



The logo artwork was created specifically by owner and director Steve Dhu's Uncle Les Hicks, a senior elder in the Pilbara. He created artwork to convey the company's objectives of employment, training, and pathways to employment. Ultimately, everyone walking together moving forward. The artwork depicts flower like art which represent the people, the white lines and dots intersecting the flower like art are the pathways. The footprints show how we lay our tracks down to be followed by future generations through self-determination.

Student Handbook 2024

AEA Training RTO 45901



Table of Contents

Glossary of Terms	3
Introduction	4
Purpose.....	4
Vision	4
Values	4
Welcome to AEA Training	5
Contact Us	5
Location	5
Hours	5
Phone	5
Website.....	5
Office Contacts	5
Courses we offer	6
The Rights & Responsibilities of Participants.....	6
Attendance	6
Language, Literacy, and Numeracy (LLN).....	7
Support Networks.....	7
Reasonable Adjustment	7
Recognition of Prior Learning (RPL) & Credit Transfer (CT)	8
Issuing of Certification Documents	8
Policies & Procedures	9
Course Fees.....	9
Course Transfer	9
Cancellation & Withdrawal.....	9
Refund	9
Privacy Policy	9
Work Health & Safety	10
Access & Equity	10
Complaints & Appeals Policy	11
Legislation & Standards.....	11

Glossary of Terms

AQF Australian Qualifications Framework www.aqf.edu.au/

ASQA Australian Skills Quality Authority (Federal regulator) www.asqa.gov.au/

AVETMISS the Australian Vocational Education and Training Management Information Statistical Standard (the Standard) www.ncver.edu.au/rto-hub/what-is-avetmiss

DEWR Department of Employment and Workplace Relations www.dewr.gov.au/

NVETR Act National Vocational Education and Training Regulator Act 2011

NCVER National Centre for Vocational Education Research www.ncver.edu.au/

RTO Registered Training Organisation

SRTO Standards for Registered Training Organisations (RTOs) 2015 (ASQA; Federal legislation) www.legislation.gov.au/Details/F2019C00503

STA State Training Authority (Commonwealth State or Territory training authority) <https://www.australianindustrystandards.org.au/state-training-authorities-stas/>

USI Australian Government Unique Student Identifier www.usi.gov.au/

VET Vocational Education and Training www.asqa.gov.au/about/vet-sector



Introduction

AEA Training forms part of the Aboriginal Enterprises Australia Group (AEA Group), which has been providing high quality building construction and maintenance, community housing, mining services and logistics support services to Australians in remote and regional locations since 1988. With a strong record of working with Aboriginal communities, following the transition to majority Aboriginal ownership in 2018, the AEA Group is driving an aggressive growth strategy in pursuit of employment opportunities and economic advancement of Aboriginal peoples.

Established in 2022, AEA Training is integral to elevating the experience of Aboriginal persons engaged through the AEA Group. Combining accredited learning opportunities with real job experience creates genuine and enduring skills development of Aboriginal persons, leading to long term employment benefits to participants and economic benefits to their communities. AEA Training extends this commitment to the broader public by providing a range of training pathways both in urban centres and in remote communities.

Leveraging AEA Group's commitment to long-term partnering with communities, AEA Training provides a range of programs to foster the development of traditional trade-related skills, as well as less-common remote training provision in business administration, finance and good governance that build the capacity of communities to engage in initiatives around Local Decision Making, essential in their journey towards self-determination.

Purpose

We work with people today to foster the learning and skills development that empowers them to lead and deliver their ambitions for tomorrow.

Vision

We are the trusted partner of communities seeking enduring learning and skills development. We are Aboriginal led, creating employment and economic advancement opportunities for Aboriginal people.

Values

- Aboriginal led
- With communities
- Fostering safe environments
- Solving problems
- Changing lives



Welcome to AEA Training

Thank you for choosing AEA Training for your training. AEA Training is a registered training organisation (RTO 45901) delivering nationally accredited qualifications, accredited courses, and units of competency. We are committed to delivering training in a professional manner, to solve problems and change lives through the delivery of high-quality training services centred around our strong relationships and engagement with participants.

This student handbook has been put together to ensure participants have access to all the information they will need. Please feel free to call our administration team if you have any questions regarding your course or information provided to you. Our staff are readily available to support you with your learning and will assist you to plan and develop your future skills and knowledge.

If you have any feedback, regarding any aspect of your training, it can be done using our feedback forms, trainers, or administrative staff.

Contact Us

Location

Head Office: Unit 5 & 6 14 Pearce Street KATHERINE NT 0850	Corporate Office Level 1 20 Knuckey Street DARWIN NT 0800 (access via stairs Level 1, 29 Cavanagh St)
---	---

Hours

Monday to Friday

7.30am to 4:00pm

(closed on public holidays)

Phone

08 8972 2211

Website

aeagp.com.au

Office Contacts

Training Manager - Karon Lamb	training@aeagp.com.au	08 8972 2211
Office Administration	trainingadmin@aeagp.com.au	08 8972 2211



Courses we offer

Short Courses:	
White Card	CPCWHS1001 - Prepare to work safely in the construction industry
First Aid	HLTAID009 - Provide cardiopulmonary resuscitation
	HLTAID010 - Provide basic emergency life support
	HLTAID011 - Provide First Aid
Qualifications:	
CPC20220 - Certificate II in Construction Pathways	

The Rights & Responsibilities of Participants

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination:

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes;
- Students have the right to be reassessed if competency is not met in the first instance;
- It is the student's responsibility to notify AEA Training Administration team at time of enrolment if support is required (e.g. help with literacy, access to venue etc.);
- Students are responsible for personal possessions during class; and
- It is every participant's responsibility to respect the rights of other participants, tutors and staff while attending an AEA Training course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include:

- Puts others at risk
- Is deemed to be disruptive
- Hampers others' learning

Attendance

AEA Training's courses are delivered through in-person instruction, and each participant must complete a Language, Literacy, and Numeracy (LLN) assessment prior to being enrolled in the course. As a participant, AEA Training expects the following from you:

- Full attendance is required at all scheduled face-to-face classes. You must stay for the entire duration of each class and sign the daily attendance sheets.
- If you anticipate being unable to attend a class due to medical or other reasons, it is imperative that you inform AEA Training before the course starts.
- On your first day of the course, please ensure you bring valid proof of identity. This can be a driver's licence, passport or proof of age card. These must be sighted by an AEA Training trainer / employee.



Language, Literacy, and Numeracy (LLN)

AEA Training recognises that all vocational training includes language, literacy, and numeracy tasks and all AEA Training trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy, and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed.
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.
- Individuals who are already aware that they require help with their literacy and numeracy can access information about their nearest LLN provider by calling:
 - The Reading Writing Hotline on 1300 655 506 or refer to their website at readingwritinghotline.edu.au/.

Support Networks

We endeavour to provide welfare and guidance to all students. In the first instance, you should speak with a Trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning Pathway and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs.
- Provision for special dietary need
- Any other issue

Below is a directory of support services available to you:

Emergency Services		000
Beyond Blue	beyondblue.org.au/	1300 224 636
Black Dog Institute	blackdoginstitute.org.au/	
Lifeline	lifeline.org.au/get-help/	13 11 14
NTCOSS	ntcoss.org.au/	
Parentline	parentline.com.au	1300 30 1300
Headspace	headspace.org.au	
Relationships Australia	relationships.org.au	1300 458 600

Reasonable Adjustment

'Reasonable adjustment' refers to any modification made to help participants with additional or particular needs to access and participate on the same basis as others without additional or particular needs. Modifications might be made to the learning environment, training delivery, or assessment methods (to the extent permitted by the relevant training package). To be reasonable, adjustments must:

- be appropriate for the person with the additional or particular need



- be allowable within the context of the training package, accredited course or unit of competency
- not create undue hardship for the individual or AEA Training.

