



**AUSTRALIAN INSTITUTE of
SUPERANNUATION TRUSTEES**

Student Handbook

AIST

RTO #21272

Level 23, 150 Lonsdale Street, Melbourne VIC 3000

03 8677 3800

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WELCOME

Welcome to the Australian Institute of Superannuation Trustees (AIST). We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career.

The purpose of this handbook is to provide you with all the information that you need to know about studying with AIST.

About AIST

AIST is a national not-for-profit organisation whose mission is to promote and protect the interests of Australia's \$1.4 trillion not-for-profit superannuation sector. AIST's membership includes the trustee directors and staff of industry, corporate and public-sector funds, who manage the superannuation accounts of nearly two-thirds of the Australian workforce.

As the principal advocate and peak representative body for the not-for-profit superannuation sector, AIST plays a key role in policy development and is a leading provider of research.

AIST provides professional training, consulting services and support for trustees and fund staff to help them meet the challenges of managing superannuation funds and advancing the interests of their fund members.

Each year, AIST hosts the Conference of Major Superannuation Funds (CMSF), in addition to numerous other industry conferences and events.

Studying with AIST

AIST aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

Our obligation as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your Australian Qualifications Framework (AQF) certification documents in line with our Issuance Policy as outlined in this handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy as outlined in this handbook.

Our contact details

Address: Level 23, 150 Lonsdale Street, Melbourne VIC 3000
Phone: 03 8677 3800
Email: training@aist.asn.au

Office hours are 9:00am – 5:00pm Monday to Friday.

Courses provided by AIST

AIST offers the FNS50715 Diploma of Superannuation which consists of the following three courses:

1. *RG146 for the Superannuation Industry*
2. *Insurance for the Superannuation Industry*
3. *Investment for the Superannuation Industry*

Each Course Outline can be viewed on the [AIST website](#).

ENROLMENT

Students must meet the entry requirements published in the [Course Outline](#) in order to undertake the course.

To enrol in a course, you must complete an online registration form. If you do not currently have login details to register online for AIST training courses and events, please contact a member of the AIST administration team on (03) 8677 3800.

Prior to course commencement you will be required to complete a pre-course questionnaire which AIST will use to determine if the course is suitable for you and to identify if you require any specialist support services. If for any reason AIST is unable to accept your enrolment, you will be contacted and the reasons for the decision will be explained and a full refund provided. Any alternative courses or pathways will be discussed with you.

Credit transfer (CT)

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the unit/s that you are required to complete in the course you are enrolled in with us.

AIST can grant you credit towards your course for unit/s of competency that you have already completed with another RTO or authorised issuing organisation. We can also grant you credit for unit/s you have completed where equivalence can be established between the unit/s in your course and the unit/s you have completed.

You can apply for credit at any time, however it is best you do this prior to the course commencement date so that credits are known upfront and you are not required to do any work that you otherwise may not have needed to do. Please note: a fee will apply, please refer to the Additional Fees and Charges as outlined in this handbook. For more details or to apply for a CT, please contact AIST on 03 8677 3800 or training@aist.asn.au

You will be required to provide certified copies of transcripts from your previous study. In some cases we may ask for additional information about the unit/s you previously studied so we can determine equivalence. Your credit application may be returned to you if you don't provide the required information.

You will be advised in writing of the outcome of your credit application.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Students are required to provide evidence of their skills and knowledge to meet the requirements of the unit/s of competency. The RPL evidence requirement/s may include demonstrating skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

An AIST trainer will be available to assist you throughout this process.

It is best to apply for RPL prior to the course commencement date so that you are not required to do any work that you otherwise may not have needed to do. Please note: a fee will apply, please refer to the Additional Fees and Charges as outlined in this handbook.

To determine if RPL is a suitable option for you or to apply for a RPL, please contact AIST on 03 8677 3800 or training@aist.asn.au

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI.

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

To create your USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Course locations

AIST courses are delivered nationally in Australian capital cities. Students will be notified of the training venue one week prior to the scheduled course date.

Course induction

At the start of the course you will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course. The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we may also make sure that we have all the required forms and paperwork filled in and you will receive your learning materials so that you can start on your learning journey.

STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with AIST. Students who do not abide by this Code of Conduct may be subject to disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information that AIST holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to AIST on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with AIST, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.

