



STUDENT HANDBOOK

THE AUSTRALIAN INSTITUTE OF ARBORICULTURE RTO 45502

AHC30824 CERTIFICATE III OF ARBORICULTURE

AHC50524 DIPLOMA OF ARBORICULTURE

Table of Contents

Acknowledgement of Understanding	3
Introduction	4
Mission Statement	4
Vision Statement	4
Training Programs	4
Course Fees and Government Funding	5
Student Fees	5
Fee for Service Training	5
Government Subsidised Training	5
Career Start Program	6
Co-Contribution Fees	6
Concessional Co-Contribution Fees	6
Apprenticeship and Traineeships	6
Administration Fees	6
Payment Arrangements	6
Fee Payment and Refund Policy	7
Late Payment	7
Cancellation and Refunds	7
Specific Consideration	8
Exceptions	8
Learner Support	9
Trainers	9
Learner Selection	11
Enrolment	11
Unique Learner Identifier	11
Studying at the Australian Institute of Arboriculture	12
Personal & Academic Support	12
Language, Literacy, Numeracy and Digital Literacy	13
Reading Writing Hotline	13
Digital Literacy Programs	13
Flexible Learning and Assessment	14
Attendance Requirements	14
Assessment Requirements	15
Assessment Extension Requests	15
Assessment Malpractice	16
Code of Conduct	18
Discrimination	18
Harassment	18
Physical Assault/Abuse	18
Change of Personal Details	19
Evaluation and Feedback	19
Course Information	20
Competency Based Training	20
Evidence Requirements	21
Assessment	22
Principles of Assessment	23
Rules of Evidence	24
Assessment Results	24
Reasonable Adjustment	24
Assessment Extensions	24
Awards	25
Course Delivery	25
Recognition of Prior Learning (RPL)	26
Recognition Process	26
Recognition Decision	26
Credit Transfer	27
Policies and Procedures	27
Access and Equity	27
Complaints Policy	27
Appeals Policy	28
Privacy Policy	29
Accidents and First Aid	29
Workplace Health and Safety (WHS)	29
Drugs and Alcohol Policy	29
Wellbeing and Support Policy	30
Diversity and Inclusion Policy	30
Transition of Superseded Courses	31
Procedure	31
Record Keeping Policy and Learner Information	31

Acknowledgement of Understanding

To ensure sound judgment and decision making, and to provide the opportunity to potential Australian Institute of Arboriculture learners to raise issues, concerns and questions prior to commencement of training, Australian Institute of Arboriculture makes the Learner Handbook available to learners by providing a copy by email or accessing through the Australian Institute of Arboriculture website, located at: <http://www.australianinstituteofarboriculture.com.au>

Australian Institute of Arboriculture requires each learner to read and understand the information contained in this Learner Handbook prior to enrolment or commencement of training.

For any concerns, questions or clarifications please contact Australian Institute of Arboriculture at:

Address: 21/23 Ashtan Place, Banyo Qld 4014

Email: enquiries@ausinarb.com.au

Contact number: 1800 733 445



Introduction

This Learner Handbook has been designed to brief Australian Institute of Arboriculture applicants and enrolled learners on relevant information related to their course, enabling them to make informed decisions regarding their training. Learners are able to contact Australian Institute of Arboriculture's learner support team regarding any clarification to the information contained in this handbook.

Mission Statement

Australian Institute of Arboriculture seeks to provide dynamic, innovative and high-quality content-oriented training and learning materials to our learners studying full certificate and short courses. Our goal is to provide modern, relevant, job-oriented programs that assist individuals wishing to commence, change or advance careers.

Australian Institute of Arboriculture's nationally accredited training programs are designed to be flexible enough to allow learners to work whilst working towards the completion of high-demand certificate courses.

Australian Institute of Arboriculture aims to provide practical-based training that develops robust work skills through imaginative and collaborative approaches in developing course content and delivering practice-based training and assessment as emphasised in the Australian Institute of Arboriculture model of learning.

It is the goal of Australian Institute of Arboriculture to become known Australia-wide by business and industry as a "first port of call" when wishing to upskill their workforce and improve and enhance their operations.

Vision Statement

Australian Institute of Arboriculture seeks to become Australia's leading training institute across a broad range of nationally accredited qualifications and courses for developing career and life-enhancing opportunities for its graduates as leading industry professionals.

Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, Australian Institute of Arboriculture offers the following nationally recognised and accredited qualifications:

- AHC30824 – Certificate III of Arboriculture – Climbing Arborist or EWP Arborist
- AHC50524 – Diploma of Arboriculture

For more information on the courses Australian Institute of Arboriculture has on offer, please refer to our website: <http://www.australianinstituteofarboriculture.com.au> or contact our office on 1800 733 445.



Course Fees and Government Funding

The Australian Institute of Arboriculture is an approved Skills Assure Supplier (SAS) for Queensland Government subsidised training programs. Eligible students may be able to access government funding through the Queensland Government Career Start Program or other approved funding initiatives, subject to eligibility requirements and available funding.

Funding availability, eligibility requirements and subsidy levels are determined by the Queensland Government and may change without notice.

Student Fees

All students will be advised in writing of any fees, charges and payment arrangements prior to enrolment.

The fees payable by a student will depend on:

- The qualification being undertaken;
- The funding program (if applicable);
- The student's eligibility status;
- Whether the student is enrolled under a General Training Pathway or an Apprenticeship/Traineeship Pathway; and
- Any applicable concession arrangements.

Students will receive a written Statement of Fees prior to enrolment outlining all costs associated with their training.

Fee for Service Training

Students who are not eligible for government funding may enrol under a Fee for Service arrangement.

Current Fee for Service tuition fees for:

AHC30824 Certificate III in Arboriculture (Climbing Arborist)

- Fee for Service Tuition Fee: \$12,500.00
- Payment plans may be available upon request.

AHC30824 Certificate III in Arboriculture (EWP Arborist)

- Fee for Service Tuition Fee: \$11,000.00
- Payment plans may be available upon request.

AHC50524 Diploma of Arboriculture

- Fee for Service Tuition Fee: \$12,500.00
- Payment plans may be available upon request.

Any additional costs associated with licensing, industry registrations, equipment, personal protective equipment (PPE), or external services will be disclosed before enrolment where applicable.

