



**AIFL**  
AUSTRALIAN INSTITUTE OF FLEXIBLE LEARNING

**RTO No. 45364**

# **STUDENT HANDBOOK**

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[www.aifl.edu.au](http://www.aifl.edu.au)

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## Welcome

Welcome to the Australian Institute of Flexible Learning (AIFL) and to our AIFL community. Since 2005 AIFL has been providing training in the skills and knowledge required by allied health businesses and the individuals working in these businesses or aspiring to. We deliver training across Australia, but particularly in Victoria and New South Wales.

Firstly, we would like to congratulate you on choosing to start or further your career in such rewarding and fulfilling fields. Our qualifications provide entrance to employment in industry areas with high demand, and pathways that can build lifelong and rewarding careers.

We invite you to read through this student handbook and then ask as many questions as needed. We can't put everything in a booklet so we hope you will direct any other concerns to the AIFL Team.

The purpose of this handbook is to provide you with information that will be useful to you as a student/learner, firstly in deciding whether AIFL is the place for you to study and whether we offer the qualification and training style that you need, and then as a guide to getting the most out of your training here at AIFL.

The handbook focuses on processes to support you in achieving your goals. Our aim is to recognize that each of our students is an individual with their own needs, providing you with a training and assessment program that is tailored to you and that has unique, individualised support to ensure that you are able to meet and exceed the requirements of your chosen qualification.

We believe that education and training should be a valuable, enjoyable and enriching experience for all concerned and that this starts with the environment in which we work and the culture that we collectively develop and sustain. All members of our AIFL community are expected to adhere to the AIFL code of conduct which underpins the community we strive to be and the experience that we offer.

### **Education | Empowered | Endeavoured**

This is our motto, not only for learning but also for life, that we want for you to take with you on your journey

**Education** is the key that opens the door to your career opportunities

**Empowered** means being a leader whether it be in your class, workplace or industry with that education to be of service in the career you chose

**Endeavoured** is being empowered and educated to successfully achieve your life purpose, your career goals and live your dreams.

Enjoy your education; be open to new ideas and new concepts; committed to the process, and passionate about achieving.

Thank you for choosing us to be a part of your journey and being an ambassador for AIFL-compassion, kindness, knowledge and excellence in industry.

**Dr. Jas Gill**

**Chief Executive Officer, Australian Institute of Flexible Learning**

## The AIFL Code of Conduct

The Code of Conduct is to be read in conjunction with the organisation's Policies and Procedures.

All staff members, trainers and assessors, students, third party providers and contractors are expected to maintain a standard of personal and professional behaviour that contributes to developing and sustaining a positive, safe and supportive work environment and culture.

All staff members, Trainers and Assessors, students, third party providers and contractors are expected to:

- Uphold high standards of honesty and integrity in their dealings and duties.
- Respect the dignity of all people we engage with as a community, by treating them with courtesy, honesty and sensitivity to their rights.
- Treat others fairly and with respect.
- Make decisions ethically, fairly and without bias using the best information available.
- Comply with any legislative, industrial or administrative requirements, and all lawful and reasonable directions given by persons in authority
  - Attention is drawn to the need to protect confidential information
  - Attention is also drawn to the strict guidelines surrounding working with vulnerable people, especially children
- Comply with all policies and procedures relevant to the person's position including declaring conflicts of interest as appropriate.
- Attention is drawn to the Work Health and Safety Policy and Procedure that emphasise the shared responsibility of all parties to keeping our work environment safe and which exclude:
  - Carrying, possessing, displaying or using a weapon
  - Smoking or Drinking whilst attending programs
  - Being under the influence of drugs or alcohol whilst attending programs
- Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of the organisation
- Acting responsibly in the event of becoming aware of any unethical behaviour or wrongdoing by any member of the organisation's community

All staff members, Trainers and Assessors, students, third party providers and contractors must not engage in any activity (including verbal abuse, physical abuse, assault, sexual or racial harassment, or bullying) that may, or does, cause physical or mental harm to another person.

## About our Organisation

### Our Vision

Our vision is for the Australian Institute of Flexible Learning to be continually recognised for excellence in providing flexible and quality learning, benefiting communities nationwide.

### Our Mission

The mission of the AIFL is to service individuals to serve their communities in high demand, long term, evolving careers and employment opportunities by facilitating access to flexible, quality learning from leading visionaries with passion, integrity, and innovation.

### Our Values

**Student Centered:** We continually strive and commit to understand students and put their needs as the focus of our activities.

**Service Driven:** We are here to be of assistance to students and those we serve by providing a continually improving service of the highest quality. This is by developing relationships that make a positive difference in our students' lives.

**Friendly and Helpful:** We present ourselves as approachable, personable and genuine when providing services in the best interests of students.

**Teamwork and Collaboration:** We work in an open minded, cooperative and supportive way across all boundaries with colleagues to develop and improve services for students.

**Reliable, Responsive and Accurate:** We consistently provide an outstanding and unsurpassed service which upholds highest standards of integrity, is responsive and accurate. We are each personally accountable for delivering on our commitments.

