



**Australian Global Institute**

RTO 31690 Trading as

**The Australian Institute of Sport and Recreation**

**STUDENT HANDBOOK**

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Cover picture by A Muradian

***Welcome to the Australian Institute of Sport and Recreation!***

The AISR team is proud to welcome you on board. We trust that you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to kick-start your career by entering the workforce or upskilling, re-enter the workforce or create the pathway for further studies. To learn more about our vision, mission, values and goals please go to our about us page on the web site.

We strive to provide you with a first-class experience that is based on up-to-date practices and skills used in the workplace and community. We will provide you with an experienced industry-qualified trainer and the resources to guide you to achieve your national qualification

During your time with us you will be exposed to a variety of experiences and challenges. The course will provide a mix of theory and practical skills training. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are welcome to ask us for further information if you have questions, which are not covered in this handbook.

The quality of your experience at the Australian Global Institute (herein referred to as AGI) depends largely upon your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge and we will do our very best to ensure that the benefit to you will exceed your expectations. All the best in your training endeavours!

Paul H and the AGI team

# Code of Practice

## ***Governance***

As a Registered Training Organisation (RTO), AGI has agreed to operate within the requirements of the Standards for RTO's. This includes abiding by the VET Quality Framework.

## ***Interaction with Registering Bodies***

AGI agrees to participate in monitoring and auditing processes as directed by ASQA, Standards for RTO's and any other registering authorities as appropriate. This includes an agreement to provide accurate, timely and relevant data necessary to measure the organisation's performance, to provide information about significant changes to the organisation's operations, and to ensure that quality records are managed and maintained so as to demonstrate the organisation's compliance against the standards and registering body requirements.

## ***Compliance with Legislation***

AGI agrees to satisfy the requirements of all Commonwealth and State legislations and regulations as applicable to its operations and scope of registration. AGI ensures that all employees and clients are fully informed of these requirements and their effect on their duties and participation in VET.

## ***Insurance***

AGI ensures that it holds appropriate insurance for public liability, professional indemnity and WorkCover throughout its registration period.

## ***Financial Management***

AGI ensures that it has procedures in place to protect fees paid in advance and implements a fair and reasonable refund policy. AGI commits to ensuring that its accounts are certified by a qualified accountant at least annually, and makes the certificate of accounts available to relevant registering authority upon request.

## ***Certification & Issuing of Statements of Attainment***

AGI ensures that people assessed as competent in accordance with the requirements of a Training Package or accredited course will be issued a qualification or statement of attainment. All qualifications or statements of attainment issued will meet the requirements of the Standards for RTO's, issued within 30 calendar days and will include AGI's national provider number and the Nationally Recognised Training (NRT) Logo.

Records of learner's qualifications and statements of attainment are kept for a period of 30 years.

### ***Recognition of Qualifications Issued by Other RTOs***

AGI recognises all Nationally recognised qualifications and statements of attainment issued by other training providers.

### ***Accuracy & Integrity of Marketing***

AGI ensures that its marketing and advertising of Nationally recognised qualifications to prospective clients is ethical, accurate and consistent with its scope of registration, this includes arrangements with 3<sup>rd</sup> parties for recruitment and training and assessment. The NRT Logo is used only in accordance with the conditions of its use.

### ***Training Package Transition***

AGI ensures that it has processes in place to manage the transition from superseded Training Packages within 12 months of their publication on the (Training.com.au). Processes to ensure the transition from superseded accredited courses are also implemented.

### ***Continuous Improvement***

AGI has a commitment to providing quality products/services with a focus on continuous improvement. We value feedback from students, clients, employees and industry in regards to opportunities for business development and growth.

### ***Sanctions***

AGI will honour all guarantees outlined in this Code of Practice. We understand that if we do not satisfy the obligations set out in this code or any of the supporting legislative/regulatory requirements, we may have our registration withdrawn.

## Access, Equity & Diversity Policy

The Access, Equity and Diversity Policy ensures that the principles of equity for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

AGI will provide opportunities for all people to participate in the VET system, and in any other associated decisions that will affect their lives. Appropriate student support services will be provided to maximise the chances of under-represented students achieving positive outcomes and placement/employment in their chosen career.

To maintain this policy AGI will:

- Ensure the establishment of non-discriminatory student selection procedures that encourage fair access for all people including members of under-represented groups;
- Ensure the requirements of individual students are accounted for in the strategic and operational planning process;
- Provide students with the opportunity to be involved in the planning and decision-making processes in regards to matters that directly affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from discrimination and harassment;
- Seek to provide access to a broad range of high quality support services that account for AGI's diversity of students and the needs of people from under-represented groups;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals; and
- Provide opportunities for employee professional development to assist those who deliver training, assessment and administrative services to people from under-represented groups.

AGI recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to VET can assist all Queenslanders to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism by which AGI demonstrates its commitment to the following State and Federal equity legislation and policy requirements:

- Disability Discrimination Act (1992)
- Sex Discrimination Act (1984)

- Racial Discrimination Act (1975)
- National Strategy for the Education of Aboriginal & Torres Strait Islander People (1996-2002)
- Anti-Discrimination Act (1991)
- Multicultural Queensland Policy (1998)

### ***Equity***

Equity means 'fairness'. In the context of VET, equity ensures that all people are provided with the opportunity to access, participate and successfully achieve outcomes.

Underpinning the principles of equity is the recognition by AGI that:

- People may identify with more than one equity group;
- There may be differences within and between equity groups;
- Each equity group does not experience the same type of disadvantage; and

There remain many common systemic barriers for equity groups

### ***Diversity***

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- Prior educational experience;
- Cultural diversity;
- Language and/or learning styles;
- Goals and expectations;
- Motivation;
- Work and social experiences;
- Gender;
- Values and beliefs;
- Religion;
- Income;
- Age; and
- Geographic location.

This policy aims to address the requirements of all potential and actual students seeking to participate in training with AGI, including specific equity groups such as:

- Women;
- Indigenous Australians;
- People with a disability;
- People from non-English speaking backgrounds;
- People with language, literacy and numeracy difficulties; and
- Residents of rural and remote communities.

Beyond these groups, and in further recognition of diversity, AGI also aims to respond to the needs of local community groups including:

- Young and mature age people;
- People in transition from institutions;
- People who are socioeconomically disadvantaged; and
- People with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of AGI's planning and operations. This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. Where such strategies do not exist, the diversity of student's needs may be addressed through planning areas such as:

- Resource allocations
- Support personnel
- Staff training
- Product development and delivery;
- Marketing and promotion; and
- Research

All staff employed by AGI are responsible for upholding the access and equity requirements set out in this policy. AGI will periodically monitor and review its access and equity performance in order to:

- Ensure compliance with national and state legislation and policies;
- Meet national and state reporting requirements; and
- Modify and improve its performance to better achieve access, equity and diversity objectives.

## Enrolment, Induction and Orientation

Information on enrolment, induction and orientation for trainees is contained in the relevant course brochure and on the website <https://www.agi.edu.au/enrol>

### **Fees and Charges**

The amount and type of fees and charges paid will depend on the qualification you undertake and your eligibility for funding through the State and Commonwealth Governments. Applicants that are ineligible for funding must refer to the AGI Fees and Charges Schedule, on the website for each qualification and following.

### ***Funded training (Certificate 3 guarantee and HLS)***

Eligible students will have their qualification partially funded by the State Government under certificate III guarantee arrangements. However a student Co-Contribution Fee is charged to fill the cost of the training gap between the government subsidy and the cost of training. The co-contribution fee advertised is the minimum to cover the cost difference as training costs will vary between the activities chosen and the location as operating costs may vary substantially between locations (i.e. Brisbane and Cairns). The student will be informed of all costs and variations prior to commencement. Certain exemptions apply to the payment of the Student Contribution fee. These exemptions include VETis funded qualifications for school children with no student training cost and co-contribution concession card holders which receive a reduced rate of gap training fee charged. All fees are outlined to the trainee and employer during the induction and before sign up process. Contact AGI for further information on applicable exemption categories.

- Co-Contribution Fee Certificate III Outdoor Recreation \$5 per unit (24 units)  
Concession Co-Contribution Fee \$2 per unit (24 units)
- Co-Contribution fee Certificate III in Sport and Recreation \$20 per unit (15 units)  
Concession Co-Contribution Fee \$5 per unit (15 units)
- Co-Contribution Fee Certificate IV Outdoor Recreation \$5 per unit (31 units)  
Concession Co-Contribution Fee Outdoor Recreation \$2 per unit (31 units)

### ***VETiS funded students***

Vocational education and training in Schools (VETiS) is VET undertaken by students while they are at secondary school. Students are offered education and training focused on delivering qualifications that provide the skills and knowledge required for specific industries. Students can undertake VETiS as part of their school studies.

VETiS eligible funded students undertake their training with no training cost (fee free). Eligibility to VETiS funded programs from the VETiS funding stream with funding by the Queensland Government included enrolment in a Qld school year 10, 11 or 12; aged 15 years or older and not completed or enrolled in a course on the VETiS stream list. Refer to our website [www.agi.edu.au](http://www.agi.edu.au) for further information and the Queensland Government training site with important fact sheets <https://training.qld.gov.au>

VETiS courses available:

- SIS20213 Certificate II in Outdoor Recreation
- SIS20513 Certificate II in Sport Coaching

### ***Full fee-paying students/trainees***

Trainees enrolling in qualifications and paying the full amount of fees will be required to pay a non-refundable deposit of \$900.00 upon commencement. This deposit will assure your place in the qualification and cover the costs associated with initial administration and preparation of materials and facilities. Remaining fees associated with the delivery of training, conduct of assessment, issuance of qualifications and statements of attainment and general administrative costs will be invoiced upon commencement of each unit or cluster of units according to the fees and charges schedule.

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

Fees for applications for Recognition of Prior Learning are charged at 100% of the full rate. Applicants should refer to the fees and charges schedule for further information. A base RPL is applicable for the units that are assessed and approved for granting RPL with additional units required to complete the qualification to be charged an additional fee per unit.

## **Refunds**

Information on refunds is available on the AGI website <https://www.agi.edu.au/refund-policy> and clearly communicates the refund policy and procedure for our courses. For further RTO performance requirements please refer to the ASQA Standards for Registered Training Organisation.

### **1 AGI/AISR Responsibilities**

- Treat all refund applications equally and fairly on a case by case basis.

- All decisions will take into account education disadvantage experienced by the student.
- AISR will have an appointed “review officer” to undertake reviews of decisions if required.
- Ensure that this policy and procedure document is available on the AISR website.

## 2. Initial Discussion -- Pre-Enrolment

- Prior to enrolment students will have access to the refund and cancellation procedures.

## 3. Withdrawal or Cancellation from a Course of Study

1. A student who wishes to withdraw from a course must do so in writing. Student must include the following information:

- Students Name, Address and Contact details
- Student ID
- Course of study being undertaken
- Reasons for cancellation.

2. All cancellations must be emailed to [admin@agi.edu.au](mailto:admin@agi.edu.au)

3. Students will be automatically cancelled from their current enrolment if within a 3-month period: do not commence their course; do not have registered activity within the student learning platform or do not communicate with AGI/AISR or Provider as requested. No refund will be payable after cancellation.

## 4. Refunds for students who are eligible for Certificate III Guarantee funding (co-contribution fee)

- A student who wishes to withdraw from a course before enrolment/commencement of study for the course, will have 100% of the co-contribution fees refunded
- A student who wishes to withdraw from a course of study after enrolment/commencement of study will not be eligible for a refund.
- Students who are cancelled as per procedure 3.3 (above) will not be eligible for any refund.

## 5. Refunds for Students who are Fee for Service

- A student, who wishes to withdraw from a course before commencement, will have 100% of the tuition fees refunded.
- A student who wishes to withdraw from a course after commencement will not be eligible for a refund.

- Students who are cancelled as per procedure 3.3 (above) will not be eligible for any refund.
- All applications fees are non-refundable.

## 6. Payment of Refunds

- Student refunds will be paid within 28 days of written notice of refund.

## Recognition

AGI will recognise the qualifications and statements of attainment issued by other RTOs. If you have completed prior training with another training provider and wish to seek recognition for existing units of competency you will need to provide evidence such as a statement of attainment, academic transcript or statement of results from your previous training provider (see credit transfer below).

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the formal acknowledgement of the skills, abilities and knowledge that applicants might have obtained as a result of their work and life experience/s, previous training and/or formal education.

Should you wish to seek RPL, you must provide sufficient evidence of existing knowledge and skills. In addition, you will also undertake a formal assessment process consisting of a conversation (wherein you respond to a series of questions related to the units of competency for which you are seeking credit), challenge testing and the collection of third party testimonials or references from employers. Please refer to the AGI website for further information.

### Credit Transfer

Credit Transfer confirms that a credit transfer (CT) is available to an eligible student that enrolls with AGI.

The concept of CT applies nationally, and refers to the acceptance of AGI, as per its Standards for RTO's compliance requirements, to recognise all nationally recognised qualifications and statements of attainment issued by other RTOs. This process thereby enables individuals to receive national recognition of their achievements. Credit transfer cannot be granted without substantiation such as a copy of a statement of attainment, academic transcript or statement of results from the training provider.

# Complaints and Appeals

## Complaints

All learners have the right to make a formal complaint regarding any systems or processes provided by AGI. Should you feel that you have a genuine complaint with regard to our service we expect that you will communicate this to us to assist us in improving our processes, systems and customer service standards.

All complaints are to be submitted in writing to the Training Manager. You will be asked to provide full relevant details of the complaint including your name, address and contact numbers so that AGI may make contact should further clarification be required. It should be noted that AGI respects your right to privacy and as such all personal relevant details including name and contact relevant details will remain confidential.

The complaint will be investigated internally and you will be advised of the outcome in writing, normally within 14 working days from the date the complaint was received. Where you are dissatisfied with the decision, you will be invited to a formal meeting to further discuss the issues and negotiate to reach a mutually acceptable outcome.

## Appeals Against Academic Results

If you believe that you have received an unfair assessment result, you have the right to appeal. In the first instance, you must approach your assessor to ascertain the circumstances of the assessment and why you believe that the result is incorrect. Where the assessor believes that the assessment result is not reflective of your level of competence, you will be given a further opportunity for assessment. However, where the assessor believes that the assessment decision was correct the decision will stand. If you are still dissatisfied, you will be required to lodge a formal written appeal. This must be completed within 14 days of receiving the result of the assessment.

AGI will invite you to a formal hearing where you will be given the opportunity to present further evidence to substantiate your appeal. Following this, AGI will send your formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within 7 days of the decision.

## Other Appeals

Where you are dissatisfied with any decision made by AGI in relation to its service, the issue must be put in writing to the management of AGI. You will be invited to attend a formal hearing where you will be given the opportunity to present your case and provide supporting evidence. Following this, AGI will send your formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within 7 days of the decision. If the student is not satisfied with internal dispute resolution outcomes, external organisations will be sought to assist in resolution.

External dispute resolution assistance is available with:

- Australian Council for Private Education Providers, ACPET [www.acpet.edu.au](http://www.acpet.edu.au)
- Department of Justice, Attorney General, Queensland – Dispute Resolution Branch

## **Language Literacy and Numeracy Considerations**

In order for AGI to provide you with the best possible training and assessment, it is important that we understand your learning style so that, where necessary, learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

When completing your enrolment form, you may be asked to complete a LLN test. This will determine your existing levels of LLN and provide AGI with valuable information that we can use to support your learning.

## **Student Support, Welfare and Guidance Services**

While AGI does not have qualified internal staff capable of offering professional welfare and guidance services, we will work with you to accommodate and refer you to relevant professional services you need (refer to list below-end of document). Academic assistance is available to students, contact your trainer or our student support office. Study Support staff can help you to study more effectively and develop your skills in:

- Writing (essays and reports)
- Study techniques
- Goal setting
- Grammar and spelling
- Time organisation
- Creating an effective study environment
- Academic learning
- Exam preparation

## **Discipline**

All staff and participants are expected to behave in a responsible manner and in accordance with AGI policies and procedures. Inappropriate behaviour that may cause harm to fellow students or staff of AGI or disrupt the learning process, may result in suspension, expulsion or dismissal. Disciplinary action of AGI may include verbal warnings, written warnings and finally suspension or expulsion. Employers of trainees will be advised of all instances of inappropriate or dangerous misconduct or behaviour.

## **Issuance of Qualifications and Statements of Attainment**

In accordance with the clause 3.3 of the Standards for RTO's, AGI will ensure that all qualifications and statements of attainment are awarded within 30 calendar days of successful completion of:

- Selected units of competency from accredited courses or qualifications
- Qualifications

## **Flexible Learning and Assessment Methodologies and Strategies**

AGI is committed to providing the best possible learning environment for all staff and participants to achieve the outcomes sought by industry. Therefore, the trainers will work with employers and trainees to ensure that the needs of each individual student are met and training is delivered in a manner that suits their learning style (as much as is practically possible).

Generic learning and assessment methodologies can be contextualised/customised to suit the learning style, working environment and the needs of industry and employers.

Depending on the qualification you are undertaking, learning options available may consist of:

- Traditional class room learning
- Online learning
- Practical on site activities

Assessment methodologies may consist of:

- Written and/or oral questions
- Direct observation of skills on site
- Project work
- Examinations
- Assignments

Further information on the learning and assessment methodologies and strategies are provided during the induction.

### **Commonwealth and State Legislation**

All participants and staff of AGI are expected to comply with all relevant legislation at all times. Specific legislation in relation to your training will be included in your learning resources and assessment information.

- All Queensland legislation is available on line at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au).
- All Commonwealth legislation is available on line at [www.scaleplus.law.gov.au/popacts.htm](http://www.scaleplus.law.gov.au/popacts.htm) or [www.comlaw.gov.au](http://www.comlaw.gov.au)

### **Further Education and Training Act 2014**

The Further Education and Training Act 2014 is in place to establish and support the continued development of high quality vocational education and training to meet the needs of industry and the community including training organisations within Queensland.

### **Work Health and Safety Act 2011**

The objective of the Work Health and Safety Act 2011 is to prevent or minimise a person's exposure to the risk of death, injury or illness being caused by a workplace or work activities. The Act establishes a framework for placing obligations on persons for ensuring the health and safety of others, establishing regulations for industry and providing for the election of workplace health and safety representatives to oversee the implementation of safety provisions for employees and their clients.

### **Industrial Relations Act 1999**

The objective of the Industrial Relations Act 1999 is to provide a framework that supports the rights and responsibilities of employers and employees by preventing discrimination in the workplace, ensuring that wages provisions are provided to a fair standard and that all employees' male or female have equal rights and access to employment opportunities.

## **Working with Children (Risk Management and Screening) Act 2000**

The object of this the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian to promote and protect the rights, interests and wellbeing of children in Queensland.

## **Copyright Act 1968**

The Copyright Act 1968 aims to protect published work and eliminate the infringement of people to re-produce work without prior permission.

## **Privacy Act 1988**

The Privacy Act regulates how personal information is collected, stored, used and disclosed

## **Anti Discrimination Act 1991**

The purposes of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation

## **Sex Discrimination Act 1984**

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

## **Disability Discrimination Act 1992**

An Act relating to discrimination on the ground of disability

## **Fair Trading Act 1989**

An Act to make provision with respect to unfair or undesirable trade practices, to regulate the supply of goods and services and to provide for consumer authorities.

## **Access to your Records**

You may access your records where necessary at any time. Contact AGI for further information.

## **Student Support Services**

Where we are unable to meet some of your personal needs we will support you by accessing the following services if they may be of assistance.

- Mates in Construction 1300 642 111
- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Salvation Army Care Line 3831 9016
- Life Line 131 114
- Kids Helpline 1800 55 1800
- Alcohol and Drug Information Service 3236 2414
- Drug-Arm 1300 656 800
- Interpreting Service 131 450
- Statewide Sexual Assault Helpline 1800 010 120
- Youth Emergency Service (Accommodation) 3357 7655

Should you require any further information on any topic outlined in this book, please contact us during business hours.