The determination of 'reasonable' requires judgment that must consider the impact on AEA Training and the need to maintain integrity of the course being undertaken.

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

Recognition of Prior Learning (RPL) & Credit Transfer (CT)

If you have undertaken study before or have participated in any relevant formal or informal learning, you may be eligible to have that previous learning acknowledged in meeting the requirements of the course in which you intend to enrol. You will need to provide evidence to demonstrate that you already have the required skills and knowledge relevant to the accredited course or units of competency that form part of your course. Where sufficient and valid evidence is provided, AEA Training may recognise your prior learning (RPL) and/or grant equivalent unit credits (known as credit transfer) towards the course in which you are seeking to enrol. To apply for RPL or CT, please contact AEA Training before enrolling in the course.

Issuing of Certification Documents

Upon successful completion of your qualification (certificate or diploma) and payment of all relevant fees, AEA Training will issue you with a qualification and record of results within 30 days. The record of results will show the units of competency achieved during the course and corresponding results.

- If you withdraw from a diploma or certificate course before completion, AEA Training will issue you with a statement of attainment for any completed units of competency within 30 days of withdrawal, provided that all relevant fees have been paid.
- Training participants who enrol in and successfully complete either a single unit of competency, or a group of units not leading to a qualification, will be issued with a statement of attainment within 30 days of completion, provided that all relevant fees have been paid.
- AEA Training reserves the right to not issue qualifications and statements of attainment until all fees related to the course or qualification have been paid.
- AEA Training must have a valid USI on file for you before commencement of training, in order for a qualification or statement of attainment to be issued.
- Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, an administration fee of \$25 will be charged.

Unique Student Identifier (USI)

From 1 January 2015, we AEA Training can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER.

You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use



the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>.

If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> on computer or mobile device.

Policies & Procedures

Course Fees

Please refer to the course flyers for information on all fees, including course fees; administration fees; materials fees and any other charges.

Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed and all fees paid in full. The cost of the certificates is included in the course fees.

An administration fee may be charged to any student who withdraws from a course in excess of 3 working days prior to course commencement.

AEA Training requires a minimum deposit, which will not exceed \$1500 per individual student, prior to course commencement. Following course commencement, fees will be required to be paid in full, prior to the issue of Statements of Attainment.

Course Transfer

Fees for transferred courses will be adjusted accordingly. Transfers are free if requested at least 7 business days in advance and can be done a maximum of two times.

Cancellation & Withdrawal

This summary outlines AEA Training's policy on cancellations, withdrawals, and fee refunds for enrolled students:

Students can cancel or withdraw from a course, with refund terms varying based on the notice period. Full refunds are given for cancellations made at least 7 business days before the course date. A 50% refund is available for notices between 3 to 6 business days. No refund is given for less than 3 business days' notice, except in exceptional circumstances. Post-course commencement cancellations typically do not receive a refund unless under exceptional circumstances.

Refund

Refunds must be requested in writing or verbally and are processed within 14 days using the original payment method.

Non-Refundable Items: Application, enrolment, administrative fees, and specific non-refundable deposits are not refundable.

Exceptional Circumstances: Exceptions to these policies may be made in cases like medical emergencies or unanticipated work commitments.

Refund Appeals Process: Students can appeal refund decisions in writing within 5 days of receiving the decision.

Privacy Policy

This summary outlines the privacy policy of Aboriginal Enterprises Australia (AEA) Training Pty Ltd, which adheres to the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012, and the VET Quality Framework Standards for Registered Training Organisations (RTOs) 2015:



Scope: The policy applies to all AEA Training employees, contractors, learners, and third-party service providers.

Purpose of Collecting Personal Information: AEA Training collects personal information to manage enrolments in vocational education and training (VET) courses, comply with legal requirements, and conduct research and quality improvement.

Types of Information Collected: Includes general personal details (name, contact information, identification, education history), sensitive information (ethnic/racial origin, health status), and website usage data.