**Excellence and Professionalism:** We continuously develop skills and abilities to provide service to the highest standards, with an approach that inspires confidence.

**Respect and Good Citizenship:** We value all people, encourage their development and reward their performance. We are good citizens in the communities in which we live and work.

**Will to Win:** We exhibit strong will to win for our students and in every aspect of our operations.

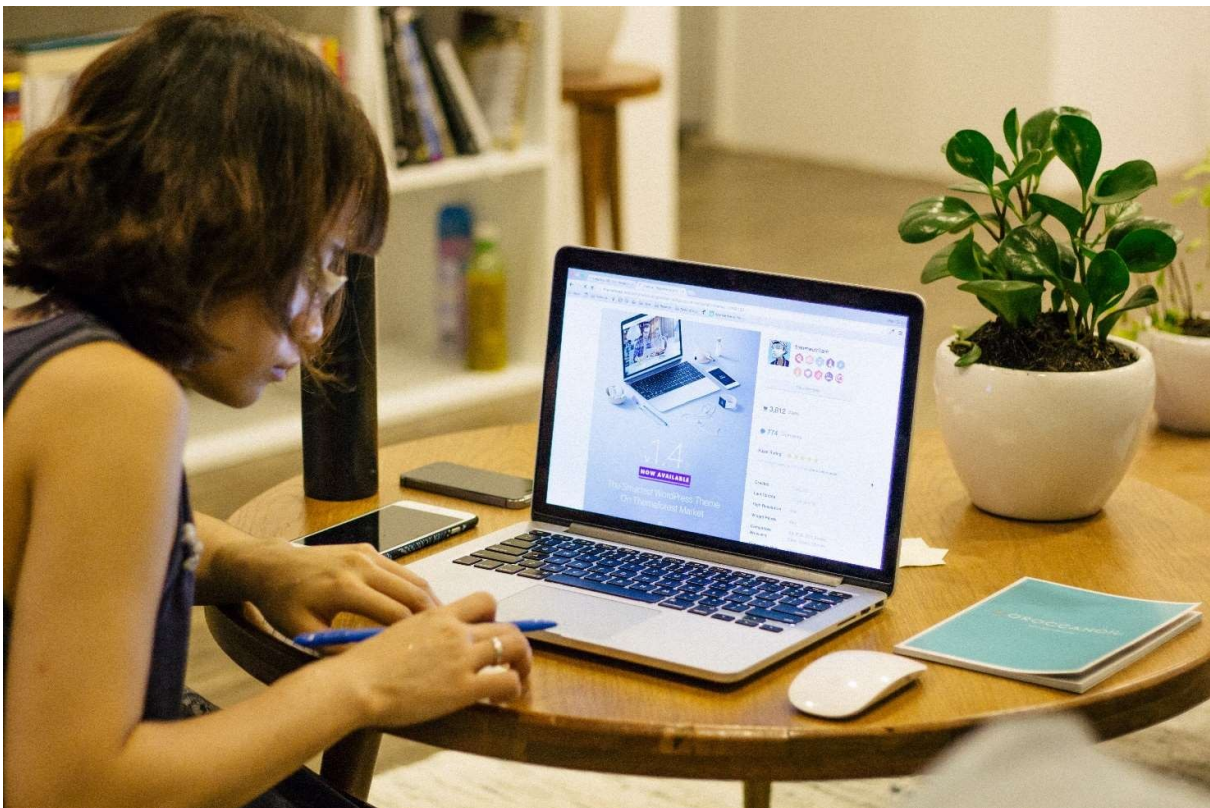
## Our standards

Office hours are from 9.00 am to 5.00pm Monday to Friday. You are, however, able to leave telephone messages, send emails or leave a message via our website at any time.

All letters will be answered within 10 business days of receipt. All emails will be answered within 48 business hours of receipt. These response times are contingent upon receipt of all information required to deal with the transaction/enquiry.

If the matter is more complex and requires additional time to provide a satisfactory response, you will be notified within the above time limits and given an estimated time of completion.

If you leave a telephone message during office hours, we will endeavour to return your call on the same day. However, if you leave a message for a specific staff member, that staff member may not always be available. In these cases, however, you will be contacted as soon as possible.



## Our expectations

In helping you to get the best outcome from your training experience AIFL has certain expectations of our staff and of you the student.

### AIFL Staff are expected to:

- Work according to the AIFL Code of Conduct
- Provide customer and student focused service at all times.
- Be aware of current industry trends and leading practice
- Provide students with information about requirements for assessment in each unit and give feedback on progress
- Work as part of a team to provide positive support to students
- Be prepared to negotiate training plans and assessments in recognition of the diverse needs of learners.
- Maintain current knowledge of the Vocational Education and Training Industry as it applies to trainers and assessors.
- Report any issues arising through dealings with students or stakeholders that the AIFL should be aware of.
- Monitor the currency of the Training Package that they work with to ensure delivery is compliant.