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- Provide relevant and accurate information to AIST in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor if support is required.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify AIST if any difficulties arise as part of their involvement in the program.
- Notify AIST if they are unable to attend a training session for any reason at least 24 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes.

Course expectations and requirements

The training and assessment offered by AIST focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each course consists of a number of units of competency. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course outline includes the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, assessment tasks and homework.

Assessment methods vary from course to course but usually include written assignments, verbal or role play assessments and case studies.

Attendance and homework requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 24 hours prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined in the [Course Outline](#).

ASSESSMENT ARRANGEMENTS

At the beginning of each course, your assessor will go through the arrangements for assessment and provide you with details about the assessment requirements.

At this time you will:

- be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against
- be informed of relevant due dates or timing of assessments to be conducted

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task cover sheet, which will be provided with the assessment document. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be emailed to training@aist.asn.au, submitted directly to the trainer or sent by registered mail to: AIST, Level 23, 150 Lonsdale Street, Melbourne VIC 3000.

You must keep a copy of all tasks that you submit. We are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit your work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of your assessment via email.

Assessment outcomes

Each assessment task will be given an outcome of either Competent (C) or Not Yet Competent (NYC). You must achieve a result of Competent (C) for each unit assessment task to satisfactorily attain an overall outcome of Competent (C) for a unit.

If one or more of your assessment tasks are marked as Not Yet Competent (NYC), you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the assessment task and achieve a Competent (C) outcome. You will be given a timeframe for your resubmission and advised what you must include in your resubmission.

If, after the third attempt, you are still assessed as Not Yet Competent (NYC) for an assessment task, you will need to complete additional training and assessment to support you in achieving a Competent (C) outcome. This will incur an additional fee as outlined in the Additional Fees and Charges in this handbook.

Reasonable adjustment in assessment

Some students may require modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment may involve:

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- Making training and assessment resources and methods more accessible eg providing learner workbooks in different coloured paper.
- Making changes to the assessment arrangements eg more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered eg written questions asked orally

Please speak to your trainer if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your trainer based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

AIST has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which will require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The pre-course questionnaire you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.

Please contact us on 03 8677 3800 or training@aist.asn.au to discuss your support needs.

External Support Services

For students requiring additional support with their studies, AIST provides the following referrals to community organisations who may be able to assist you. Please note that these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes as we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer. Some may also be emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regards to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone.

Access to your records

You may access or obtain a copy of the records that AIST holds about you at any time. This includes personal information and records of participation and progress. If you want to access or obtain a copy of records, you must make a request in writing to the Education Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- emailing you reports or exports of data

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Amendment to records

If a student considers the information that AIST holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operate as an RTO.

If this occurs, AIST will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address, send you an email or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by providing the change in writing to training@aist.asn.au

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, AIST must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. AIST has policies and procedures in place to ensure your safety and on commencement of your course, you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with AIST's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.

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- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food.

Harassment, victimisation or bullying

AIST is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. AIST will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per AIST's Complaints and Appeals procedure and detailed in this handbook.

Equal opportunity

The principles and practices adopted by AIST aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with AIST.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

AIST provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and

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results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and recognition of prior learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Your Privacy

In collecting personal information, AIST complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic, Education and Training Reform Act 2006 (Vic) and the relevant privacy legislation and regulations of the states/territories in which AIST operates.

The Victorian Government, through the Department of Education and Training (the Department)'s collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Sensitive information is only collected by AIST if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity or misconduct of a serious nature, that relates to AIST's functions or activities that has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

AIST ensures that each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for AIST to collect the information.

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- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about AIST if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

AIST retains evidence that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.education.gov.au/privacy-notice-and-student-declaration>

Our full privacy policy is available on our website at: <http://www.aist.asn.au/education/education-policies.aspx>

FEES AND REFUNDS POLICY

1. Information about fees and charges

- AIST protects the fees that are paid in advance by students by ensuring that an appropriate bank guarantee is in place. Fee information relevant to a course is outlined in detailed in the *Student Agreement* and summarised in the *Course Outline*. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees
 - Any other costs payable to the RTO including costs for recognition of prior learning if applicable
 - Payment terms and conditions including refunds.
- The *Student Agreement* and the *Student Handbook* which are provided prior to enrolment, includes the Fees and Refunds Policy and informs the student of their consumer rights. Students are asked to sign the *Student Agreement* in acknowledgement of the terms and conditions of the enrolment and this policy.
- No cooling-off period applies as AIST does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).

