



**Australian Global Institute  
RTO 31690**

# **STUDENT HANDBOOK**

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## Welcome to the Australian Global Institute!

The Australian Global Institute 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

## College Information

AGI has been providing innovative quality education to local students within the National Training Framework for more than a decade. With training delivery locations around Queensland, we pride ourselves on enriching students' lives and creating exciting opportunities by turning passions into careers.

Incorporating rigid quality assurance and benchmarked against best practices, our state-wide training and assessment network with our professional trainers and assessors who are industry experts will provide you access to the best recreational locations in Queensland giving you unparalleled quality, options and value.

Only AGI assessment resources are utilised within an eco-friendly paperless online system managed by AGI. We strictly monitor all training and assessment services and ensure all trainers are experienced, friendly, and qualified. All marketing and enrolments are conducted by AGI and your highly regarded Certificates will be issued by AGI.

Third party arrangements use all AGI learning and assessment resources facilitated by their fully qualified trainers under strict quality and compliance frameworks to provide students the same high level of education standards across Queensland.

Training delivery locations include:

- Brisbane
- Gold coast
- Cairns
- Townsville
- Whitsundays
- Central Qld

AGI's training rooms and main office is located at 2/537 Kessels road, Macgregor. Only 2 minutes' walk from Public transport and 10-minute walk from Westfield Garden City shopping centre which is also the location of a large bus interchange.

### ***Facilities and Resources***

At our training delivery locations, you will find:

- Classroom with training aids
- Computers with access to internet and learning portal
- Access to student library and appropriate unit learning material

- Access to recreational facility and pool or pool like conditions
- Access to shore or boat diving with appropriate dive sites
- Relevant equipment for SCUBA and snorkel training
- Relevant Emergency equipment

### ***Emergency Procedures***

All our training delivery locations have evacuation plans to deal with emergency situations such as fire. This information is displayed within the facilities and the procedures to follow will be covered with you during the orientation session.

If you hear the Fire Alarm Bell, the following applies:

- Remain calm
- If in class, follow your trainer's instructions
- When told to do so, move with your class or group to your designated assembly area and stay there for a roll call
- Do not wander off to collect personal belongings from lockers or classrooms
- If you are not in class, go to the nearest safe assembly area
- Remain in the area where you have assembled until you are told by staff that you may leave

### ***First aid***

If you are injured and require assistance, report to your trainer immediately. Students are not permitted to use First Aid facilities or boxes and/or self-administer pain medication without prior permission.

### ***Critical Incidents***

If you encounter a critical incident during your time as a student with AGI, we will implement procedures we have in place to ensure your safety and provide you with the information to seek assistance and report an incident that significantly impacts on your wellbeing.

A critical Incident is defined as:

***A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.***

Examples of events which may be deemed critical incidents include

- Missing students
- Severe verbal or Psychological aggression

- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, physical, sexual or other abuse
- Other non-life-threatening events

We have procedures in place to manage critical incidents to make sure that you remain safe, that support is offered to you and that the matter is properly dealt with by appropriate authorities.

## Course information

All prospective students are encouraged to access AGI website to obtain information on courses available and entry requirements. In the course information page for each qualification you will find:

- Description of qualification
- Course outcomes
- Duration and cost
- Units of competency
- Modes of delivery
- Entry requirements

Please refer to our website for up to date information and contact us if you have additional questions.

## Enrolment

AGI is committed to ensure the application and enrolment process is fair, equitable, consistent and compliant with government, industry and/or legislative requirements; enabling students to make informed decision about their training needs and assessment requirements and pathways. Our policy ensures:

- Eligibility criteria and entry requirements are clearly outlined in all marketing material.
- AGI will ensure that marketing of training services is professional, accurate and maintains the integrity of the VET sector.
- AGI is an equal opportunity provider and shall ensure that all applicants seeking admission will be treated fairly and equitably. AGI will observe an open, fair and

transparent admission procedure that are based on clearly defined criteria to assess whether student's qualifications, experience and English language proficiency is appropriate to meet qualification requirements.

- AGI will ensure that prospective students are informed about fees, co-contribution fees, training, assessment, support services provided and about their rights and obligations prior to enrolment. Students are informed and counselled about educational and employment pathways, as well as options for credit transfers and RPL based on their valid credentials.
- AGI undertakes assessment of current skills and knowledge of students prior to commencement of training. Options are identified to meet an individual student's learning need.
- All students will be informed about the requirement of a Unique Student Identifier (USI).