### Our students are expected to:

- Work according to the AIFL Code of Conduct
- Take responsibility for their own learning, identifying and telling staff about any individual learning needs they have.
- Keep the Training Manager informed of any difficulties that may be interfering with their learning or where they may need some extra assistance.
- Check the assessment requirements for each subject i.e. due dates, number of assignments, assignment coversheets (where applicable) etc.
- Submit assignments (within the dates specified on the training plan negotiated by your Training Manager if applicable), attend class (where applicable), communicate, negotiate and problem solve.
- Be aware of and comply with AIFL policies that may affect students. A list can be found on our website [www.aifl.edu.au](http://www.aifl.edu.au)



## Enrolling at AIFL

### Getting Started

We suggest that the first step is to thoroughly explore the AIFL website [www.aifl.edu.au](http://www.aifl.edu.au) and read the Student Handbook. Consider why you want to commit to a training program and what you hope to get from it and think about whether we have a program and qualification that appeals to you.

Note that many of the qualifications or units have mandatory work placements associated with them. This means that you will need to successfully take part in a work placement of a stated minimum number of hours in order to be deemed competent in the unit or qualification. More information on placements is available in the section of the Handbook on [Work Placement](#) and on the AIFL Website.

### An Expression of Interest

If you find a fit then you can continue the enrolment process in whatever way suits you best:

- On the website on the information page for your preferred training course click the 'Enrol Now' button and fill in the Expression of Interest
- Email [admin@aifl.edu.au](mailto:admin@aifl.edu.au)
- Phone AIFL on 1300 854 987
- Drop in to one of our offices and talk face-to-face

### The Pre-Training Review

As a part of our enrolment process we need to gather some information about you including - your back ground, interests, existing skills, support needs and goals. On the [Pre-Training Review page](#) click on the Pre-Training Review Process link to access the review documentation.

The AIFL Pre-Training Review is designed to assist you and the AIFL in ensuring that the most suitable and appropriate qualification/course is selected for you. It is designed to:

- Ascertain the most suitable qualification based on your existing educational attainment, capabilities, aspirations and interests, literacy and numeracy skills, digital capabilities, and with consideration of the likely job outcomes from the development of the newly gained skills; and
- Ascertain that the AIFL's proposed learning strategies and materials are right for you
- Identify any competencies previously acquired - Recognition of Prior Learning (RPL) or Credit Transfer (CT)

### **Skills Check**

As part of the Pre-Training Review you will be asked to complete an online skill check which assesses your levels of workplace language, literacy and numeracy and digital literacy. Our staff are there to support you and work with you through the pre-training review. AIFL will, in consultation with you, customise and/or adjust your qualification depending on your learning needs and workplace requirements, developing an individual training plan which forms part of your personalized training and assessment strategy.

### **Our Letter of Offer**

Once the Pre-Training Review including Skills Check and information session are complete and assessed by AIFL the Institute will notify you of the outcome. If you have provided all relevant documentation including a photo and USI number and our assessment indicates that we are able to provide an appropriate training product and support to match your needs, then you will be issued with a letter of offer.

Our Letter of Offer will summarise all key aspects of the training program as developed between you and our training staff and will include our obligations to you, and yours to us, inclusive of fees or government funding commitments. Once signed it forms your training agreement with AIFL.

Should AIFL be unable to offer you a training place you will be contacted by one of our staff to discuss why and to review the circumstances.

### **Your Letter of Acceptance**

You will need to reply to your letter of offer to formally accept your training place. Before doing so you should carefully read the letter and all attachments to it which include key information that you should be aware of and understand before signing the agreement.

If you have any questions at this stage, please ring student administration and talk with our staff who will direct you to the appropriate member of our team to address your question.

Once satisfied with your understanding of the offer and your obligations please copy the whole letter and sign where indicated at the bottom of the document and then email or post this to AIFL as per the instructions in the letter.

### **Formal Enrolment**

On receipt by AIFL of your signed Letter of Acceptance and your initial fee payment you are considered to be formally enrolled as a student at AIFL.

Further information on [Fees and Refunds](#) and on Withdrawals and Deferrals can be found in later sections of the Handbook and on the AIFL Website

## Student Support

At AIFL our aim is to provide you with unique individualised support to ensure you are able to meet and exceed the requirements of your chosen qualification. We recognise that every student has need of [support](#) of different types in order to achieve their best results and to do so in a way that maintains a healthy life balance and an enjoyable educational experience. Support may be needed in educational areas such as with language, literacy and numeracy (LLN) or with general life issues such as health and wellbeing.

We also realise that some forms of support are easily identified and may be ongoing needs while other situations may arise that present a demand for additional or crisis support. Our support starts with providing a safe and supportive environment in which staff and students can work successfully, productively and enjoyably. We take our Work Health and Safety seriously and ask any student to report safety issues to their trainer or to student administration. In working together all AIFL staff, trainers and assessors, students and third-party providers are expected to adhere to the Code of Conduct.

While we aim to address issues before they arise and to deliver a quality education and training experience for all, if there is a problem, we want to deal with it fairly and in a clear and supported manner. Our [Complaints and Appeals Policy and Procedure](#) detail how the organisation will respond to complaints or appeals.

### Academic Support

Prior to enrolling in a qualification with AIFL we ask you to take part in a [Pre-Training Review](#). This starts a conversation between you and the organisation with the aim of making sure that you have chosen a qualification suited to your needs and that AIFL has the capacity to support you in the required training and assessment.

As part of this review we assess Language, Literacy and Numeracy (LLN) and digital knowledge and ability. You will also be asked if there is any support that you are aware of needing in order to successfully participate in the program; this includes disability support. Support needs identified are then built into your individual training plan. Certain types of support may also be needed in making reasonable adjustment to assessment environments. If you believe you need special consideration talk with your Trainer or Training Manager.

As part of your training and assessment program our staff monitor your participation and progress. Should they see evidence that you are missing training sessions, failing to hand in work, not achieving success in assessments or other behaviours that indicate that there may be a need for support, the Training Manager or their nominee will make an appointment to talk with you and discuss any necessary support you may need to help overcome difficulties you may be experiencing.

Many of our training programs include mandatory work placements. We recognize that placement periods can put new and additional pressures on students. Student support is available throughout the placement process which is covered in more detail in the Placement section.

If you have concerns about your training, progress or any of your assessments, you are encouraged to talk with your Trainer or the Training Manager so that they can help provide you with support.

### **Additional Support**

AIFL can offer a range of support services to address issues that can commonly confront students and interfere with study including:

- personal issues
- stress management
- study skills
- general mental or physical health concerns
- financial or legal issues – note that AIFL staff do not provide either financial or legal advice but can support you in getting help in these areas

AIFL staff will offer professional and confidential advice in areas where they can help and will provide support in identifying external support organisations if necessary.

To access additional support services, talk with your Trainer, Training Manager or with Student Administration who will organise for an appointment with a nominated Student Support Officer noting that all discussions held are confidential.

The nominated Student Support Officer will work with you to determine how best to support you. You are encouraged to have open and honest communication with them; they are experienced in supporting students in a wide range of situations including dealing with bullying, violence, addiction, family breakdown and other topics that sometimes are hard to talk about but where support may be really needed.

### **Contacting Student Support Directly**

Students are also able to contact student support services directly to make a request and confirm an appointment. Our contact details are:

Phone: 1300 854 987

Email: [admin@aifl.edu.au](mailto:admin@aifl.edu.au)

Hours of operation: 9am – 5pm, Monday to Friday

**ALL AIFL PROVIDED SUPPORT SERVICES ARE AT NO ADDITIONAL COST TO STUDENTS.**

## Emergency Support

If you find yourself in an emergency situation while involved in your training and assessment program:

- Remove yourself from any immediate danger and sound the emergency alarm if necessary
- Call 000 and ask for the appropriate service – Fire, Police or Ambulance – if in doubt ask for the Police
- Notify AIFL staff of the nature and location of the emergency
- If safe to do so and you feel able, offer help to others
- Evacuate the building if necessary
- Follow instructions from AIFL staff and emergency service personnel

## Crisis Support

Sometimes life can spin out of control and not always when support staff or family or friends are there to help. **If you are at immediate risk of doing harm to yourself or others call 000 and ask for an ambulance.**

There are a variety of community organisations that can offer help. Two that have been around for a long time and offer crisis support are:

### **Beyond Blue** – Phone 1300 22 4636

Beyond Blue is one of the most popular mental health organisations in Australia that provides comprehensive resources related to mental health issues and disorders. They are a non-profit organisation that aims to increase mental health awareness and understanding of depression and anxiety to reduce social stigma.

The organisation envisions that the Australian community will be able to have a greater understanding of depression and anxiety to be able to empower and help those who are affected by it. They believe that mental health disorders do not choose their victims, which inspires Beyondblue to give help and support to all who need it. To find out more, visit their website at <http://beyondblue.org.au>

### **Life Line** – Phone 13 11 14

Lifeline is an Australian charity that aims to save lives, offer support during crisis and stop the increasing number of deaths due to suicide. This group provides a 24/7 information and support services online. If anyone needs help or support, he/she can chat directly to their crisis support.

They also provide downloadable materials that have links to services on different mental health problems. Additionally, they provide financial help to improve mental health services by partnering with MLC foundation.

They also have a hotline (13 11 14) that any struggling Australian can use to call during times of crisis or emergency. To find out more, visit their website at <https://www.lifeline.org.au>

## Work Placement

At the Australian Institute of Flexible Learning many of the qualifications that we offer involve a mandatory [work placement](#).

If the qualification you enrol in has a mandatory work placement it means that as a part of your training and assessment you must spend a certain minimum number of hours participating in a meaningful way in an approved work place that offers you the experiences that align with the skills and knowledge requirements of the qualification and your individual training plan.

As a part of the Pre-Training Review AIFL staff will talk to you about the requirements of your chosen course. The website also provides information about any mandatory work placement as part of the course information for qualifications that have a placement requirement.

### Finding a Work Placement

It is your responsibility to find a work placement noting that placements can only take place at work sites that AIFL has inspected, approved and has a contractual arrangement with. It is important that placements are finalised well in advance.

If you are unable to find a placement AIFL will work with you to try and secure a suitable workplace. This may take some time depending upon the time of year and other factors such as when a workplace will allow a placement to occur. It is important to note that may impact your completion duration.

### The Work Placement Agreement

All students are required to complete and sign a Student Placement Agreement prior to commencing their placement.

As each workplace has different policies and procedures students may also be required to complete additional documentation at their workplace organisation.

### Placement Details

Your Trainer/Assessor will provide you with details about the type of placement, number of hours, assessment tools, contractual arrangements and contact details. Once you have the contact details for your work placement it is important to make contact and find out the following:

- Workplace details required to fill in your placement log
- Information about your Student ID for use at the placement site
- Dress code for the placement work you will be doing
- Starting and finishing times
- Where to meet on the first day
- Contact details of your workplace supervisor/assessor

- Car parking and/or public transport arrangements
- Some workplaces may require some or all of the following to be in place prior to commencing the placement (this is at your expense):
  - First aid qualification
  - Immunisations
  - Police Check
  - Working with Children Check
  - Other requirements as directed by the workplace or as set out in your placement agreement
- Any other arrangements specific to the placement

### **Placement Attendance**

The number of placement hours for each qualification varies from qualification to qualification and 100% attendance is required for each placement by those students where placement is applicable.

Where students miss any placement hours due to poor health or other circumstances, they are required to make up any placement hours that have been missed.

Placement may form part of the assessment process for some of the units in your qualification.

Where placement is a requirement of a unit of competency in your qualification, you will not be deemed competent in the unit of competency until you have satisfactorily completed your mandatory placement hours.

### **Student Support while on Placement**

AIFL's commitment to individualised tailored support for students taking part in their training programs extends to the period of work placement.

AIFL staff will visit your placement organisation to ensure that it is a safe and an appropriate place for a student to undertake their work placement. They also work with the placement organisation to align your work placement experience with your particular training and assessment requirements.

Prior to placement your Trainer will provide details of the placement program requirements and what you can expect from it. If you have any questions about work placement talk firstly with your trainer/assessor. If you have a need for particular support or you have personal concerns, please contact Student Support Services.

During your placement your trainer/assessor will visit the workplace, but you can also communicate with them directly if you have any questions or difficulties.

Our normal student support services are also available so if you want to contact a Student Support Officer while on placement either phone AIFL on 1300 854 987 and ask to make an appointment with a student support officer or send an email to [admin@aifl.edu.au](mailto:admin@aifl.edu.au) ensuring that you include Student Support on Placement in the subject line, your full name, contact number, and times that you are available for a phone appointment.

We will contact you as soon as possible to arrange an appointment noting our standard hours of operation are 9am – 5pm, Monday to Friday.

All discussions held are confidential.

### **Work Placement Incidents**

While we plan for good work placement experiences there is always a chance that something can go wrong. In the event that you are involved in any form of adverse incident or harassment while on work placement:

- In an emergency call 000 and request the appropriate service
- Follow the policies, procedures and reporting requirements of the placement organisation in managing and reporting an incident
- Notify both your Work Placement Supervisor and your Trainer/Assessor or the AIFL Training Manager if you have been involved in an incident or if you have concerns for your health and wellbeing, or that of others around you
- If you believe yourself to be at risk of physical or emotional harm remove yourself from the situation and notify both your Work Placement Supervisor and your Trainer/Assessor or the AIFL Training Manager and, if necessary, the Police.
- AIFL will record the incident using their Critical incident accident report form.

### **Expectations of Students on Placement**

When on placement you are representing both yourself and AIFL and are expected to follow the AIFL Code of Conduct, adhere to the policies and procedures of your placement organisation.

As the majority of AIFL work placements are within health care environments students need to be aware that these are particularly sensitive environments with particular requirements and students are expected to be mindful of the needs of the clients and staff working with them.

### **Work Placement Confidentiality**

A primary consideration in any work placement is confidentiality and this is particularly important in health care environments where there is a responsibility to client confidentiality. You must, at all times be aware of confidentiality in regard to what you see and hear as part of your work placement.

You will be required to sign a work placement agreement that contains a confidentiality clause prior to commencing placement. In health care there are serious legal ramifications for any breach of confidentiality, and this is a matter that AIFL takes seriously and may lead to expulsion from the training program as well as potentially to legal action.



## Other Work Placement Considerations

To ensure your work experience meets your learning requirements, there are several important placement guidelines as follows:

### Clothing and appearance

Students on work placement are expected:

- to wear (clothing and footwear) what is preferred by the placement organisation and always wear the identification provided
- to tie back hair that is below shoulder length in clinical environments
- to maintain good personal hygiene, be neat and tidy in appearance and not wear jewelry that can compromise infection control guidelines

### Noise levels

Students are requested to keep noise levels to a minimum, especially in client/student care areas. Always consider the client/student and others when talking and using equipment.

### Valuables

Please do not bring valuables to your placement. The health service and the AIFL cannot be responsible for your valuables or other personal items.

### Smoking

Smoking is not permitted in buildings, surrounds, access points to buildings or motor vehicles. All Health Services has been a smoke free workplace since 1st January 2009.

### Phones and photographs

Whilst working at your placement organisation do not use your mobile phone except on breaks or take photographs of your clients or workplace without the approval of your placement organisation.

## Training at AIFL

Our student-centred flexible learning program aims to meet individual needs by providing choices that allow students to meet their own educational requirements in ways suited to their individual circumstances. Choices may be offered in:

- Time and/or place of study  
Opportunities to study in a class environment, at home, or in your workplace
- Learning styles and preferences  
The availability of a range of learning resources to suit individual needs
- Contextualised learning  
The ability to tailor some or all of the learning content, processes, outcomes or assessment to individual or community circumstances
- Accessibility  
Flexible entry requirements, multiple annual starting points, recognition of prior learning, articulation between programs of study and direct credit transfers

- Pace  
Unit completion on the basis of achievement of specified competencies according to a pre-determined training plan, or with group-based learning the training schedule is negotiated with the student group
- Progression  
Some students may be eligible (subject to application) to complete their program quicker than through Recognition of Prior Learning (RPL) or Credit Transfer (CT)

Our student-centred approach requires different teaching methodologies and also different relationships between trainers and students. In comparison to traditional educational models, flexible learning is broadly characterised by:

- An emphasis on facilitated self-paced independent learning supported by face to face sessions
- A greater utilisation of quality learning resources that lend themselves to using a range of technologies such as Virtual Classrooms, Social Media, Video and Audio

## **Delivery and Assessment**

### **Competency Based Training and Assessment**

Competency based means that as a student you will be required to demonstrate that you not only know and understand the knowledge and information that informs the skills that are covered in your training program but that you can also apply those skills correctly and confidently in a work place environment or, under some circumstances, in a fair simulation of such.

AIFL conducts training within the Standards for Registered Training Organisations (RTOs) 2015, the AQF and the National VET Regulator Act 2011.

As a student you will be expected to demonstrate your competence as described in the Training Package and the units included in your qualification. Prior to enrolment you will be given information outlining the units of qualification, the assessment requirements and the Training and Assessment (TAS) for the training product you are planning on undertaking.

### **Training Delivery**

AIFL training is delivered using a mix of delivery modes and these are described in the TAS for the training product you are planning on enrolling in.

## **Assessment**

The Vocational Education and Training system is a Competency Based orientated and provides the basis for measuring knowledge and performance using the principles of assessment and rules of evidence in a way that is valid, reliable, flexible and fair, sufficient, authentic and current.

Assessments will be conducted for each unit study and you will be advised of the assessment requirements for each unit in advance.

AIFL assessments are undertaken using a mix of assessment methods and these are described in the TAS for the training product you are planning on enrolling in and some may require a work placement.

To be found competent students must satisfactorily complete all assessment activities for each unit of competence.

Assessments are due at the end of the assessment week for each block with any change or extensions to this being agreed by the trainer prior to the due date.

## **Re-assessment**

In instances where a student does not achieve 100% overall (that is for a test, project or observation in combination), the student will be given up to two further opportunities to be reassessed in those components that were not satisfactory.

Students must achieve 100% satisfactory performance for all reassessed components to be assessed as competent in the unit/ qualification. Any student who does not achieve 100% at the conclusion of the reassessment activity will be assessed as Not Yet Competent

## **Plagiarism**

The Oxford Dictionary defines plagiarism as:

“an act or instance of using or closely imitating the language and thoughts of another author without authorization and the representation of that author's work as one's own, as by not crediting the original author”

The AIFL takes plagiarism or academic misconduct very seriously and has a policy and procedure in place to deal with suspected plagiarism.

## **Reasonable Adjustment and Special Consideration**

Under certain circumstances, AIFL trainers and assessors may be approved by the AIFL delegate to change the way in which training and assessment occurs. Reasonable adjustment takes into account the needs of an individual student. E.g. Providing assessment documentation in an accessible form for someone blind, providing a translator, allowing extra time for assessment where a disability means a student takes longer to do something that is not time critical. Reasonable adjustment cannot impact an assessment.

## **Credit Transfer (CT) and Recognition of Prior Learning (RPL)**

Students are able to have their competency from prior learning and/or work experience recognised through the following arrangements:

- For students who have commenced a superseded qualification but have not completed, Credit Transfer for those units which are equivalent will be provided to transition into the new qualification.
- Students can also apply for Recognition of Prior Learning (RPL) by providing the trainer with the relevant evidence requirements using the formal RPL application process

Credit Transfer and Recognition of prior learning normally take place during enrolment; AIFL policy and procedure with regard to CT and RPL is outlined in the AIFL Assessment Policy and Procedure available on the AIFL website.

## **Complaints and Appeals**

Any AIFL student who has a complaint or disagrees with an assessment decision has the right to appeal the decision using the [complaint and appeals process](#). You can request the form by emailing [admin@aifl.edu.au](mailto:admin@aifl.edu.au)

## **Records, Documents and Support Arrangements**

The AIFL keeps a range of records to back up its training and assessment. The document systems are:

- A Student Management System that keeps all electronic records of student data and qualification progress.
- Roll books to record interactions with students, contacts, attendance etc
- Training, Delivery and Assessment Plans for each qualification
- Learning and Assessment Strategies and tools
- Our Learning Management System (Moodle & Catapult) logs student participation and access for compliance purposes.

The Australian Institute of Flexible learning continuously improves client services by collecting, analysing and acting on relevant data.

Our management of all student information is guided by our Student Records Management Policy.

## **Deferral or Withdrawal**

From time to time, students face circumstances which will prevent them from continuing or completing their studies. Students can withdraw or defer from their enrolled qualification with the AIFL at any time providing that they complete, sign and return the appropriate Termination or Deferral of Enrolment Form.

Should you find yourself in circumstances where you have to consider either deferring or withdrawing from training we suggest that you first talk with the Training manager or Student Support Officer so that AIFL can support you in any action you may need to take. For further information see the Student Withdrawal or Deferral Policy and Procedure which are available on the AIFL Website.

Students who have accessed either a state or commonwealth government funded enrolment place must also complete, sign and return appropriate Termination or Deferral of Enrolment forms within 4 weeks of the last day they attended class or accessed Moodle. Student administration can provide further information and support in this regard.

## Issuing of Qualifications and Statements of Attainment

### Nationally Recognised Qualification

A Nationally Recognised qualification is issued when you have met all the competency requirements of the full qualification including, where appropriate, any mandatory work placement hours.

Your qualification will be issued digitally within 20 days of completing your qualification and completion of payment. If you require a hard copy of your certificate, please contact Student Administration at the time of your course completion who will advise of the additional fee to produce qualification and have it either sent to you or await collection by you.

### Statement of Attainment

Where you have yet to complete all the requirements of a full qualification you can be awarded a Statement of Attainment which details units you have achieved competency in.

### Record of Results

The AIFL will provide a full Record of Results with your qualification at the completion of your qualification. A Record of Results is not provided with Statement of Attainments.

Further information in regard to issuance of certificates, statements of attainment and records of results can be obtained from Student Administration.

## Policies and Procedures

The key Policies and Procedures that impact students are accessible on the AIFL Website and include:

- Access and Equity Policy
- Code of Conduct Policy
- Occupational Health & Safety Policy
- Fees and Refunds Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Assessment Policy and Procedure
- Student Withdrawal or Deferral Policy and Procedure
- Student Records Management Policy

## **Continuous Improvement - Complaints, Critiques and Compliments**

In the same way that we want to see you learn and grow we, at AIFL, want our staff and organisation to learn, grow, improve and innovate. Important to our continuous improvement is the feedback we receive and the action we take in response to feedback.

### **Complaints and Appeals**

Despite good intentions and the best of planning, sometimes things go wrong!

When they do we want to ensure that we have an accessible, clear, fair and timely process that is supportive of all parties.

In the event that you find yourself with grounds for complaint we suggest that the first step is to talk with either your Training Manager or with a Student Support Officer and see whether the issue is something that can be resolved cooperatively and how best we can support you.

Should you have need to lodge a formal complaint the AIFL [Complaints and Appeals Policy and Procedure](#) are available on the AIFL Website and you can request the relevant form by emailing [admin@aifl.edu.au](mailto:admin@aifl.edu.au)

We take all complaints seriously and work both to resolve the immediate issue and to learn from it.

### **Critiques**

We love to hear from any member of our community who has feedback on how we do things and/or suggestions as to how something might be improved. While we do provide a number of formal and informal opportunities to provide feedback across your training program you are welcome to pass on comments at any time and in the manner that works best for you. This could include:

- In conversation with an AIFL staff member
- In an email to your trainer, Training Manager, Student Support Officer or Student Administration as appropriate to the feedback
- In a letter to the organisation - either signed or anonymous
- By appointment with a staff member

If you would like a response to your feedback please ensure that you include contact details. Again, we welcome feedback and use it in the planning, development and resourcing of the organisation.

We also critique ourselves with regular reviews of what we do and how we do it. Our staff are expected to undertake regular personal and professional development. For Trainers and Assessors this means staying up to date in both their Industry specialization but also in their training and assessment skills. This means that we too are continuously learners like you.

### **Compliments**

Not only is it great to receive compliments - it makes us all feel good about what we do - but when you tell us what we are doing well you provide us with evidence of best practice, of satisfied learners and employers, of strategies that work, of staff who demonstrate excellence ... These are things that help us grow - as people and as an organisation

Thank you for your feedback.

## **Privacy**

Respecting and maintaining privacy is an important part of how we work together as a community and is critical to success in the healthcare industry. We ask all of our community, staff and students, to respect the privacy of others and to take sensible precautions to protect their own privacy e.g. not sharing passwords.

The AIFL will not collect personal information unless the information is necessary for one or more of its functions or activities, and the AIFL's collection of personal information will be fair, lawful and not intrusive. The AIFL will only use or disclose information for the purpose for which it was collected.

The AIFL has a duty of care to protect the privacy of records in our care. We are not allowed to disclose any private or personal information to any person without the consent of the person the information is about unless required to do so at law.

## **The AIFL Staff**

At AIFL we have two very valuable assets - you - our students - and our staff.

AIFL has always been in the forefront in providing flexible delivery options to service individuals and whole communities from regional to metropolitan areas all across Australia.

In order to live up to our name of the Institute of Flexible Learning we challenge our staff every day to adapt our training, support, resources and methods to reflect the needs of individual students, different locations/circumstances and ever-changing technology.

We work as a team at AIFL with both Training and Assessment and Administrative staff vital to the successful running of the organisation and delivery of quality programs that support you in your career development.

The Australian Institute of Flexible Learning (AIFL) was established by a health service and is still under ownership and management by health professionals who, with the support and active participation of our committed staff, are innovators in education for health and business.

## **Thank you - and Again Welcome**

If you have read to this point "Thank You" for coming on the journey exploring AIFL.

We hope that you will journey on with us as a member of our AIFL community by undertaking training and assessment at the Australian Institute of Flexible Learning.

## Appendix Acknowledgements

The AIFL acknowledges the following references used to create this student handbook.

### Appendix 1

AOL Australian Online Learning- Student Handbook Appendix 1

### Appendix 2

Guide to online learning

### Appendix 3

Recognition of Prior Learning Referencing Guide

## Appendix 1

### Useful websites

#### Training Authorities

National Training Information Service: (Australian National training system database – the database of all the qualifications, units, qualifications, resources and Training Packages, and who can deliver them, and where!): [www.training.gov.au](http://www.training.gov.au)

#### ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met: [www.asqa.gov.au](http://www.asqa.gov.au)

#### Training Support

Information about New Apprenticeships and Traineeships: [www.nacinfo.com.au](http://www.nacinfo.com.au)

#### Health

Clinicians Health Channel: [www2.health.vic.gov.au/clinicianshealthchannel](http://www2.health.vic.gov.au/clinicianshealthchannel) (User Name: Vic292 / Password: pitch81)

#### Copyright

Copyright Agency Limited (information on copyright as it applies to Australia)  
[www.copyright.com.au](http://www.copyright.com.au)

Australian Copyright Council [www.copyright.org.au](http://www.copyright.org.au)



## Appendix 2

### Course fees, charges and refunds

#### Course Fees

AIFL has a comprehensive **Fees and Refunds Policy** and **Procedure** which are available to you on request. The details below are extracts from those policies and procedures.

Fees will be charge as per the Fee Statement that you would have received at the time of your enquiry.

All students will be issued with an invoice detailing the amount owed for their course.

Course fees will be payable on enrolment and can be paid using the following methods:

- Visa
- Mastercard
- American Express
- Diners Club

Other methods of payment can be organised with prior arrangements including:

- Direct Debit (As part of an payment plan)
- Direct Credit
- Personal, Business or Bank Cheque

Credit Card information will be stored securely, and payment form desensitised and filed in your student file once payment has been made in full.

Once paid in full, all students will be issued with a receipt detailing their payment.

#### Payment by Instalments:

#### Government Funded Enrolment Fee

All enrolment fees can be paid in full as part of the enrolment process. If you wish to pay the enrolment fee on a payment plan, the first instalment will be \$88.00, followed by monthly payments of \$99.00 for the first 3 months of study. The first instalment of \$88.00 must be paid before any units of study or materials are provided to you by AIFL.

#### Full Paying Course

For any student wishing to pay via instalments, the following will apply:

- Upfront payment of enrolment fee.
- AIFL will not hold more than \$1,000 in advanced payment at any one time. This will be calculated by dividing the total course cost by \$1000. This will determine the minimum

number of payments spread across the course enrolment period.

e.g. Course cost: \$5,400 / 1000 = 5.4, minimum number of payments = 6. Enrolment period is 24 months: 24 / 6 = 4, minimum one payment each 4 months

**NOTE:** Upon completion of your qualification, your certificate will not be issued until full payment of the course fees has been received. In cases of withdrawal from a course, not Statement of Attainment for units completed will be issued until the enrolment fee has been paid in full

**Extra cost** – There is no charge to you for the issuing of a digital certificate on completion of your course, if outstanding fees have been paid. If you require a hard copy of your certificate, there is a \$20 charge to cover our costs. If you require a replacement certificate, there is a \$30 fee for it to be issued to you.

The AIFL also reserves the right to charge you for the following:

- