



AUSTRALIAN
GLOBAL
COLLEGE

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The cover features a collage of three photographs on the left side, framed by a geometric pattern of overlapping triangles in shades of blue, green, and grey. The top photo shows a young woman with glasses smiling while writing in a notebook. The middle photo shows a young woman in a blue top working on a laptop. The bottom photo shows a young man and woman looking at a tablet together.

STUDENT HANDBOOK

YOUR PATHWAY TO SUCCESS

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Welcome

Welcome to Australian Global College (AGC). We are excited about supporting your learning journey.

What we do best, is get to know our students and ensure our training suits their needs. Our training programs are designed to help you learn; not only from the information that we share with you, but also from the study environment. The learning is focused on developing actual skills that take place in industry. We seek to ensure that students develop confidence and also excel in their chosen career roles.

Introduction

Australian Global College is a registered training organisation (RTO) ID number 41162, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards as regulated by the Australian Skills Quality Authority (ASQA).

Contact Details:

Location: Level 1 127 Castlereagh St. Liverpool NSW 2170

Phone: 1300 92 92 22

Email: info@agc.edu.au

Website: <https://www.agc.edu.au/>

AGC offers the following training programs to students:

Qualifications	
Business	BSB30120 - Certificate III in Business
	BSB40120 - Certificate IV in Business
	BSB50120 - Diploma of Business
	BSB60420 - Advanced Diploma of Leadership and Management
Aged Care	CHC43015 - Certificate IV in Ageing Support (Superseded)

AGC is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.





This information booklet is designed to provide you with information about the services provided by AGC and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by AGC. This information is contained in the Course Brochure supplied separately.

AGC may from time to time use education agents to assist with the recruitment of students.

Our mission

AGC's mission is to provide high quality vocational training that allows individuals to learn and add meaning to their career. We are not just about providing Australian education.

The organisation will achieve its mission by:

- Conducting innovative training programs that meet the learning needs of individuals and enhances their career prospects.
- Meeting the ongoing training needs of prospective employers by providing jobseekers, career changers and employees with appropriate high quality training that provides a rich learning experience.
- Developing and maintaining strategic partnerships with organisations that provide opportunities to expand our business.
- Being the training provider of choice.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in





- shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.



Introduction to Australian Vocational Education and Training

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National recognition

The qualifications and Statements of Attainment issued by AGC must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, AGC recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.





Competency based training

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and certificates

On completing the training program with AGC, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by AGC will be accompanied by a transcript which will detail the units of competency issued within the qualification.

- Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations.
- A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.





The Unique Student Identifier

If you're studying nationally recognised training in Australia, 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 results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information

from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively. If you wish to apply for an exemption from having a USI, you can apply [here](#). You will need to outline your reasons for why you wish to be exempt from having a USI and that you understand the consequences of not having a USI.

Further details can be accessed at www.usi.gov.au

Student rights and responsibilities

Congratulations on choosing to study with AGC, as a participant in one of our training programs, you have rights and responsibilities governed by State and Federal legislation. Students enrolled with AGC, may be self-nominated or nominated by their employer.

Students enrolled in a qualification are all required to complete an online English test by LLN Robot to identify if they have any support needs and are also required to participate in an interview, either in person or phone, to determine their suitability for the course in which they are seeking entry.

Student rights	Student responsibilities





Have complaints dealt with fairly, promptly, confidentially and without fear of any repercussions and make appeals about procedural and assessment decisions	Prepare appropriately for all assessment tasks, visits and training sessions
Be given clear and accurate information about their course, training and assessment arrangements and their progress	Make regular contact with their Training/ Assessor and notify AGC, if they are unable to attend training session for any reason as soon as possible
Receive training, assessment and support services that meet their individual needs accessing support needed to effectively participate in the training program	Notify AGC, if any difficulties arise as part of their involvement in the program
Provide feedback to AGC, on the client services, training, assessment and support services they receive	Make payments, if required, for their training within agreed timeframes
Be treated fairly and with respect by others	Read and adhere to all the information, policies and procedures as outlined in this Student Handbook
Learn in a supportive environment which is free from harassment, discrimination and victimisation	Take ownership of your role as a learner
	Treat all people with fairness and respect and do not do anything that could offend, discriminate, victimise, disrupt or threaten others
Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised	Follow all safety policies and procedures as directed by staff and report any perceived risks as they become known.
Have personal details and records kept private and secure according to our Privacy and Personal Information Policy	Provide relevant and accurate information to AGC, in a timely manner and advise us, if any personal or contact details change
Apply to have their existing skills and knowledge recognised	Progress through learning programs in line with timeframes, completing all assessment tasks, learning activities and assignments honestly and without plagiarism.

Student progress - qualifications

Students are expected to participate in all training activities and carry out any tasks that are required





to achieve competency. You should complete these tasks to the best of your ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of your training. Your trainer will then discuss an action plan with you to address the performance issue and provide you with opportunities to recommence training if appropriate.

If you are unable to attend a programmed training session then you must make every effort to contact AGC, 48 hours before the session to discuss a plan to maintain progress. This may involve a catch-up class, extra self-paced study or another method agreed to with your trainer. Excessive absences may result in suspensions or cancellation.

AGC, will attempt to contact students who do not attend all classes from a program to arrange alternate arrangement. If students are unresponsive or non-contactable after 3 contact attempts, they may be withdrawn from the program.

Withdrawal from a course

If you wish to terminate your participation in the training program, please inform your trainer or AGC Reception immediately and complete a withdrawal form. This will ensure that your Statement of Attainment can be awarded to you promptly for the work you have successfully completed.

AGC, may also withdraw participants who are no longer seen to be actively engaged in their training programs. The student will be advised in writing should this action be required.

Student support

AGC, caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment stage onwards.

AGC, is committed to providing support, advice or assistance during training to all students. To ensure we meet the specific needs of our students, the College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) which are necessary for students to complete their course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy, Numeracy and Digital (LLND) & support
- Assistive technology
- Individual assistance from the trainer





- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

To ensure the quality delivery of training and assessment, AGC, provides:

- Student vocational counselling** to improve and extend training outcomes. You can make an appointment for:
 - education and career counselling, or
 - assistance when applying for Recognition of Prior Learning (RPL).
- Language, literacy, numeracy and digital (LLND) support** is available. Students needing (LLND) support are identified on enrolment. Students may also speak confidentially with their trainer if they are experiencing difficulties with digital skills, numeracy, speaking or writing English. Our experienced staff can discuss different ways of conducting training and assessment to assist students in achieving competence.

Sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student. There is no cost for referral to external assistance.

- Welfare assistance** – should you require assistance with a personal matter that is impacting your study please either speak to your trainer or student support who will confidentially refer to your to an appropriate service provider. There is no fee for referral but the service provider may charge a fee.

Below is a list of external Health Services which are provided at no cost:

Service Provider	Contact details	Services	Fees
Lifeline	Phone 1300 224 636 or visit	Counselling, disability services, financial gambling, indigenous mental health, personal issues, suicide, youth and age care	Free of charge
The Reading and Writing hotline	Phone 1300 655 506 or visit http://readingwritinghotline.edu.au/	Adult literacy and numeracy support	Free of charge
Beyond Blue	Phone 1300 22 4636 or visit www.beyondblue.org.au	Depression and Anxiety	Free of charge
Workforce Australia	Visit https://www.workforceaustralia.gov.au/	Unemployment	Free of charge





Headspace	Phone or visit 1800 650 890 http://headspace.org.au/	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge
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The Student Support Officer has a responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer can also refer the student to a trainer or the Academic Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems

In each matter, the student shall be encouraged to meet with the Student Support Officer and to outline the nature of their problems. The College, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

Safety

AGC is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- If you are involved in any accident which results in personal injury and /or damage to equipment or facilities, notify the Trainer immediately.
- No consumption of illicit substances within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.





Management of AGC have assessed the security and safety concerns of the local area and deemed the environment to be relatively safe. This conclusion was reached due to the following considerations;

- we are located in the built up business district in Liverpool which usually offers a police presence and is well lit.
- we are located close to various forms of public transport.

Equity

AGC is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All AGC staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Students who feel that they have been discriminated against or harassed should report this information to a staff member that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to AGC, they are advised to contact the Australian Human rights Commission Complaints Info-line on 1300 656 419 or by email to infoservice@humanrights.gov.au.