Collection Methods: Information is primarily collected directly from individuals but may also be sourced from third parties under certain conditions.

Quality, Security, and Retention of Data: AEA Training takes steps to ensure data accuracy and security, retaining personal information for legally required durations or until it is no longer needed.

Data Breach Response: In case of a data breach, AEA Training will contain the breach, assess, and notify affected individuals and authorities if necessary.

Use and Disclosure: Personal information is used for the purposes it was collected and related activities, with consent required for unrelated uses. Disclosure may occur to financial institutions, employers, government bodies, and contracted service providers.

Direct Marketing: AEA Training may use personal information for marketing, with options for individuals to opt-out.

Rights and Choices: Individuals have the right to access and request correction of their personal information.

Complaints: Complaints regarding privacy breaches can be directed to the Training Manager at AEA Training, with an option to escalate to the Office of the Australian Information Commissioner (OAIC) if unresolved.

Work Health & Safety

This summary highlights key points related to safety, workplace operations, and training standards at AEA Training:

Authority on Safety and Operations: The Training Manager, assisted by the HSEQ (Health, Safety, Environment, and Quality) Manager, holds ultimate responsibility for workplace safety, operations, and injury management, as outlined in the WHS (Work Health and Safety) policy.

Student Responsibility for Safety: All students are accountable for their own safety and the safety of others. They must comply with WHS policies and procedures and report any non-compliances.

Access & Equity

At AEA Training we are committed to fostering an environment of inclusivity, diversity, and equal opportunity for all individuals seeking education and training services. We firmly believe in providing a platform that is free from discrimination and harassment and ensures fair and accessible training opportunities for everyone, irrespective of gender, socioeconomic background, disability, ethnic origin, age, or race.



Complaints & Appeals Policy

This summary presents the key aspects of AEA Training RTO 45901's policy for handling complaints and appeals:

Lodging Process: Complaints and appeals must be submitted in writing, detailing the issue, relevant dates, and any supporting evidence. Assistance is provided for those needing help to lodge a complaint or appeal.

Handling Complaints: Complaints are acknowledged within 24 hours, investigated by an impartial party, with findings and resolutions communicated within 14 days.

Handling Appeals: Appeals are acknowledged within 24 hours, reviewed by an independent appeal panel, with the final decision communicated within 14 days.

Timelines: AEA Training aims for timely resolutions, providing regular updates if there are delays.

Confidentiality: Complaints and appeals are handled confidentially, sharing information only with those directly involved in the resolution.

Legislation & Standards

As a registered training organisation, AEA Training is required to comply with a range of commonwealth, state and territory legislative, regulatory requirements and standards. AEA Training has established policies and procedures to address specific requirements relevant to the delivery of nationally recognised and accredited training. AEA Training regularly reviews their management and operations to ensure compliance with its obligations under relevant Commonwealth, State and Territory legislation and regulations. These include, but are not limited to, obligations under:

- the National Vocational Education and Training Regulator Act 2011 (NVETR Act) and the legislative instruments it enables
- the VET Quality Framework, including:
 - Standards for Registered Training Organisations (RTOs) 2015
 - the Quality Standards (as defined by section 231A of the NVETR Act)
 - the Fit and Proper Person Requirements (as defined by section 186 of the NVETR Act)
 - the Financial Viability Risk Assessment Requirements (as defined by section 158 of the NVETR Act)
 - the Data Provision Requirements (as defined by section 187 of the NVETR Act)
 - the Australian Qualifications Framework (AQF)
- State or Territory Workplace Health and Safety legislation and regulations
- Commonwealth State or Territory antidiscrimination legislation and regulations
- Privacy Act 1988
- Fair Work Act 2009
- Competition and Consumer Act 2010
- Copyright Act 1968
- State or Territory legislation and requirements related to safeguarding and protection of vulnerable persons and minors
- health directives and other directives issued by relevant Commonwealth, State and Territory authorities.