Government Subsidised Training

Eligible students may be able to access Queensland Government subsidised training through approved funding programs.

Funding is provided directly by the Queensland Government to the RTO. Students may still be required to pay a mandatory co-contribution fee under the relevant funding program.

Students must meet all eligibility requirements established by the Queensland Government before a subsidised place can be approved.

Eligibility may include, but is not limited to:

- Queensland residency requirements;
- Australian citizenship, permanent residency, New Zealand citizenship or eligible visa status;
- Age requirements;
- Prior qualification limitations;
- Employment status requirements; and
- Other program-specific eligibility conditions.

Evidence of eligibility must be provided before enrolment can be finalised.

Career Start Program

The Career Start Program provides subsidised training opportunities for eligible Queensland residents.

Under Career Start, students may access training through:

- General Training Pathway
- Direct enrolment into an approved qualification without an apprenticeship or traineeship training contract.
- Apprenticeship or Traineeship Pathway
- Training undertaken under a registered apprenticeship or traineeship contract with an employer.

Students must satisfy all eligibility requirements determined by the Queensland Government at the time of enrolment.

Co-Contribution Fees

Queensland Government funding programs generally require students to make a contribution towards the cost of their training through a co-contribution fee.

The co-contribution fee:

- Represents the total contribution payable by the student towards the cost of training;
- Must be paid before qualification completion unless alternative arrangements have been approved;
- May be paid by the student, employer, family member, friend or another third party;
- Cannot be paid, waived or reimbursed by Australian Institute of Arboriculture or any person connected to the RTO were prohibited by funding program rules.
- Current co-contribution fees are published on the Australian Institute of Arboriculture website and are provided to students prior to enrolment.

Concessional Co-Contribution Fees

Students who meet Queensland Government concession eligibility requirements may be entitled to a reduced co-contribution fee. Evidence supporting concession eligibility must be provided before enrolment.

Apprenticeships and Traineeships

For funded apprenticeships and traineeships, co-contribution fees are determined in accordance with Queensland Government policy and are calculated based on nominal training hours.

Reduced fees or exemptions may apply where permitted under the relevant funding program.

Administration Fees (Funded Arrangements)

For funded arrangements, an administration fee will be charged during the enrolment process.

For the AHC30824 Certificate III in Arboriculture, the current administration fee is:

- \$1,500.00 Non-Refundable Administration Fee

This fee is disclosed prior to enrolment and forms part of the student's fee arrangements.

Payment Arrangements

Australian Institute of Arboriculture may offer payment plans for eligible Fee for Service students. Payment arrangements must be agreed to in writing prior to commencement of training. Failure to maintain agreed payment arrangements may result in suspension of services, withholding of certification, or cancellation of enrolment in accordance with the Student Handbook and applicable legislation.



Fee Payment and Refund Policy

Australian Institute of Arboriculture has developed a fair and equitable process for determining course fees, refunds and payment options.

You must advise us of cancellation in writing or by email. All monies, less the administration fee will be refunded if cancellation occurs before any training or assessment takes place and within the refund period. Adjustment on future payments for under payment plans may be applied.

No refund is provided for cancellations outside of the refund period, though some cases may be considered, subject to Australian Institute of Arboriculture management's discretion. In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login and these have been used to access the online material.

Late Payment

If payment instalments/arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Australian Institute of Arboriculture reserves the right to suspend learning or assessments activities (or both) until all fee payments are up-to-date. Non-payment of fees for a period of one month for continuing enrolments may result in withdrawal from training. Australian Institute of Arboriculture will notify all parties in writing of suspension or an intention to withdraw a learner for non-payment of fees. Once payment has been finalised, parties will be notified of the recommencement of training.

Australian Institute of Arboriculture will charge a recommencement fee for any suspended training to cover administration cost.

Cancellation and Refunds

Australian Institute of Arboriculture has a cooling-off period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period'.

The 'refund period' is defined as 7 calendar days from the Agreement Date. The first day of the refund period commences on the day of the Agreement Date.

The 'Agreement Date' is defined as the date the terms and conditions that were agreed upon at the time the enrolment was received by Australian Institute of Arboriculture.

If you wish to terminate your studies before the completion of your course, you must first complete a Withdrawal from Training Form and a Refund Request Form, available from our support team by emailing enquiries@ausinarb.com.au. In cases where a direct debit instalment agreement has been negotiated, you will still be liable to pay any and all outstanding fees until this agreement can be cancelled by Australian Institute of Arboriculture.

This method of payment of your course fees does not remove your legal obligation to pay fees in their entirety. Australian Institute of Arboriculture reserves the right to pursue to recovery of any and all fees owed by any and all means legally allowable. No refunds will be issued for cancellations outside of the refund period.

For refund applications within the refund period, the Refund Request Form must be received by Australian Institute of Arboriculture, within the refund period. A refund of the course fee, less the applicable administration fees will only be issued if all above criteria has been met and the learner has no previous outstanding monies with Australian Institute of Arboriculture.



If you do not notify Australian Institute of Arboriculture in writing within the refund period, you will not be eligible for a refund.

All refunds will be paid to the person or organisation that originally paid the fees. Refunds will be paid within four calendar weeks of the date the request is received.

This refund policy does not remove your right to take further action under Australia's consumer protection laws.

Special Consideration

Australian Institute of Arboriculture understands that you may experience prolonged difficulties that may impact on your ability to complete your course or a significant disadvantage as a result of a course change due to updates in the training packages that may not be addressed by:

- Extending the maximum duration of your course
- Providing additional learning support services
- Facilitating your transfer to a different Australian Institute of Arboriculture course; or
- Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations). In such cases, should apply for a special consideration via email.

Australian Institute of Arboriculture may grant special consideration in circumstances where:

- you are up to date with all course fees; and submit a special consideration request via email to Australian Institute of Arboriculture, including the relevant sections completed by a medical doctor (where applicable) and any other requested additional supporting documentation
- you have applied for and been granted a course deferral and the circumstances under which you were granted a course deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
- there has been a material change to your course resulting in material disadvantage to you which cannot be addressed as mentioned above.

If special consideration is granted, Australian Institute of Arboriculture may agree to:

- an extension of the duration of the course;
- provide you with additional support services;
- release you from the payment of future instalments; and/or
- grant a pro rata refund of the Course Fees (taking into account the portion of the course that has been completed and the costs associated with the provision of learning materials).

