issues that may arise relating to the eligibility for security licence will be my responsibility. |
| | I have Discussed Start date, End date and certificate Issue date of my program. I also understand that if there is any delay in submission of student books, any supporting documentation, or not completing any prescribed training or test will result in a delay in issuing certificates. This means if everything is not submitted by the end date of the course students may face a delay in receiving their certificates. Final processing can take up to 15 business days from the day of submission of all the documents. |
| | I have discussed all the Fees and Charges for the Program as specified in this Student Handbook |
| | I understand Advance-Forward provides physical documents from its office. If the documents are required to be mailed, then the associated charges will be paid by the student. |
| | I Understand and commit to abide by the student code of conduct as outlined in this student handbook. |
| | I understand That Advance-Forward Does not provide physical certificates. Physical Certificates Can Although be collected by paying an additional Charge as outline in Fees and Charge |
| | I understand, accept and will abide by Advance-forward's privacy policy as outlined in this Student Handbook |
| | I agree to abide by the rules and regulations of Advance-Forward Pty Ltd and to follow the lawful instructions of their trainers. I understand that if I do not follow the lawful instructions of Advance-Forward Pty Ltd trainers, my enrolment may be withdrawn, the provision of training ceased, and I will not be entitled to a refund. |
| | I agree not to hold Advance-Forward Pty Ltd liable for any injury, loss or damage which may be personal, financial or otherwise that I may sustain either during the training or as a direct or indirect consequence of the training. I agree to indemnify, release from liability and covenant not to sue Advance-Forward Pty Ltd for any injury, loss or damage which may be personal, financial or otherwise that I may cause, or which may result directly or indirectly because of my actions during or because of my training. |
| | I hereby voluntarily waive all claims or actions, both present or future, that may be made by my family, estate, personal representative, heirs or assigns resulting directly or indirectly from training provided by Advance-Forward Pty Ltd |
| | I consent to Advance-Forward Pty Ltd using the information I provide, and they subsequently gather, for the purpose it was collected, to assist in the administration of products and services and to carry out all necessary activities associated with their operational business activities, workplace compliance and legal governance issues. |
| | I state that all personal information that I have supplied to the organisation is true and correct and that all work, including assessment, that I submit will be my own work. |

| Name | Signature | Date |
|------|-----------|-------------------|
| | | ____/____/201____ |

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