Instructions for enrolment are in the "How to apply" page on the website. In this page you will find:

- **Eligibility and application for enrolment form:** if applying for government subsidised training- VET in Schools (VETiS) or Certificate 3 Guarantee. This form also includes a Pre-enrolment information checklist which provides important information regarding government subsidised training and terms and conditions of enrolment.
- **Student handbook:** which includes information about the college and policies and procedures.

Follow the link for further information <https://www.agi.edu.au/>

## Fees

The amount and type of fees and charges to be paid will depend on the qualification you undertake and your eligibility for funding through the State and Commonwealth Governments. Applicants must refer to the AGI website and see each qualification page for fees and charges.

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

Eligible students will have their qualification partially funded by the Queensland Government under the Certificate 3 Guarantee program. However, students are expected to contribute to the cost of their training through a Co-Contribution Fee. This fee is charge to fill the gap

between the government subsidy and the cost of training. The co-contribution fee for each course includes all cost associated with the delivery of training. Certain exemptions apply to the payment of the student co-contribution fee. These exemptions include VETiS funded qualifications for school kids with no student training cost and co-contribution fee for concession card holders which receive a reduced rate of gap training fee. All fees are outlined in the website under the course information page. Contact AGI for further information on applicable exemption categories.

### ***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. Eligibility to VETiS funded programs from the VETiS funding stream with funding by the Queensland Government requires evidence of student enrolment in a Qld school in years 10, 11 or 12; aged 15 years or older; Australian/ New Zealand citizen or permanent resident (or on pathway to permanent residency) presently residing in Queensland and not completed or enrolled in a VETiS qualification listed on the Priority Skills List. Refer to our website for further information and the Queensland Government website to see important fact sheets <https://desbt.qld.gov.au/training/providers/funded/vetis>

### ***Full fee-paying students***

Students enrolling in qualifications or specific units of competency will be required to pay a deposit at the time of enrolment. Remaining fees associated with the delivery of training (tuition fees) will be invoiced upon commencement.

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

A base RPL fee 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. Contact AGI for further information on RPL fees and procedure.



## Refunds and Cancellation

AGI is committed to fulfilling all obligations as a responsible industry leader and will ensure that all fees and refund and cancellation policies are made known to all prospective students prior to enrolment and prior to receiving any payment from the students. The intent of this policy is to clearly communicate the refund policy and cancellation procedure before enrolment in our courses so the students can make informed decisions.

### 1. AGI Responsibilities

- Treat all refund applications equally and fairly on a case by case basis.
- All decisions will take into account education disadvantage and hardship experienced by the student.
- AGI will have an appointed “review officer” to undertake reviews of decisions if required.
- Ensure that this policy and procedure document is available on the AGI website.

### 2. Initial Discussion - Pre-Enrolment

Prior to enrolment students will have access to the refund and cancellation procedures so they can make informed decisions.

### 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
  - Course of study being undertaken
  - Reasons for cancellation.
- 2) All cancellations requests must be emailed to [admin@agi.edu.au](mailto:admin@agi.edu.au)
- 3) Students will be automatically cancelled from their current enrolment if:
  - do not commence their course on the scheduled commencement date and do not communicate with AGI or trainer within a one-month period to request a deferral
  - do not have registered activity within the student learning platform for more than three months and do not communicate with AGI or trainer as requested

#### 4. Refunds for students who are eligible for Certificate 3 Guarantee funding (Co-contribution fee)

- A student who wishes to withdraw from a course before commencement date will have 100% of the co-contribution fees refunded upon written notification of cancellation
- A student who wishes to withdraw from a course after commencement date will receive a refund of the co-contribution fee for any units not commenced prior to written notification of cancellation

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

- A student who wishes to withdraw from a course before commencement date will have 90% 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 a refund.
- Application fees are non-refundable.
- In cases of hardship or other circumstances beyond the control of the student, a decision will be made on a case by case basis.

#### 6. Refund for services not provided

If AGI cancels a course (except in the circumstances outlined in procedure 3.3 above), students are entitled to a refund without written application and the following will apply:

- Full refund: If AGI cancels a program before it commences, a full refund of tuition and non-tuition fees will be made within 2 weeks of the course being cancelled.
- Pro Rata (during the course): If AGI is unable to complete a program once it has started but before it is complete, a refund of any unused portion of the tuition fees paid in advance will be made within 2 weeks of the date the course stopped being provided.

#### 7. Payment of Refunds

- Students applying for a refund must complete the cancellation/refund request form available from administration and email it to [admin@agi.edu.au](mailto:admin@agi.edu.au)
- 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 (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 contact us for further information.

### Credit Transfer

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. This document will be retained on your student file as evidence of your achievement of the units against which AGI will be issuing a qualification.

## 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.

### ***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. 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. We carefully review the results of our external government audits and put processes in place to ensure we remain compliant at all times. Internal audits are also an important part of our policies and procedures to ensure we meet government requirements.

### ***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.

## 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 may need (refer to list below-end of document). Academic assistance is available to students, trainers can provide direct training and assessment support. AGI administration team will provide other related program support including enrolment and systems assistance. Contact your trainer or AGI office for more information. 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



## 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 industry and students 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 classroom 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 orientation session.

## Plagiarism and Cheating

*Plagiarism* is defined as stealing and passing off the ideas and words of another as your own. This source may be written, oral or electronic, and includes copying/ pasting from books, journals, newspapers, the internet and the retrieval of research papers from the Internet.

*Cheating* is defined as submitting work done by someone else as your own. It includes copying another student's work (with or without his/her knowledge) and handing it in as your own.

To avoid plagiarism and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the work

Students who submit work that is plagiarised or is the work of another person (cheating) will face disciplinary procedures.

## Discipline

All staff and participants are expected to behave in a responsible manner and in accordance with AGI policies and procedures and Code of Conduct. 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.

## Your General Rights and Responsibilities

AGI has an important role in providing vocational training and learning opportunities and takes seriously its responsibility to provide a duty of care to all students. All students are expected to abide by the Code of Conduct. When you are accepted into a training program at AGI you enter into an agreement with the institute that you will abide by all regulations, including the Code of Conduct which outlines your rights and responsibilities as a student.

### *You have a Right to:*

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment free from discrimination and harassment
- Learn and work in an environment free of hazards
- Pursue your educational goals in a supportive, stimulating, clean environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Get regular information about assessment procedures and your progress in the training program
- Have complaints dealt with fairly, promptly, confidently and without fear of retribution

### *Your responsibilities:*

- You must:

- Make truthful statements about your identity, financial and personal status, education and employment history
- Ensure that any details we hold about you including where you live, contact number, email address and who to contact in an emergency situation, are kept up to date at all times. Any changes to this information must be advised within 7 days of the change using the “Change of Student particulars” form available from administration.
- Behave in a manner that will not bring yourself, AGI, your country, or partner providers into disrepute
- Treat people fairly and with respect
- Complete all assessment requirements by the due date
- Not disrupt other students in the course of their studies
- Provide encouragement and support to other students
- Follow all reasonable instructions given to you by your trainer or any staff member of the institute
- Follow AGI rules and conditions of enrolment

## Complaints and Appeals

### Complaints

All learners have the right to make a formal complaint regarding any systems, staff, training 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 using our “Complaints and/or Appeals form” available from administration and sent directly to [admin@agi.edu.au](mailto:admin@agi.edu.au) . You will be asked to provide full relevant details of the complaint including your name, address and contact numbers so AGI can contact you if further clarification is 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 using the “Complaints and/or Appeal form”.

This must be completed within 14 days of receiving the result of the assessment and must be sent to [admin@agi.edu.au](mailto:admin@agi.edu.au).

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 a student has appealed a decision or outcome of a formal complaint they are required to notify AGI in writing within 20 working days of the Decision/ outcome being made and the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

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.

Where AGI considers more than 60 calendar days are required to process and finalise the complaint or appeal, AGI will:

- a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update the complainant or appellant on the progress of the matter.
- c) securely maintain records of all complaints and appeals and their outcomes; and

- d) Identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

## External Appeals

If a student is still dissatisfied with the decision of AGI, a student may wish to refer the matter to an external independent / third party mediator.

Alternatively, if the student (complainant) is not satisfied with the outcome of the formal complaint they can escalate the complaint to ASQA

Web: <https://www.asqa.gov.au/>

Call: ASQA info line on 1300 701 801

Where a decision or outcome is in favour of the student AGI shall follow the required action and recommendation from Ombudsman to satisfy the student's complaint as soon as practicable.

The decision of this independent mediator is final and any further action the student wishes to take shall be referred to the appropriate government agencies.

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

## Access to your Records

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

## Your Privacy

AGI complies with the Australian Privacy Act 1988 in the following ways:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented, or a prescribed exception applies.

Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.
Anonymity	Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

## 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.

- 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
  
- State wide 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 administration during business hours.

## 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.