



AFSI Training & Consultancy

RTO 4282

CANDIDATE'S HANDBOOK 2025

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Australian Forensic Services Pty Ltd *trading as* AFSI Training and Consultancy

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Introduction

Message from the Managing Director

As Managing Director of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this Candidate's Handbook I welcome your input and will ensure myself and the AFSI team adhere to our underlying philosophy of continuous quality improvement in all aspects of our operations.

This Candidate's Handbook provides the direction that informs and guides AFSI towards the provision of best practice in training development, management and service delivery. For AFSI, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of AFSI, it will ensure that their investment in training provides the best possible training experience and outcomes.

Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Services

All programs offered by AFSI are aligned to the BSB Business Services, ICT Information and Communications Technology, PSP Public Sector, CPP Property Services, TAE Training and Education, and DEF Defence training packages for quality assurance and best practice. AFSI has the following current qualifications on our scope of delivery:

BSB Business Services

- BSB30120 Certificate III in Business
- BSB50920 Diploma of Quality Auditing
- BSB50420 Diploma of Leadership and Management

CPP Property Services

- CPP30619 Certificate III in Investigative Services

- CPP40719 Certificate IV in Security Management
- CPP41519 Certificate IV in Security Risk Analysis
- CPP50619 Diploma of Security Risk Management

DEF Defence

- DEF40217 Certificate IV in Intelligence Operations
- DEF50317 Diploma of Compliance

ICT Information Technology

- ICT30120 Certificate III in Information Technology

PSP Public Sector

- PSP40316 Certificate IV in Government Security
Specialisations available:
 - Fraud control
 - Personnel vetting
- PSP40416 Certificate IV in Government Investigations
Specialisation available:
 - Regulatory compliance
- PSP50316 Diploma of Government Security
- PSP50416 Diploma of Government Investigations
- PSP50616 Diploma of Fraud Control
- PSP60122 Advanced Diploma of Government
Specialisations available:
 - Workplace inspection
 - Investigations
 - Fraud control

TAE Training and Education

- TAE40122 Certificate IV in Training and Assessment
- TAE50122 Diploma of Vocational Education and Training
- TAE50222 Diploma of Training Design and Development

Units of competency

- CPCCWHS1001 Prepare to work safely in the construction industry
- FNSMCA314 Locate individuals

Legislative Requirements

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. AFSI will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Staff will be advised at induction and kept up to date with changes to legislation through monthly management meetings and written correspondence.

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards.

AFSI has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

All students and staff working with AFSI have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in

confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to AFSI policy and procedures.

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with AFSI. According to the law, a child is considered any individual less than 18 years of age.

AFSI will comply with all relevant State and Federal legislation in the area of working with children.

Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with AFSI should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, AFSI will design agreements, enrolment forms, service agreements or similar using a logical format and simple English.

Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles are strictly applied to all aspects of AFSI' operations.

Student progress

Students have the right to request information about or have access to their own individual records. AFSI trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your AFSI trainer and assessor or administration staff at any time for a printout of your progress.

Student Overview

What courses can I study with AFSI?

A list of the qualifications and stand-alone units offered by AFSI [here](#).

How is training delivered?

Training courses with AFSI are delivered by:

- Face-to-face training – In-person or virtual classrooms
- Online seminars and discussion boards
- Blended learning

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

How do I enrol?

Enrolment is initiated by you contacting AFSI.

For qualifications and statement of attainment, candidates are required to be an **Australian citizen** as AFSI is not an Education Services for Overseas Students (ESOS) provider. If you hold a VISA, your conditions must state that you have permission to work or study in Australia.

Once we have received your inquiry you will be contacted by a member of our staff who will provide further details in relation to the qualification to ensure it meets your needs.

You will then be supplied with an electronic AFSI enrolment form link, and requested to complete that document, including obtaining/providing a unique student identifier.

Once enrolment is confirmed, invoicing action will commence for course fees.

Fees

AFSI operates predominately as a 'fee for service' training business. This means all training programs attract fees.

Where less than \$1,500 is collected prior to the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required. These fees are paid by/charged to the student, a government agency or the student's employer.

Where the total course fee is more than \$1,500, AFSI will deposit the full amount of the course fee, into a holding bank account, which protects fees prepaid by individual students or prospective students for services. Student's training is further protected by AFSI's financial management policy and procedure. Fees paid in advance are not transferred to the operating account until training commences.

Fee information is available via:

- AFSI program brochures
- AFSI promotional material
- Direct email from AFSI
- The AFSI website
- This handbook

Each of these information streams clearly identifies all fees and charges. The RTO's fee policy will be updated regularly so that both AFSI and our clients will be protected.

Recognition of Prior Learning Fee

Section 1: Initial application of Recognition of Prior Learning including consultation either in person or via phone with a suitably qualified assessor incurs no fee.

Section 2: Upon successful application the candidate will be charged an agreed fee which includes the successful RPL Assessment and certification.

Section 3: Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

Special circumstances surrounding RPL costs will be discussed with the candidate by the trainer on a case by case basis.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by AFSI has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program. This course fee includes a digital qualification and/or Certificates issued via email provided upon enrolment.

It is AFSI's policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Our course fees can be found on our website <http://afsi.com.au>

Payment plans are offered as a convenience by AFSI and do not negate a student's liability for the full fees. No qualifications will be issued until all course fees have been paid in full.

Payment Required in Advance

AFSI does not take any payment in advance. Fees are payable upon enrollment and prior to access being granted to the AFSI Learning Management System.

Enrolment Fee

No enrolment fee is applicable.

Withdrawal Fee

Withdrawal fees consist of a \$200 administrative fee.

Re-Submit Fee

No re-submit fee applies.

Support Fee

Students who require extra tutoring will receive up to 16 hours of free one-on-one tutoring for the course they are enrolled in. Bookings are essential. Students exceeding the 16 hours of free mentoring will be charged \$120 + GST per hour charged in advance. Please see the Student Support Policy for further information.

Re-assessment Fee

No re-assessment fee applies.

Produce Partial Completion Statement of Attainment

Statement of Attainment when the student has partially completed the training program and must withdraw will be covered by the \$200 withdrawal fee, and produced upon request.

Re-print Certification

Where the student requests a new copy of their certification, the following fees apply:

Digital Copy

- Statement of attainment \$30.00 plus GST
- Qualification (with academic transcript) \$60.00 plus GST

Printed and Embossed Copy

- Statement of Attainment \$50.00 plus GST
- Qualification (with academic transcript) \$100.00 plus GST

To request a reprint, you may use the FormLink below or contact AFSI directly to request a re-print of the certification:

- [FormLink - Request for Replacement of Statement of Attainment or Qualification Certificate](#)
- via email (reception@afsi.com.au)
- via phone (02 6106 9332)
- via mail to AFSI PO Box 910, Fyshwick ACT 2609

Refunds

An application for a refund is addressed on a case-by-case basis. In normal circumstances, where attendance is not possible for the candidate, AFSI promotes deferment to an alternative scheduled delivery date, with the fees paid fully transferrable to that course.

In no instance will refunds be payable because the industry provider of the vocational outcome has changed their education entry requirements.

Should a candidate cancel their enrolment with AFSI the following conditions will apply regarding a refund of fees paid:

- an administration fee of \$200.00 is non-refundable in any instance.
- cancellation prior to the commencement date of their enrolled course will result in a full refund of fees paid to date minus the administration fee.

No refunds will be given for cancellations or discontinuations after the course commencement date or after exclusion for unsatisfactory attendance or behaviour, as candidates are considered to have accessed the training material and are therefore liable for the full cost of the course.

Notification for cancellation of enrolment in a course must be given in writing to email reception@afsi.com.au and must be provided within a 5 business days of the course commencement date. All requests for cancellation will be processed within four weeks and any resulting refund will be paid within one week of the claim being agreed.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any

statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the AFSI in the event the:

- Arrangement is terminated early, or
- AFSI fails to provide the agreed services.

Payment of invoices

Once the Enrolment Form has been signed and returned to AFSI, applicants will be charged for the full cost of the course. 50% of the course fee is due 7 days from the invoice date, and the remainder is due prior to commencement onto the AFSI Learning Management System. Alternative payment arrangements such as payment plans can be discussed with AFSI Management.

A reminder that no qualifications will be issued by AFSI until all course fees have been paid in full.

Records and Record Keeping Procedures

AFSI has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by AFSI and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and AFSI's record management procedures.

Upon enrolment, student's details will be entered into the AFSI database system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by AFSI and management of the file will be in accordance with the AFSI training records policy.

AFSI is committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. AFSI management will undertake a validation of the training records of approximately 5% of registered students and report the findings at the monthly management meeting.

Completed Assessments

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months. At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically.

Results of Assessment Records

Student assessment results will be recorded electronically within the AFSI database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained

Security

AFSI ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced

if the originals are destroyed or inaccessible. AFSI enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system.

Ceasing Operation

In the event that AFSI ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

AFSI will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Access to Records

AFSI has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

Access to student records

Access to individual student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

All details of full or partially completed competencies will be recorded and stored on the student's file.

Student access to records

Students have the right to request information about or have access to their own individual records. AFSI trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your AFSI trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

AFSI considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of AFSI are made aware of the confidentiality procedures and privacy policies prior to commencing work with AFSI.

AFSI will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The Privacy Amendment (Enhancing Privacy Protection) Act 2012

(Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

AFSI ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

If you do not provide the information required we will not be able to enrol you into the course of your choice.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Recording of Online Sessions and other communications

We may record online classes, webinars, and coaching sessions between AFSI personnel (admin, trainers and assessors) and learners for the purposes of:

- Training & Assessment: To allow for internal moderation and to provide evidence of practical competency.
- Compliance: To meet our auditing requirements as a Registered Training Organisation (RTO).
- Quality Assurance: To monitor the quality of our training delivery and improve our educational services.

By participating in these sessions, your image, voice, and any information you share may be captured. These recordings are stored securely within our student management system (aXcelerate) or protected cloud storage and are only accessible by authorised staff. Recordings are retained in accordance with our Records Management Policy and will not be disclosed to third parties unless required by law or for regulatory auditing purposes.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

National Recognition

AFSI will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a student's certification, AFSI will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

Students enrolling with AFSI will be made aware of the recognition of qualifications policy by AFSI staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. AFSI trainers will remind students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to AFSI for verification. AFSI will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, AFSI staff will inform

the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

AFSI staff will update the student's records accordingly.

Credit Transfer

Credit transfer refers to the transferal of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by AFSI. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all students enrolling in any training program offered by AFSI.

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

AFSI will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or AFSI applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation AFSI will ensure that student's USIs are applied for or verified USI at the time of enrolment.

When reporting data about the training, each record of nationally recognised training that is provided to the National Centre for Vocational Education Research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real-time.

This means that, in the future, students will be able to draw down a record of their VET achievements from one place.

Certain individuals are exempt from the requirement to supply a USI. In this situation, assessment results for these students will not be available via the USI system.

Principles of Training and Assessment

Training and assessment strategies developed by AFSI will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Quality Training and Assessment Principles

AFSI will apply the Principles of Assessment and the Rules of Evidence:

Principles of Assessment

To ensure quality outcomes, assessment should be fair, Flexible, Valid and Reliable.

Rules of Evidence

These 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.

Connecting Training and Assessment with the Workplace

To maximise the outcomes for students, AFSI ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstances employers may offer a contribution towards the cost of training and assessment, which is encouraged by AFSI.

AFSI will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each student's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each student by workplace personnel
- Monitor the student's progress

Information from workplace personnel is used to continuously improve training and assessment

Assessment Policy

AFSI acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the Managing Director will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)

- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with AFSI's access and equity policy
- All students have access to re-assessment on appeal

AFSI implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. AFSI recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Training Guarantee

It is the intention of the Managing Director of AFSI that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with AFSI.

Protecting Fees Prepaid by Individual Students

In the extremely unlikely event of a business interruption or training failure, the TAS guarantees the student's training. Students may be transferred to a similar course with another RTO at no additional cost to the student. Student's training is further protected by AFSI's financial management policy and procedure.

Third Party Training

Where applicable, the AFSI Training & Consultancy Guarantee extends to training partners and training conducted by a third party on behalf of the RTO. In the extremely unlikely event of a business interruption or training failure by a third party delivering training and assessment on the RTO's behalf, students may be transferred to another similar course with another RTO or approved third party at no additional cost to the student.

Recognition of Prior Learning

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

AFSI appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

AFSI' Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students. All students will have access to AFSI' RPL policy which is contained in the AFSI Candidate's Handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the AFSI enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

Client Services

AFSI is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. AFSI will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with AFSI receive every opportunity to successfully complete their chosen training program. AFSI will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student Advice

AFSI takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

In summary, AFSI will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

While AFSI guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of AFSI.

Student Information Policy

AFSI will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with AFSI. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the AFSI Candidate's Handbook, available as PDF document on AFSI website: <http://afsi.com.au>

AFSI will provide the following information specific to each student:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
 - estimated duration of the services
 - expected locations at which the services will be provided
 - expected modes of delivery
 - name and contact details of any subcontractor which will provide training and assessment to the student
- the student's obligations including any requirements that AFSI requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide; the educational and support services available to the student

Where there are any changes to agreed services, AFSI will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Client Selection and Enrolment Procedure

Client Selection

Enrolment and admission into some AFSI training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, AFSI staff will endeavour to assist them in understanding their options in regards to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or AFSI management.

Enrolment Policy

The enrolment procedure commences when a student contacts AFSI (AFSI) expressing interest in a training program(s). AFSI staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of

successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact AFSI to discuss their training needs and alternative opportunities.

Disability Supplement

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question. If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

‘Hearing/deaf’

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

‘Physical’

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

‘Intellectual’

In general, the term ‘intellectual disability’ is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

‘Learning’

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

‘Mental illness’

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person’s usual pattern and level of functioning.