2. Course fee inclusions

- Course fees as applicable to each course are detailed on the *Student Agreement* and include:
 - All of the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol in the course and pay the appropriate course fee.
 - A copy of the course materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).

- Course fees do not include:
 - Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
 - Printing costs (if required)
 - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.
- AIST cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Payments

- Payments can be made by electronic transfer of funds or by credit card.
- Course fees must be paid in full prior to the commencement of the course.

4. Refunds

- All course fees will only be refunded where AIST is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment does not entitle the student to a refund.
- RPL and CT application fees are non-refundable.
- Refunds are subject to AIST's [Cancellation/Transfer policy](#). Students seeking a refund must submit their request in writing via training@aist.asn.au. The application must include the details and reason for the request. Students who have not provided their request in writing are not eligible for consideration of a refund or reduction in fees.
- The outcome of the refund assessment will be provided in writing to the student's registered email address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy & Procedure outlined in this handbook.
- In the unlikely event that AIST or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:
 - Where AIST or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where AIST ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where AIST needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, AIST will automatically conduct a refund assessment of all affected students and issue the refunds due to the Fee Payer accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy & Procedure outlined in this handbook.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our account keeping system.

6. Publication

- AIST will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - The Fees and Refunds Policy.

ADDITIONAL FEES AND CHARGES

Additional Fees and Charges

AIST has the following of additional charges which may apply in some circumstances.

Non-Tuition Fees – all students	Charge
<p>Re-issuing of testamur and statements of results All course fees include the issuance of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. A fee will apply to each additional copy of a certification document if required.</p>	<p>A fee of \$30 (incl. GST) will apply for supply within 20 business days. For urgent requests for reissue within 3 business days, a fee of \$50 (incl. GST) will apply.</p>
<p>Additional copies of printed course materials Where original provided is lost or misplaced an additional copy can be supplied. A fee will apply for each additional copy provided.</p>	<p>A fee of \$200 plus the cost of postage if required.</p>
Tuition Fees	Charge
<p>Re-enrolment fee (per unit) If a student does not successfully complete their assessment on the second attempt, they will be permitted a third and final attempt, a fee will apply. AIST will issue an invoice by email for the payment of this fee and the fee must be paid before assessment results are released.</p> <p>If a student does not successfully complete their assessment on the third attempt, they will be deemed 'not yet competent' and their enrolment in the course will expire. Once a student's course enrolment has expired, students who still wish to complete their course will need to re-enrol and pay the full course fee.</p>	<p>A third and final attempt and will be required to pay a remark fee of \$125.</p>

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Credit Transfer (CT) Application Fee Application Fee	\$200
Recognition of Prior Learning (RPL) Application Fee Application Fee	\$500

COMPLAINTS AND APPEALS POLICY

1. Nature of complaints and appeals

- AIST responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing services on behalf of AIST.
 - Any student or client of AIST.
- Complaints may be made in relation to any of AIST’s services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by AIST to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes/results
 - other decisions made by AIST

2. Principles of resolution

- AIST is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, AIST ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.

- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- AIST will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this handbook limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.
- Where a student chooses to pursue a complaint through an external organisation, AIST will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

- AIST will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to AIST’s head office at Level 23, 150 Lonsdale Street, Melbourne VIC 3000, to the attention of the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable AIST to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

6. Resolution of complaints and appeals

- Some or all members of the management team of AIST will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.

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- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- AIST acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by AIST.
- AIST may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- AIST will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to AIST's registering body, the Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about AIST in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

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- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the following webpage below before making a complaint to ASQA:
<https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>

For other stakeholders:

- Information about the process and information you should provide is available here:
<https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>

9. Publication

This policy and procedure will be published in the student handbook and on AIST's website.

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

AIST reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where AIST is not permitted to do so by law.

AIST must have a valid USI on file for the student for a qualification or statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Policy Definitions

Appeal means a request for a decision made by AIST to be reviewed

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Complaint means a person's formal expression of dissatisfaction with any product or service provided by AIST.

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

STUDENT FORMS

Name of Form	Reason for use
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Pre-Course Questionnaire and Student Information Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Assessment Task Cover Sheet	Please use this when submitting assessment tasks