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes under clause 15 as a result of a regulatory change governing Australian Institute of Arboriculture;
- you find the course more difficult, time consuming or stressful than you had expected; or
- you are made redundant, retrenched, or otherwise resign from or terminate your employment or have your employment terminated.

Exceptions

In the unlikely event that Australian Institute of Arboriculture is unable to deliver your course in full, however in the event that this occurs:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer refund for the part of your course that has not been assessed or to accept a place in another course.

Learner Support

Learners enrolled and completing a training program will be supported by Australian Institute of Arboriculture's Learner Support Team. Our knowledgeable team will work with you to help you achieve success in your chosen program.

The Support Team is able to assist through a variety of activities:

- Assisting with logging in the Learning Management System (LMS/portal) and with accessing the resources
- Assisting with logging into the Arboriculture Australia website to access digital versions of the Minimum Industry Standards learning resources
- Supporting flexible learning and processing due date extensions and Credit Transfer applications where applicable
- Arranging contact between trainers/assessors and where required
- Assisting with finding and understanding their trainer's feedback

Trainers

Your trainers/assessors are qualified industry professionals, ready to guide you through your learning. Trainer/assessor feedback and guidance will ensure that you are job-ready on completion of your training program.

All Australian Institute of Arboriculture trainers/assessors must comply with the below requirements as outlined in the Standards for Registered Training Organisations 2025 (SRT0 2025) Credential Policy Sections 1A – AE:

1A. Training and assessment credentials

To deliver training and assessment without direction, including making assessment judgements, the person must hold one of the following credentials:

- TAE40122 Certificate IV in Training and Assessment or its successor,
- TAE40116 Certificate IV in Training and Assessment,
- TAE40110 Certificate IV in Training and Assessment,

A diploma or higher-level qualification in adult education or vocational education and training.

- A secondary teaching qualification and one of the following credentials:
 - o TAESS00011 Assessor Skill Set, or
 - o TAESS00019 Assessor Skill Set or its successor, or
 - o TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor

1B. Assessment only credentials

To conduct assessment only, including making assessment judgements, the person must hold one of the following credentials:

- TAE40122 Certificate IV in Training and Assessment or its successor,
- TAE40116 Certificate IV in Training and Assessment,
- TAE40110 Certificate IV in Training and Assessment,
- TAESS00019 Assessor Skill Set or its successor,
- TAESS00011 Assessor Skill Set
- TAESS00001 Assessor Skill Set,
- A diploma or higher-level qualification in adult education or vocational education and training.
- A secondary teaching qualification and one of the following credentials:
 - o TAESS00011 Assessor Skill Set, or
 - o TAESS00019 Assessor Skill Set or its successor, or
 - o TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor.



1C. Actively working towards a training and assessment credential

A person who is actively working towards a training and assessment credential can deliver training and contribute to assessment (including conducting assessment and collecting assessment evidence), provided they work under the direction of a trainer or assessor. Working towards these qualifications does not qualify the person to make assessment judgements.

To be actively working towards a credential, the person must:

- be enrolled in and have commenced training in one of the following training and assessment credentials:
 - TAE40122 Certificate IV in Training and Assessment or its successor, or
 - TAE50122 Diploma of Vocational Education and Training or its successor, and
- be making satisfactory progress to enable the credential to be completed within two years of commencement.

1D. Training and assessment under direction

A person who holds any of the credentials listed in this section can deliver training and contribute to assessment (including conducting assessment and collecting assessment evidence), provided they work under the direction of a trainer or assessor, but is not permitted to make assessment judgements.

This section applies if a person does not hold the credentials listed under 1A, which would permit them to deliver training and assessment without direction.

RTOs must ensure that the credential held by trainers and assessors in accordance with this section is relevant to their role, taking into account the nature of the VET student cohort and the delivery context.

To deliver training and conduct assessment under direction, a person must hold one of the following credentials:

- TAESS00021 Facilitation Skill Set or its successor,
- TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,
- TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set or its successor,
- TAESS00029 Volunteer Trainer Delivery Skill Set or its successor,
- TAESS00020 Workplace Trainer Skill Set or its successor,
- TAESS00028 Work Skill Instructor Skill Set or its successor,
- TAESS00022 Young Learner Delivery Skill Set or its successor,
- TAESS00015 Enterprise Trainer and Assessor Skill Set
- TAESS00003 Enterprise Trainer and Assessor Skill Set,
- TAESS00008 Enterprise Trainer – Mentoring Skill Set,
- TAESS00013 Enterprise Trainer – Mentoring Skill Set,
- TAESS00007 Enterprise Trainer – Presenting Skill Set,
- TAESS00014 Enterprise Trainer – Presenting Skill Set,
- A secondary teaching qualification.*

*A person who holds only a secondary teaching qualification must deliver training and conduct assessment under direction per section 1D. To deliver training and conduct assessment without direction, the requirements under section 1A apply.

1E. Providing direction on the delivery of training and assessment

A trainer and assessor who satisfies the requirements of this section is permitted to provide direction to others delivering training and assessment in accordance with Sections 1C and 1D of this policy, or to experts engaged in accordance with Standard 3.3.

Where a trainer or assessor is providing direction, they are responsible for providing oversight, guidance and quality assurance in respect of a person who does not have the full training and assessment credential to ensure the quality of training and assessment delivered by that person.

The requirements below apply to all trainers or assessors giving direction regardless of whether the person receiving direction is an industry expert, holds a relevant skill set, or is actively working towards a credential.

A person providing direction must hold one of the following credentials:

- TAE40122 Certificate IV in Training and Assessment or its successor,
- TAE40116 Certificate IV in Training and Assessment,
- TAE40110 Certificate IV in Training and Assessment,
- A secondary teaching qualification and one of the following credentials:
 - TAESS00011 Assessor Skill Set, or
 - TAESS00019 Assessor Skill Set or its successor, or
 - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,
- A diploma or higher-level qualification in adult education or vocational education and training.

Learner Selection

Australian Institute of Arboriculture conducts recruitment of learners at all times in an ethical, fair and responsible manner using various methods.

Australian Institute of Arboriculture is committed to ensuring that all learner selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program is based upon the applicant:

- meeting any pre-requisite qualifications or work experience, and
- meeting any age requirements that may be in place for a particular course.

Learner enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, learner needs etc.

Australian Institute of Arboriculture shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

While Australian Institute of Arboriculture will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, applicants will receive, via email, a confirmation of enrolment and personalised logins.

The training and assessment resources necessary to complete the selected course are available via the Australian Institute of Arboriculture Learning Management System (LMS/portal) and digital versions of the Minimum Industry Standards (MIS's) published by Arboriculture Australia are available via the Arboriculture Australia website and accessed with personalised logins provided by Australian Institute of Arboriculture on confirmation of enrolment.

Learners may request hard copy resources anytime during the training period and will be charged cost per unit plus shipping cost. Learners may order any number of units as required. Orders are placed after the enrolment invoice has been paid. The resources will be delivered within 10 business days or more to the learners mailing address.

Unique Learner Identifier

An initiative of the Australian Government is the requirement for all learners of Vocational Education and Training to supply a Unique Learner Identifier number to their VET provider. Learners will be assisted by Australian Institute of Arboriculture to apply for and supply their USI if authorised by the learner.

Australian Institute of Arboriculture has a registered facility to verify each USI before issuance of any certification. All learners should be aware that Australian Institute of Arboriculture, and no VET provider, can issue a certificate for a VET qualification without being supplied a learner's USI.

Exemptions to the USI requirements may apply, including for international learners studying onshore and outside of Australia. For any learner exempt from supplying a USI, completion results, and records will not be available through the Commonwealth Registrar. <http://usi.gov.au/Pages/default.aspx>



Studying at the Australian Institute of Arboriculture

Australian Institute of Arboriculture conducts training courses to suit learner needs, course type, and learning styles. The following learner guidelines will help foster a healthy learning environment for all learners.

Personal & Academic Support

As a learner at Australian Institute of Arboriculture, you will enjoy the many benefits of undertaking face-to-face training and assessment, work placement, and studying as independent learning. Our learner support team is available from Monday to Friday 8am – 5pm to assist you with any questions you may have!

Trainers are also able to provide guidance by phone and email. Help and support is only a phone call or email away:

Email: enquiries@ausinarb.com.au

Contact number: 1800 733 445

Australian Institute of Arboriculture conducts assessment of needs upon enrolment or before commencement of training. In such cases, Australian Institute of Arboriculture will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed.

Learner support may include but is not limited to any disability or impairment that restricts access and equity as well as, computer literacy or English language, literacy and numeracy (LLN) information obtained from learners prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

pre-enrolment materials;

- study support and study skills programs;
- language, literacy and numeracy (LLN) and Digital Literacy programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- any other services that the RTO considers necessary to support learners to achieve competency.

Where appropriate, Australian Institute of Arboriculture will seek external assistance to ensure additional support services are available.

You will be informed in case additional costs may be incurred to arrange access to external additional support services.



Language, Literacy, Numeracy and Digital Literacy

Australian Institute of Arboriculture makes appropriate concessions for language, literacy and numeracy and digital literacy issues of where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all candidates complete a brief non-invasive language, literacy and numeracy and digital literacy assessment to enable Australian Institute of Arboriculture to identify any issues that may need to be addressed prior to the commencement of training. Strategies to address these issues will be negotiated with and may include adjusting learning and assessment modes and methods.

Australian Institute of Arboriculture provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

'Where can I get help with language, literacy and numeracy?'

Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

'What is the Reading Writing Hotline?'

The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW – Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of many providers of courses in adult literacy and numeracy.

'What happens when I call the Hotline?'

You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

'When can I call the Hotline?'

You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service and your call will be returned.

Digital Literacy Programs

- Skills for Education and Employment (SEE) Program
- AMES Australia – Digital Literacy for Life & Study
- Digital Literacy Foundation (Leep)
- MAX Solutions – Digital Literacy Short Course
- Nexacu – Digital Literacy Certification
- atWork Australia – Digital Skills and Services



Flexible Learning and Assessment

Australian Institute of Arboriculture will develop a unique training plan for each learner to assist with course progression, skill development, time management and fitting studying around work and life commitments.

If you've already completed a unit/s of competency or qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Policies and Procedures section of the handbook.

For further information on how to apply for credit transfer and RPL you can contact Australian Institute of Arboriculture's learner support team.

Attendance Requirements

If you're enrolled in a course where training is delivered face-to-face, you are expected to attend each class diligently and according to your unit study guide and/or training plan. If for any reason you can't attend, kindly inform your instructor at least 30 minutes before the class begins.

To uphold a respectful learning environment for your instructor and fellow students, it's imperative that you are punctual for your classes. Trainers/assessors retain the right to delay entry into the class until a suitable break, such as morning tea or lunch for late arrivals.

Maintaining satisfactory course attendance is an enrolment requirement. Australian Institute of Arboriculture may consider withdrawing you from a program if you:

- Miss four consecutive scheduled class days
- Accumulates absences exceeding 10% of the total scheduled course duration
- Fail to attend scheduled classes or submit assessments for a period of three months or more

It is expected that students attend at least 90% of the total class time to ensure the delivery of essential learning.

In the event of an absence, you are kindly requested to contact the Australian Institute of Arboriculture office at 1800 733 445 to report your absence. If your absence is due to illness, please provide a medical certificate (applicable to certificate courses only).

If you are absent on the day of a scheduled assessment you will be graded 'Did Not Submit' result and you will be provided fourteen (14) days to submit your second and final attempt.



Assessment Requirements

Learners are advised to keep a copy of their assessments prior to submitting an assessment online. Australian Institute of Arboriculture can accept no responsibility for lost assessments.

Please note: Learners will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of your original assessment tasks.

Written question assessments must be completed and submitted via the Australian Institute of Arboriculture's portal except where assessments tasks require the learner to complete the assessment task on paper. Paper-based assessment tasks will only be accepted unless under extenuating circumstances where previous approval has been granted by Australian Institute of Arboriculture in writing.

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to provide support or grant an extension according to certain circumstances.

Assessment Extension Requests

Revised assessment arrangements can be offered to a learner if their ability to showcase their genuine level of competency in an assessment task is, has been, or will be substantially hindered due to medical, compassionate, or exceptional circumstances.

Approved extensions are for a period of two-weeks only, unless otherwise approved in writing by the trainer/assessor. Extension requests must be submitted to your trainer/assessor in writing before the assessment due date.

A fee of \$50.00 applies for assessment extension requests when the application reason is other than listed under the heading 'Supporting documentation for all application types' outlined on the following page, or no supporting documentation is provided.

Supporting documentation for all extension request types

Accident	<ul style="list-style-type: none">Officially signed statutory declarationPolice reportFire officer report
Bereavement	<ul style="list-style-type: none">Bereavement notice or officially signed statutory declaration
Medical/illness/disability	<ul style="list-style-type: none">Medical certificate (Telehealth is permitted, however medical certificates must be obtained during a medical consultation)
Other compassionate circumstances	<ul style="list-style-type: none">Officially signed statutory declaration
Personal safety issues	<ul style="list-style-type: none">Police reportOfficially signed statutory declaration
Sporting or cultural commitment	<ul style="list-style-type: none">Letter from sporting bodyLetter from religious leader or group
Technical difficulties	<ul style="list-style-type: none">Timestamped screenshotProof of help requestOfficially signed statutory declaration
Work commitments	<ul style="list-style-type: none">Letter from employer on company letterhead

Assessment Malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Australian Institute of Arboriculture regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Australian Institute of Arboriculture has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned. See following pages for some examples of cheating.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer/assessor prior to submitting your assessment.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other learners do not have opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to: copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer/assessor suspects that you are cheating they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current learner's work.

If evidence to support the suspicion is established your trainer/assessor will then report their concerns to Australian Institute of Arboriculture's Training Manager or CEO. From there the following process will be followed:

1. The trainer/assessor will contact you in writing outlining their concerns with your submitted work.
2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.
3. If the Training Manager/CEO's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:
 - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by Australian Institute of Arboriculture's Training Manager/CEO, or
 - If it is determined that your offence committed is of a serious and intentional nature you will be withdrawn from that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as 'Competency Not Achieved', pending reassessment.
 - A cheating/plagiarism note will also be recorded against your learner file. Notification of any such decision will be made in writing by Australian Institute of Arboriculture's Training Manager/CEO.
4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by the Training Manager/RTO), such as knowingly falsifying assessment evidence, the learner's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Procedure. For more information you may refer to the Complaints and Appeals section of the Learner Handbook.

How do I avoid Plagiarism or Cheating?

Learners are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.



Code of Conduct

All Australian Institute of Arboriculture learners are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the learners being given a 'written warning'. Further breach will result in a learner being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment/venue. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the learner's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal, staff-to-learner and learner-to-learner interaction is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Harassment will not be tolerated at Australian Institute of Arboriculture and disciplinary action will be taken against any employee or learner involved in such behaviour. From a staff perspective, this may include termination of employment. From a learner perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Harassment

Examples of verbal harassment:

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated in any shape or form and any instances of physical abuse will result in instant termination of the learner's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping
- Striking with an object
- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing
- Strangling
- Head-butting
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

Change of Personal Details

Learners are required to ensure their personal details recorded with Australian Institute of Arboriculture are up-to-date at all times. Learners must advise Australian Institute of Arboriculture of any changes in personal details immediately in writing. If the learner has a financial arrangement (EziDebit Direct Debit), it is the learner's direct responsibility to notify the Australian Institute of Arboriculture of any change in personal details that may adversely affect payment arrangements.

All 'Certificates' will be emailed to the learners email address and posted to the mailing address provided by the learner.

A 'Statement of Attainment' will be emailed to the learners email address only.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, Australian Institute of Arboriculture relies heavily on the feedback from learners. Australian Institute of Arboriculture requires all learners to complete various feedback and evaluation forms.

At the end of the training learners will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. Learner Questionnaires may also be sent through email to a learner. Participation in the survey is highly valued, but voluntary. Australian Institute of Arboriculture will protect learner's anonymity and the confidentiality of learner's response to the fullest possible extent within the limits of the law.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, Australian Institute of Arboriculture encourage you to do the following:

- Be punctual; lateness negatively impacts your learning and is disruptive to other learners
- Attend all training sessions and complete all required reading and learning activities;
- Prepare well in advance of each training session;
- Be a willing participant;
- Work with fellow learners;
- Respect other people's opinions;
- Ensure you have a clear understanding of the assessment requirements;
- Take responsibility for the quality of evidence that you submit to the Assessor;
- Keep track of your progress;
- Complete and submit all assessments on time, using clear and concise language;
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.



Course Information

All training programs provided by Australian Institute of Arboriculture are registered under nationally endorsed training packages. These training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for a particular activity are set out in 'Units of Competency' which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au

Each unit of competency has a list of foundation skills which describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency. Foundation skills necessary for effective performance can either be explicitly integrated into the performance criteria of a competency unit, or if not expressly stated within these criteria, they should be detailed in the 'Foundation Skills' section pertaining to that unit of competency.

Foundation skills include:

- reading skills
- writing skills
- oral communication skills
- numeracy skills
- learning skills
- problem solving skills
- initiative and enterprise skills
- teamwork skills
- planning and organising skills
- self-management skills
- technology skills.

Competency Based Training

All programs delivered by Australian Institute of Arboriculture are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the learner's ability to complete the activities in each unit.

Australian Institute of Arboriculture will assess the learner's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment".

Competencies include the skills and tasks that are required in the workplace. When a learner is being assessed on these activities, the learner will be required to perform the activity to the level required in the workplace, and to industry standards.

All assessment results are recorded in Australian Institute of Arboriculture's Learning Management System (portal). Learners have access to their assessment outcomes via the learner portal or by request.

Qualifications are issued from the results recorded in Australian Institute of Arboriculture's Learning Management System.

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence for each unit of competency.

Assessment tools that we will provide to you include detailed assessment instructions and set out the exact requirements for evidence for each unit and assessment task.

Examples of evidence could include one or more of the followings:

- Specific assessment tasks set by your assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports
- Question responses
- Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the workplace health and safety requirements
- Know the workplace rules and procedures
- Use accurate industry specific terminology



Assessment

Assessment is defined as the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirement set out in a competency, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved.

In simple terms, assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessed as 'Competent' (C), you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the training package or VET accredited Course.

