



Pre-Enrolment Information

For

Domestic Students

Australian Vocational Learning Centre Pty Ltd
Level 2, 16–18 Wentworth Street Parramatta NSW 2150
Phone No: 02 9687 0620
(RTO 91683) (CRICOS Provider 03195D) ABN: 24 136 522 506
Email: admissions@avlc.edu.au Web: www.avlc.edu.au

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RTO REGISTRATION

Australian Vocational Learning Centre Pty Ltd (AVLC) is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the authority of the National Vocational Education and Training Regulator Act 2011.

NATIONALLY ACCREDITED & RECOGNISED COURSES

All courses are nationally accredited and internationally recognised, fulfilling where appropriate the requirements of the Business Services and Financial Services Training Packages. Courses on our scope of registration are as follows:

- BSB51915 Diploma of Leadership and Management
- BSB61015 Advanced Diploma of Leadership and Management
- BSB50215 Diploma of Business
- BSB60215 Advanced Diploma of Business
- FNS40615 Certificate IV in Accounting
- FNS50215 Diploma of Accounting
- FNS60215 Advanced Diploma of Accounting
- 10118NAT Diploma of Social Media Marketing

LOCATION

The AVLC campus is located at:

- Level 2 & 7, 16–18 Wentworth Street Parramatta NSW 2150

Regular public transport services – buses and trains – are available at the Parramatta interchange a five-minute walk from AVLC.



The AVLC eLearning platform is located at: <http://avlc.instructure.com>

PROTECTION OF FEES

AVLC protects students' fees by never taking more than \$1500 in pre-paid fees and placing these fees into a separate account from the operational account and by being member of the Australian Tuition Assurance Scheme (ASTAS) run by the Australian Council for Private Education and Training (ACPET). The ASTAS scheme ensures we are looking after our students by taking out insurance to protect against non-delivery or cancellation of programs.

LEGISLATIVE REQUIREMENTS

AVLC follows all relevant Commonwealth and State laws covering WHS, workplace harassment, victimisation and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: WHS Act, EEO, Access & Equity and anti-Discrimination and Harassment Acts.

FACILITIES AND EQUIPMENT

AVLC provides students with access to necessary instructional and assessment facilities, materials and equipment.

Training facilities available include:

- Suitable training equipment set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for meal breaks
- Toilet facilities
- Computers with up to date software and printers
- Fast internet access and free internet facilities for all students
- Modern outfitted classrooms located on two levels

MATERIALS AND EQUIPMENT REQUIRED

Some courses offered by AVLC will require students to access the AVLC e-learning platform for the purposes of accessing course resources and assessments and for the purpose of submitting assignments and assessment.

Students accessing AVLC's online learning system will need to ensure that they meet the following minimum computer requirements to be able to access the system.

Hardware and Software Requirements

All users:

- Microsoft Office 2013 or equivalent
- ADSL Broadband or NBN Broadband internet connection
- 2GB – 4GB of RAM
- Adobe Acrobat Reader XI or equivalent
- Adobe Flash Player 10 or higher.
- Access to printer and associated software
- Access to scanner and associated software
- Digital imaging software
- File compression software
- Access to online storage facilities such as Google Drive, Dropbox or Microsoft One Drive

Windows users:

- Microsoft Windows 8 or higher
- 1 Ghz or faster processor (2Ghz recommended)
- Latest version of Google Chrome or Firefox or Internet Explorer/Microsoft Edge
- Latest version of Skype

Mac OS users:

- Mac OSX v10.6 or higher (Mac OSX v10.6 recommended)
- 1 Ghz or faster processor (2Ghz recommended)
- Adobe Flash player 10 or higher
- Web browser (Firefox or Google Chrome recommended)

ACCESS AND EQUITY

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

Some examples of our support include:

- We are able to offer Language and Literacy support of participants who have difficulty with written or spoken English in partnership with Queen Anne English College.
- Equally so, we are able to support participants with numeracy issues.
- The ability to modify learning and assessment tasks to suit the individual needs of students if required by assessors.

The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

STUDENT SELECTION CRITERIA

The college maintains the following criteria for the selection of students into its qualifications. This information is available in the individual course outlines available from <http://www.avlc.edu.au>

INDUCTION

All registering students are required to undertake an induction procedure provided by appropriate AVLC staff. During this procedure students, will be provided with a Student Handbook and all AVLC and course policies and procedures will be explained.

USE of THIRD PARTY AGENTS

AVLC does not use any third-party agents to promote and recruit domestic students. All promotion and recruitment is done by AVLC staff.

CLOSURE of the RTO

As a member of the ASTAS all students are protected in the event of AVLC closing.

In the event of the closure of AVLC, students will be provided with notification in a timely manner outlining the steps to be undertaken.

AVLC will work closely with ASQA and ASTAS administrators ACPET to ensure a smooth transition for all displaced students due to closure to new providers.

STUDENT SUPPORT, WELFARE AND GUIDANCE

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see Institute Staff for free advice relating to study on:

Managing your time

- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

Our friendly Student Services staff are there to assist you with these matters

QUALITY TRAINING AND ASSESSMENT

All AVLC training and assessments comply with the Standards for RTO's 2015 and the requirements of the relevant national training package.

These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

MODES of DELIVERY

AVLC offers its training products in two modes:

- Institution based. This mode of delivery for those who prefer to attend structured face to face training that enables them to interact directly with their trainer and with other students
- Online. This mode of delivery is for those who wish to undertake their training to suit their schedule and lifestyle and can complete it via computer or tablet.

TERMS AND CONDITIONS

AVLC requires all students to access and understand all AVLC and course information available on our website, at student services and included in our application and marketing material. Students will be required to sign a declaration that they have read and understood all terms and conditions before enrolment and will be bound by these conditions once enrolment is complete.

CREDIT TRANSFER and RECOGNITION of PRIOR LEARNING

When any individual applies, or enrolls in a qualification with AVLC, they have the right to have all their relevant skills and knowledge, attained through formal and informal training or life experiences, considered for the granting of recognition in a qualification, statement of attainment or unit of competency. Recognition is an integral component of the vocational education and training (VET).

Students are required to discuss any prior learning or qualifications that may provide them with a credit or recognition of prior learning upon enrolment so this can be evaluated prior to the commencement of the training program.

COMPLAINTS AND APPEALS PROCEDURES

AVLC follows a Complaints/Appeals Policy and Procedure ensuring that all student complaints and appeals are considered confidentially with expediency and to the satisfaction of all parties involved. Our full Complaints and Appeals policy is located in our Student Handbook available for download from the AVLC web site.

COURSE DEFERAL, SUSPENSION OR CANCELATION

A student's enrolment may be deferred, suspended or cancelled for the following compassionate and compelling circumstances including but not limited to:

- Illness, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
- Failure to pay course fees;
- Any behaviour identified as resulting in expelling students for serious breaches of discipline.

ACCESS to YOUR RECORDS

All students have access to their individual records at all times. All student records including person information, academic progress and results, attendance reports and college notices are available 24/7 via the student portal. Alternatively, students can request a copy of their individual records in hard copy by contacting Student Services and providing the appropriate identification.

FEES

Up to date information about fees and refunds are included in the letter of offer and are outlined in our pre-enrolment information. Fees and refund information provided to students include:

- The total amount of all fees including tuition fees, administration fees, materials fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid, any non-refundable deposit or administration fees and any fees for additional services.
- Refund Policy.

Fee information is also included in course outlines for each of the courses that is offered by AVLC.

Student Fees

To ensure that student fees are protected, AVLC will not require students to pre-pay fees of more than \$1,500.

Unless otherwise specified, course fees are inclusive of the cost of all training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course are not included in course fees and will be an additional cost should you wish to purchase such materials.

There is a \$100 fee for re-assessment as per AVLC's re-assessment policy conditions. Once a student has completed an assessment and is found Not Yet Competent, the student has the right to attempt the assessment a further two times. If after the third attempt, the student is assessed as Not Yet Competent, the student will need to re-enrol into the unit.

Terms and methods of payment

Course fees can be paid in one lump sum or in instalments. Details of the options for payment are included with student's confirmation of enrolment. All fees must be paid by the date specified.

If for any reason a payment is unsuccessful, AVLC will contact you to resolve the outstanding payment. AVLC will endeavour to resolve any outstanding payment via alternative methods or instalment schedules within reasonable time frames to assist you during any financial difficulties.

Please be aware that if you are unable to remit outstanding payments within a reasonable time frame, this may affect your participation in the course.

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured for two years after the student ceases to be a student and is kept within the financial management system software for up to five years as required by taxation legislation.

Schedule of Non-Tuition Fees

Application Fee (also known as Enrolment Fee)	\$250.00
Overdue tuition fee – 10 working days	\$400
Overdue tuition fee – 5 working days	\$200
Re-Assessment of unit	\$100
Re-enrolment fee	\$250
Refund processing fee	No Charge
Re-issue of final documents	No Charge
Re-issue of Learning and Assessment Materials	No Charge
Re-issue of Photo ID Card	\$25
Re-sit single whole subject	\$250
Re-Submission of unit (within 10 days of unit completion)	No Charge
RPL fee per unit	\$125
Student letter by request	No charge
Replacement Qualification	\$20

REFUNDS

Our refund policy is included in the written agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified,

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- The course is cancelled
- The course is rescheduled to a time and location that is unsuitable for the student
- A student is not given a place due to the class being full
- A student can demonstrate that circumstances beyond their control led to withdrawal, for example, illness or death of a family member. The student will need to provide documentary evidence such as a medical certificate or death certificate

In all other circumstances, if you withdraw from the course:

- Within 10 working days of the course commencing, the course will be 100% refundable, less a \$100.00 administrative fee.
- Less than 10 working days prior to course commencement, you will receive 50% of fees paid.
- After course commencement, no refund is payable.

Requests for refunds (as per the refund policy indicated above) are to be submitted in writing via email to admissions@avlc.edu.au or by post. Students should include their full name and address, as well as their date of birth and the course code and title. Students should also provide reason(s) for the refund, bank account details for refund payment deposit and any documentary evidence such as a medical certificate where the withdrawal relates to health issues.

Refunds will be deposited into the students nominated bank account within 15 working days of the request.

AVLC acknowledges it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered.

Where possible, should a course be cancelled, we guarantee to make all reasonable attempts to complete your program by transferring you to a similar or equivalent program either with AVLC or another RTO.

CHANGE OF CONTACT DETAILS

All students are required to maintain current and accurate contact details with AVLC at all times. In the event of a change in contact details students are required to either complete a change of details form and submit to AVLC Student Services or login to the AVLC Student Portal and update their details.

DISCIPLINARY PROCEDURES

All AVLC students are subject to Australian civil and criminal laws and to the AVLC Disciplinary Policy and Procedure. AVLC reserves the right to expel students who break these conditions. In such circumstances and the depending on the seriousness of the incident the Police may come involved.

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Student Services Staff will contact the participant to discuss their requirements.

STUDENTS RIGHTS and RESPONSIBILITIES

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the Institute's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within five days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions

Students have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - Following reasonable directions from a member of staff;
 - Not behaving in any way that may offend, embarrass or threaten others;
 - Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - Taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- Not to smoke in non-smoking areas;
- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

AVLC RESPONSIBILITIES

As an RTO (Registered Training Organisation), AVLC is required to meet various obligations under the VET Quality Framework.

These can be described broadly as:

- Meeting quality assurance standards and continuously reviewing and improving upon all aspects of AVLC's training and assessment systems
- Complying with tuition and financial assurance requirements; and

Information on the VET Quality Framework can be found at

<http://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework.html>

CHANGE OF LOCATION OF PREMISES

If AVLC changes its location, students will be notified in writing at least three weeks before the re-location is to take place

UNIQUE STUDENT IDENTIFIER

The Unique Student Identifier (USI) is a Commonwealth reference number that gives students access to their own USI account. Each individual account will be linked to the National Vocational Education and Training (VET) Data Collection. This will allow students to see all of their individual training results from all providers including all completed training units and qualifications in one space.

The USI allows for students to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that students' VET records are not lost.

AVLC has provided on our application form the privacy notice if you wish use to create your USI on your behalf. If not, we will require you to provide us with your USI number for your records. If you have any questions in relation to the USI number contact Student Services or go to www.usi.gov.au