‘Acquired brain impairment’

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

‘Vision’

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

‘Medical condition’

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn’s disease, cystic fibrosis, asthma or diabetes.

‘Other’

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Students who are undergoing funded training are obligated to complete 3 units every quarter in order to maintain consistency of learning and to complete their qualification within the stipulated time frame (Certificate IV being 2 years and Diploma being 4 years).

Notification for cancellation of enrolment in a course must be given in writing. Contact via email or internal message in the Learning Management System is acceptable and must be provided within a reasonable period of the course commencement date.

Student access to the AFSI Learning Management System (LMS) will be suspended after withdrawal/cancellation of enrolment is confirmed.

Pre-Course Letter

As an additional support to enrolling students, AFSI will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Pre-Course Evaluation Checklist

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs, so AFSI staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form.

The designated AFSI staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, AFSI staff and management may offer additional support

Induction

On successful completion of the enrolment process, all students will undergo an induction program including:

- Introduction to AFSI training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued

- Student handbook provided

Access and Equity

AFSI is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. AFSI ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. AFSI will address access and equity matters as a nominated part of operational duties.

Language, Literacy and Numeracy Assistance

AFSI course information and learning materials contain written documentation and in some cases, numerical calculations.

AFSI recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by AFSI staff or requested by a student, a language, literacy and numeracy test may be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

AFSI will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of AFSI staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

Certificate Issuance

Certificate Issuance Policy

Upon completion of all relevant competencies within a qualification/skill-set/statement of attainment, in the stipulated time-frame, with all course fees being paid in total, the student will be entitled to receive the full qualification/skill-set/statement of attainment, that they are enrolled in.

The certificate, academic record and/ or statement of attainment/skill-set will be produced and signed by AFSI Management, trainer and/ or assessor and presented to the student, after all above criteria has been met. A scanned electronic copy will be sent to the student via email.

After certificate issuance has occurred and a digital copy has been sent to the student via email, the student's access to the AFSI (AFS) Learning Management System (LMS) will be suspended and they will no longer have access to the system.

Student Support

Student Support Policy

AFSI will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. AFSI will determine the support needs of individual students and provide access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. AFSI will continue to develop strategies to make support available where gaps are identified.

Flexible Delivery and Assessment Procedures

AFSI recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

AFSI staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services AFSI can offer, they will be referred to an appropriate external agency.

Reasonable Adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

Apprenticeships and Traineeships

AFSI recognises that apprenticeships and traineeships are the perfect vehicle for training and developing new and existing staff. Because much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, and regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisations for training delivery.

Discipline

AFSI makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Behaviour

AFSI Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the AFSI complaint procedure.

Plagiarism, Cheating and Collusion

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Cheating is any behaviour by students in relation to any item of assessment which falsely represents the student's effort or performance on the assessment. The act of cheating, whether it is intentional or unintentional, is an act of academic dishonesty. Students are expected at all times to act honestly and with integrity when fulfilling their assessment requirements.

Collusion is the unauthorised collaboration on assessable work with another person/s and/or any artificial intelligence (AI). E.g., Chat GPT, OpenAI playground, Bing AI etc.

Plagiarism, cheating and Collusion Policy

AFSI's Managing Director takes a very strict approach to plagiarism, cheating and collusion, and proven incidents will not be tolerated.

Complaints and Appeals

AFSI has a defined complaints and appeals process that will enable student's complaints and appeals are addressed effectively and efficiently.

A student may lodge a complaint regarding the RTO; Third Party; Subcontractor or Trainer. There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a Trainer may lodge a complaint against a student.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of AFSI. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to AFSI management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

AFSI management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the AFSI continuous improvement procedure.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:

Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Appeals

The AFSI appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to AFSI for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:

Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of AFSI or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

Informal Complaint/Appeal:

- An initial complaint or appeal will involve the student communicating directly with AFSI verbally or by other appropriate means.
- All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all natural justice and procedural fairness response mechanisms
- AFSI management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of AFSI' decision may initiate the formal complaint procedure

Formal Complaint/Appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalized
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by AFSI management
- On receipt of a formal complaint, the Managing Director or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.
- The Managing Director will convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
 - A representative of AFSI management
 - An AFSI staff member
 - A person independent of AFSI
- The complainant/appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

All complaints and appeals will be reviewed at AFSI monthly management meeting. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current AFSI policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Delayed Processes

In the unusual circumstances where a delay in the complaint or appeal process occurs, where longer than sixty (60) calendar days are required to process and finalise the complaint or appeal, AFSI will inform the complainant or appellant in writing. In line with the importance that AFSI places on open and transparent processes and communication, the first written communication will be made at five (5) days. From that point, the complainants or appellant will be regularly updated on the progress of the matter, including reasons why more time is required.