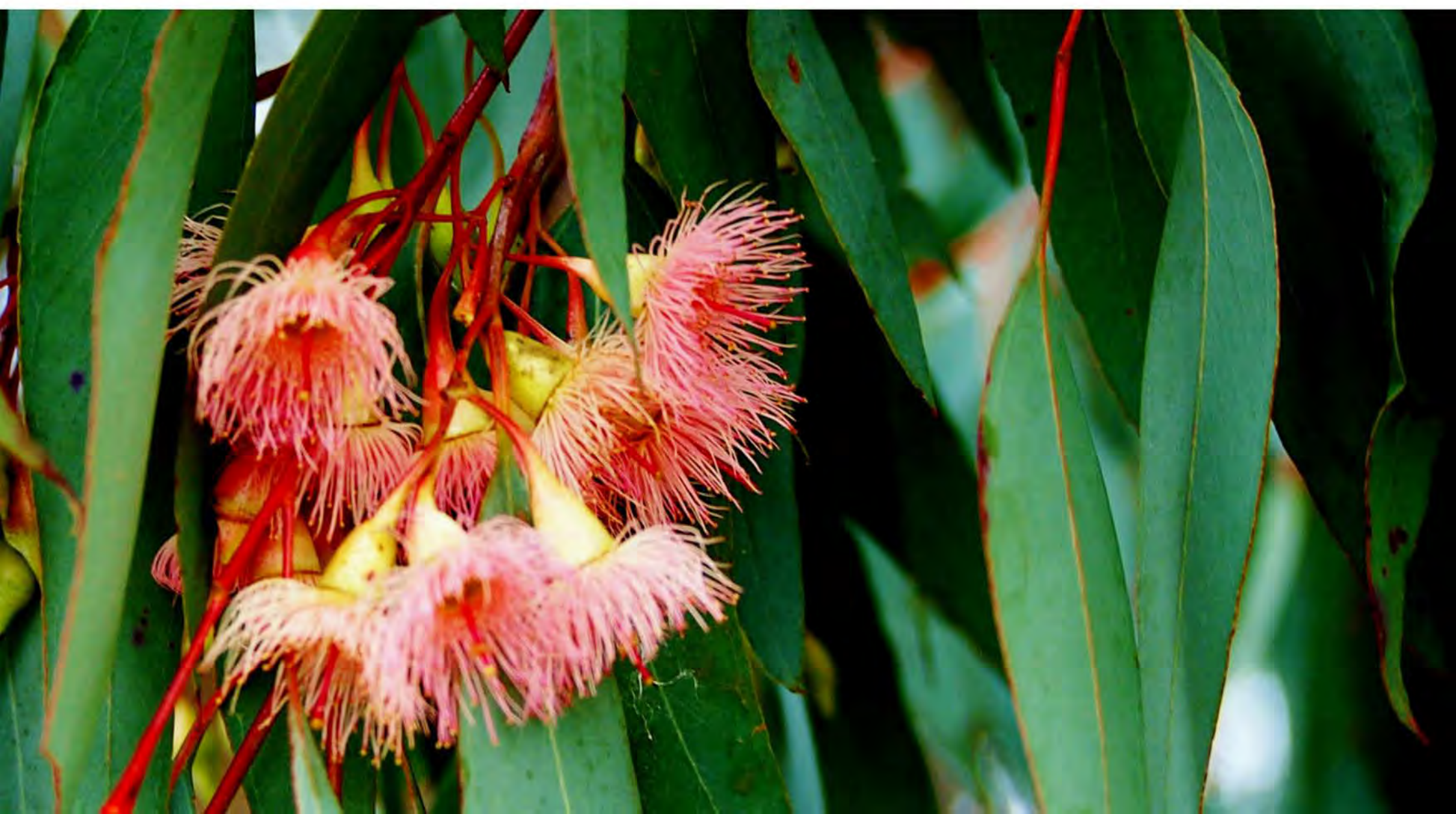
An assessment attempt of 'Unsatisfactory' indicates you have not satisfactorily completed one or more assessments to the required level, following one or more attempts. A result of 'Unsatisfactory' will be accompanied with a request for more information or further confirmation of the knowledge and skills required. Our trainers will provide feedback to guide your resubmission and are available for contact if required.

An assessment of 'Competency Not Achieved' (CNA) indicates you have not satisfactorily completed all applicable assessment to the required level, following two attempts. You will be required to reenrol in the applicable unit of competency and successfully resubmit the assessment/s with the required rectifications to achieve a competent result. You will be allowed a limit of two submissions per assessment type per unit of the program. To be eligible for the qualification, you must receive a 'Competent' result for all units of the program.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Demonstration
- Observation
- Work samples
- Workbook activities
- Oral presentations
- Role plays or simulation
- Projects/Assignments
- Questioning
- Reports



Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none">• reflecting the learner's needs;• assessing competencies held by the learner no matter how or where they have been acquired; and• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none">• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;• assessment of knowledge and skills is integrated with their practical application;• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

Results of assessment are provided to as soon as practicable. These results are available through your learner portal. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the learner is received in advance.

Reasonable Adjustment

Learners with disabilities or learning difficulties are encouraged to discuss with Australian Institute of Arboriculture any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Australian Institute of Arboriculture to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Assessment Extensions

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. See 'Assessment Extension Requests' on page 10 for more details.



Awards

Once a learner has successfully completed all assessment requirements for their applicable course, the learner will be issued with a Qualification/Testamur and an accompanying Record of Results.

For learners who have not met all requirements for the course or who withdraw from a course and have paid relevant fees have the right to receive a 'Statement of Attainment' from Australian Institute of Arboriculture for the units of competency they have been deemed competent in.

Learners should note that if they are paying for their course via the payment plan option, they will be ineligible to receive their qualification Certificate or Statement of Attainment until outstanding course fees are paid in their entirety.

The qualification Certificate or Statement of Attainment will be emailed to the current email address. A qualification Certificate will also be mailed to the current address noted in Australian Institute of Arboriculture's Learning Management System. You should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Important Information regarding awards at Australian Institute of Arboriculture:

- Awards will only be issued to learners whose financial status with the college is up-to-date
- It is the responsibility of the learner to understand their obligations with regard to fees due for units studied
- For a learner to be eligible to receive an award, the learner must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a learner must complete to be eligible to receive that award.

See the Certificate Issuance Policy for more details.

Course Delivery

Australian Institute of Arboriculture ensures the following resources are in place:

- Trainer/assessors and assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by Australian Institute of Arboriculture meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the learner.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies.



Recognition of Prior Learning (RPL)

All learners have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training.

Australian Institute of Arboriculture believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Australian Institute of Arboriculture aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. who consider they already possess the competencies identified in all or part of any course/qualification offered by Australian Institute of Arboriculture may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact your trainer or any Australian Institute of Arboriculture admissions staff who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a learner through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the learner is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note; the onus is on the learner to present evidence and demonstrate pre-existing competence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the learner's workplace or at Australian Institute of Arboriculture's training facilities.

Australian Institute of Arboriculture is committed to ensuring that all judgments made by trainers/assessors against the same competency standards are consistent. Your trainer/assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/sof Competency
- Competency Not Achieved (CNA) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

Australian Institute of Arboriculture recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Where a learner has completed a unit/s of competency prior to enrolling with Australian Institute of Arboriculture that are included in the course in which the learner is enrolling, the learner may apply for recognition. This may result in the learner not having to complete the same unit of competency again. This is known as 'Credit Transfer'. Should you wish to seek credit transfer, contact the Australian Institute of Arboriculture Admissions Staff for a Credit Transfer Form.

See the RPL and Credit Transfer Policy for more details.

Policies and Procedures

Access and Equity

Australian Institute of Arboriculture is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our learner selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

Complaints Policy

Australian Institute of Arboriculture supports the rights of a learner to lodge a grievance or complaint if a learner feels they have been treated unfairly. Australian Institute of Arboriculture will do everything possible to address grievances or complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by and provide an opportunity to improve our business and/or the delivery of our training programs.

- Australian Institute of Arboriculture recommends for to first try and resolve the complaint/appeal informally by contacting their trainer or Australian Institute of Arboriculture learner support team at 1800 733 445 or via enquiries@ausinarb.com.au
- All complaints should be committed to in writing at the earliest possible opportunity and lodged through Australian Institute of Arboriculture's 'Complaint Lodgement Form'. You can request a Complaints Lodgement Form by emailing enquiries@ausinarb.com.au or calling 1800 733 445 and requesting a form be emailed to you. The completed and lodged form will constitute a formal complaint. This should only happen once step one has been completed and where you are unhappy with the outcome of this step.
- The Training Manager/CEO of Australian Institute of Arboriculture is automatically notified via email each time a Complaints and/or Appeals form has been submitted.
- The Training Manager/CEO of Australian Institute of Arboriculture will initiate a transparent, participative process to deal with the complaint at hand.
- Complaints are to be responded within 10 working days of the initial application. The Training Manager/CEO of Australian Institute of Arboriculture may delegate responsibility for the resolution of the complaint as required. In all cases the final conclusion will be endorsed by Australian Institute of Arboriculture's Training Manager.
- You will be advised in writing of the outcome of your complaint via email.
- If the outcome is not to your satisfaction, you may contact the Training Manager/CEO to discuss your concerns.
- All complaints will be handled as In-Confidence.

Where you remain unhappy with the outcome:

- You have the right to request a review of the appeal by an independent party.
- You will be responsible for the costs of the independent review.
- Australian Institute of Arboriculture reserves the right to nominate or agree to the independent party and will cooperate fully with this independent review.

Australian Institute of Arboriculture will aim to complete the complaints process as quickly as possible. Australian Institute of Arboriculture will keep the learner informed of the progress of the complaint throughout the process.

In cases where a complaint will take over 60 calendar days to get resolved, Australian Institute of Arboriculture will explain the reasons for the delay to the complainant in writing.

Appeals Policy

Australian Institute of Arboriculture supports the rights of a learner to lodge an appeal against any assessment decision and will not impair that right in any way. Australian Institute of Arboriculture will do everything possible to address the appeal in an unbiased and professional manner.

Any learner wishing to appeal, and assessment decision/judgment should follow the steps outlined below.

1. Australian Institute of Arboriculture recommends for you to first try and resolve the appeal informally by contacting your trainer to discuss their assessment result and why you believe that the trainers judgement is incorrect; showing evidence of how you have addressed the assessment criteria. You may also contact the Australian Institute of Arboriculture support team at 1800 733 445 or admin@australianinstituteofarboriculture.com.au

2. All appeals should be committed to in writing at the earliest possible opportunity and lodged through Australian Institute of Arboriculture's 'Appeals Lodgement Form' through Australian Institute of Arboriculture's Website. You can request an Appeals Lodgement Form by emailing admin@australianinstituteofarbroiculture.com.au or calling 1800 733 445 and requesting a form be emailed to you. The completed and lodged form will constitute a formal appeal. This should only happen once step one has been completed and where you are unhappy with the outcome of this step.

3. The appeal request should contain the following information:

- a) Your full name and learner number
- b) The unit/subject being assessed
- c) Each assessment task name/number (where the result is being disputed) including why the result should be overturned. You should refer directly to how you believe you have met the requirement of each task in detail and referencing any evidence to support your claims.

1.The Training Manager/CEO of Australian Institute of Arboriculture is automatically notified via email each time an Appeals form has been submitted.

2.The TrainingManager/CEO will initiatea transparent, participative process to deal with the appeal at hand.

3.Appeals are to be respondedto within 10 working days of the initial application.

4.The Training Manager/CEO of Australian Institute of Arboriculture may delegate responsibility for the resolution of the appeal as required. In all cases the final conclusion will be endorsed by Australian Institute of Arboriculture's Training Manager/CEO.

5.You will be advised in writing of the outcomeof their appeal via email.

6.All appeals will be handledas In-Confidence.

7.If the outcome is not to your satisfaction, you may contact the Training Manager/CEO to discuss your concerns.

Where you are unhappywith the outcomeat step two, you can follow the formalappeal process outlinedbelow:

- You have the right to request a review of the appealby an independent party.
- You will be responsible for the costs of the independent review.
- Australian Institute of Arboriculture reserves the right to nominate or agree to the independent party and will cooperate fully with this independent review.

Australian Institute of Arboriculture will aim to complete the appeals processas quickly as possible. Australian Institute of Arboriculture will keep the learner informed of the progress of the appeal throughout the process.

In cases where an appeal will take over 60 calendar days to get resolved, Australian Instituteof Arboriculture will explain the reasons for the delay to the complainant in writing.

See the Complaints and Appeals Policiesfor more details.

Privacy Policy

Australian Institute of Arboriculture will follow the Australian Privacy Principles in the management of all learner and staff information, however allowing access as to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Australian Institute of Arboriculture's operations as a RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;
- notify whether we are likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complaint if you believe it has been wrongly collected or inappropriately handled.

See the National VET Data Policy December 2020 (Schedule 1) for more details.

If you are currently taking any prescription medication that could potentially affect your behaviour or cause drowsiness or other symptoms, we kindly request that you disclose this information to your trainer/assessor.

Accidents and First Aid

In the event of an accident, it is crucial to promptly inform your trainer/assessor. All Australian Institute of Arboriculture trainers/assessors hold current First Aid qualification (HLTAID003 Provide first aid or equivalent) and can administer initial first aid response as needed.

Workplace Health and Safety (WHS)

Australian Institute of Arboriculture is committed to providing a safe and healthy learning and work environment. The safety of our and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Australian Institute of Arboriculture encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

Australian Institute of Arboriculture recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, learners, contractors and visitors.

This includes:

- providing and maintaining safe plant, equipment and systems of work
- providing, monitoring and maintaining systems for safe use, handling, storage and transportation of plant, equipment and substances
- maintaining the workplace in a safe and healthy condition
- providing adequate facilities to protect the welfare of all employees
- providing information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles
- providing information, where relevant, to , allowing them to learn in a safe manner
- checking WHS system compliance via ongoing auditing
- Integrating continuous improvement into WHS performance.

Drugs and Alcohol Policy

Australian Institute of Arboriculture is deeply committed to fostering a safe training environment and ensuring the well-being, health, and safety of all learners and staff. To uphold this commitment, we strictly enforce a 'No Drugs' and 'No Alcohol' policy within our training venues and sites. Any use or possession of alcohol and/or drugs on our premises or training sites is prohibited, and any violation of this policy will result in disciplinary actions.

Additionally, Australian Institute of Arboriculture retains the right to request a learner to undergo a breath or blood test before allowing them to participate in any training or assessment activities. Learners who are suspected of being under the influence of alcohol or drugs will be promptly removed from the training program without exception. In such cases, the Chief Executive Officer or their delegate will conduct an interview to assess the situation, and further investigation will determine whether the learner is fit to return to training.

It's important to note that Australian Institute of Arboriculture may also require a learner to undergo a formal medical, breath, or blood test before permitting their return to training if necessary. Learners found in possession of or under the influence of drugs and/or alcohol may face withdrawal from the course and forfeit any fees paid, without the possibility of a refund.

Wellbeing and Support Policy

Australian Institute of Arboriculture is committed to supporting the mental, emotional, physical, and social wellbeing of all learners. AIA recognises that learner wellbeing is integral to academic success, retention, and participation in training and assessment. This policy outlines the services, referral pathways, and responsibilities for supporting learners in a safe, respectful, and inclusive environment.

The Australian Institute of Arboriculture is committed to:

- Promoting a positive, safe, and inclusive training environment
- Providing access to appropriate support services
- Responding promptly to wellbeing concerns raised by or about learners
- Respecting learner privacy and confidentiality in all wellbeing matters
- Referring learners to qualified professionals when specialised assistance is required

If additional support is needed beyond the RTO's scope, learners may be referred to:

Service Contact

- Lifeline (24/7 crisis support) 13 11 14
- Beyond Blue (mental health) 1300 22 4636
- Headspace (youth support) www.headspace.org.au
- National Disability Gateway 1800 643 787
- Centrelink (financial/housing) 132 850 See Australian Institute of Arboriculture's Wellbeing and Support Policy and Procedure for further details.

Diversity and Inclusion Policy

Australian Institute of Arboriculture is committed to fostering an inclusive, respectful, and equitable learning and working environments for all learners, staff, contractors, and stakeholders. We value diversity as a strength and are committed to eliminating discrimination and promoting equal access and opportunity in line with relevant state and federal legislation.

The Australian Institute of Arboriculture is committed to ensuring that:

- Every individual is treated with dignity and respect.
- Differences in age, culture, disability, ethnicity, gender, gender identity, language, nationality, race, religion, sexual orientation, and socio-economic status are respected and valued.
- All learners and staff have access to an inclusive and supportive environment that promotes learning and professional development.

Any concerns regarding discrimination or exclusion should be raised via the Complaints Policy or directly with the Consumer Protection Officer (Training Manager). All concerns will be addressed confidentially and without prejudice.



Transition of Superseded Courses

The nationally recognised training courses delivered by Australian Institute of Arboriculture may be superseded by a new training package qualification. If required, Australian Institute of Arboriculture will apply to add the replacement training package qualification to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register.

Australian Institute of Arboriculture will manage the transition of to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement qualification on the national register. There may or may not be a fee payable to transition to the updated course.

Learner Records

All learner records are subject to Australian Institute of Arboriculture's Privacy Policy. However, you may reasonably access your files by notifying Australian Institute of Arboriculture. Australian Institute of Arboriculture will endeavour to give prompt access to your files where reasonable notice is given.

Australian Institute of Arboriculture will provide with timely access to your participation and progress throughout the training course.

Procedure

- You are able to view your grades, trainer feedback and the list of completed units via the learner portal. For any other requests on your course progress you are to contact learner support by emailing enquiries@ausinarb.com.au You must list your full name, date of birth, address, course enrolled and Learner ID number.
- Alternatively, can send a written request to: 21/23 Ashtan Place, Banyo Qld 4014
- You will receive notification that the request has been received and may be contacted by Australian Institute of Arboriculture to obtain further information.
- Australian Institute of Arboriculture will issue a letter of confirmation outlining learner results for the course within 7 working days of receiving the request. You will receive this information by email.

Record Keeping Policy and Learner Information

Australian Institute of Arboriculture has effective administrative and records management procedures in place that maintains learner data in a secure and confidential manner.

Records of results, qualification Certificates and Statements of Attainment for learners currently enrolled are stored in individual learner files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All learner records are stored for retention archiving and retrieval for a period of 30 years.

Australian Institute of Arboriculture retains all rights to assignments, tests, exams, projects and assessments. All soft copies of assessments submitted are retained by the Australian Institute of Arboriculture. All assessments will be kept for a period of 6 months from the date on which the judgement of competence for the learner was made as outlined in ASQA's General Direction: Retention requirements for completed learner assessment items.