Privacy

AGC takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles 2014.

AGC, only collects personal data that is reasonably necessary for /or directly related to the student's enrolment and training activity.

Information collected includes:

- Personal information as detailed in the enrolment form
- Funding eligibility evidence (where applicable) as determined by the NSW Training Services, Department of Education
- Results of training and performance evaluations including assessments, RPL assessments and language literacy, numeracy & digital evaluations
- AGC personnel will update client personal details without charge being applied to ensure client information remains current, accurate and complete.
- Any unsolicited information provided shall be destroyed (where lawful to do so) as soon as practicable to ensure that the information is de-identified.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation . All information shared is kept in the strictest confidence by both parties and is available on request.

AGC is required to collect and report full Australian Vocational Education and Training Management





Information Statistical Standard (AVETMISS) data in accordance with the National VET Provider Collection Data Requirements Policy.

As part of the enrolment process we are required to obtain an individual's Unique Student Identifier or sufficient information to obtain the Unique Student Identifiers on behalf of an individual. The privacy of individuals is protected in line with the [Student Identifiers Act 2014](#) and [the Privacy Act 1988 \(Cth\)](#). Where an individual has authorised AGC to create a USI on their behalf, the personal information collected for the purpose of creating a USI shall be destroyed as soon as possible after the USI application has been made or it is no longer needed for that purpose. The only exception to this requirement is where AGC, is required under or by another law to retain the information.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases AGC will seek the written permission of the student for such disclosure.

Fees

AGC charges fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, amenities fees and training and assessment services.

The Fees and Refund Policy and the details of fees and charges are available on the on the website.

All students are issued with an invoice prior to enrolment clearly stating the full cost of the course relevant to them. This invoice will itemise fees including tuition fees, administration fees and amenities fees. AGC does not collect more than \$1500 in advance from students prior to enrolment.

Fees may be incurred for recognition of prior learning. There is no fee for processing an application for credit transfer into qualifications. Please refer to your trainer or the website for specific fees.





Refunds

AGC, undertakes to ensure that it provides financial safeguards for fees, charges and subsidies received from all students and training service clients. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity.

AGC, takes a fair and reasonable approach to refunds. The table below details a range of scenarios and the refunds available. To apply for a refund, contact your AGC trainer or Administration. For more information refer to the Fees and Refunds Policy and the Fee Schedule on the website.

Please refer to Fees and refund policy and procedure for more information on refunds

Guarantee of Service

AGC is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event that AGC is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, AGC will provide a refund of any unused portion of the fee.

Our continuous improvement of services

AGC is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

If a student identifies an improvement that can be made at AGC, this information can be provided directly to the trainer or Academic Manager at any time.

Learner engagement survey

At the completion of your training program, you will be issued with a Learner Engagement Survey.

This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to AGC for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.





Language, literacy, numeracy and digital skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy, numeracy and digital skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions, interfacing with technology.

Qualifications

To support this approach AGC will for students completing a qualification:

- Assess a student's language, literacy and numeracy skills via LLN Robot during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within AGC and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Short courses

Short course students are required to complete a short LLN test as part of their enrolment. In general terms the criteria requires:

- Students are able to converse in English to take part in the scenarios in class.
- Specifically, they need to be able to
 - Read information from a PowerPoint and whiteboard
 - Listen and understand verbal information delivered by an English-speaking trainer
 - Read and answer a multiple-choice question paper
 - Read and answer a short-written answer test
 - Be able to count to 30

If a student is not confident of their LLND abilities we strongly recommend that they personally contact us prior to the commencement of the course to discuss the appropriateness of the course for them.

Complaints and appeals

AGC is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is negative feedback about services, whether provided by the Institute or others on its behalf, other students or staff which has not been resolved locally. A complaint may be received by AGC in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.





What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to AGC within 20 days of the student being informed of the assessment decision or finding.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Within three business days, written acknowledgement of the complaint or appeal will be sent.

Complaint and appeals handling

AGC undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by AGC including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome and must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint
- AGC shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Staff are to provide assistance to students during the complaint handling process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No AGC representative is to disclose information to any person without the permission of the Academic Manager. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.
- If complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party such as the Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:





Free call: 1800 651 650

Email: nfoaus@resolution.institute

Website: <https://www.resolution.institute/>

- **Students may also contact** the [National Training Complaints Hotline](#) on
 - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
 - Email: ntch@education.gov.au
 or by following the email complaint process for the Hotline at National Training and Complaints Hotline complaints form
- **You may access the complete policy and procedure on our website**

Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for Registered Training Organisations, AGC provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition, sometimes called recognition of prior learning (RPL), involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in AGC's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.





Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. AGC reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

You may access the complete policy and procedure on our website

Getting credit for your current competence

AGC acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.





Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by AGC. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which is not included in AGC scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

You may access the complete policy and procedure on our website

Training and assessment standards

AGC is committed to delivering training and assessment consistent with the highest industry standards. AGC will:

- Provide staff with all necessary induction and training
- Conduct regular reviews of training and assessment procedures
- Consult with industry, staff, and participants to assess the quality of training and assessment
- Always seek to improve training and assessment procedures
- Provide all the necessary resources to implement these processes
- AGC will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and participant satisfaction.

AGC will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry Feedback will be used to review and improve training and assessment. Any Industry feedback which indicates practices by AGC and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately by AGC.

The courses at AGC are delivered based on competency standards set by industry. Participant competency for each component of their course (units) will be assessed by qualified staff using strict assessment





criteria. When a participant can demonstrate competency for the required number of units of competency specified for their course, the full qualification will be awarded.

Where a participant can demonstrate competency for units of competency less than the required number to achieve a full qualification, a Statement of Attainment will be issued for the units in which competency was achieved. Participants who fail to demonstrate the required level of competency will be provided with information, advice and/or counselling, and given further opportunity to demonstrate their competency.

AGC's Code of Ethics and Responsibilities

AGC shall at all times act with integrity in dealings with all clients and members of the community.

AGC shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- National Vocational Education and Training Regulator Act 2011, and
- Standards for Registered Training Organisations (RTO's) 2015
- Service Agreement
- Commonwealth/State legislation and regulatory requirements.

AGC will ensure:

- Training and assessment strategies and practices are responsive to industry and learner needs, meet the requirements of training packages and VET accredited courses, and staff are qualified sufficient to deliver and assess programs on an ongoing basis,
- Its operations are quality assured.
- AQF Certification is issued, maintained and accepted in accordance with the Standards for Registered Training Organisations (RTO's) 2015
- Clients and current learners are provided with accurate information about the company, its services and performance
- Each learner is properly informed and protected
- Complaints and appeals are recorded and dealt with fairly, efficiently and effectively.
- Effective governance and administration arrangements are in place
- Legal compliance and co-operation the VET Regulator.
- Compliance with current Work Health and Safety and duty of care requirements,
- The maintenance of adequate records and the security of all current and archival records

AGC undertakes to maintain quality training and to uphold the highest ethical standards.

AGC undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

AGC shall refrain from associating with any enterprise which could be regarded as acting in breach of this code of ethics or relevant standards or regulations.





Access to your records

You are entitled to have access to your student file and learning and assessment records on request.

You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by AGC, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately. You will need to make a written request and provide verification of your identity.

Payment method

AGC accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to AGC)
- Payment in cash is discouraged.

Consumer Rights and Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW.

Please also see the information in this Student Handbook and the website on

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.





It must be noted that AGC does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program.

For refund option in other circumstances, learners must refer to the refund policy.

Legislation and Regulatory Responsibilities

AGC operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy and rights to a discrimination free environment. There are also a number of legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at www.austlii.edu.au. This page allows you to browse for legislative items within ComLaw, FRLI or a specific site database. Items that can be browsed for include Acts (as made) and Act Compilations, Legislative Instruments (as made) and Compilations of Legislative Instruments and Bills 1996+. Once you have determined what you want to browse, you can select how the returned legislative items should be sorted. The view tabs will change, depending on what type of legislative item has been selected.

Following is a summary of the legislation that will generally apply to your day-to-day work and training.



Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.





Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
 - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
 - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information





has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.

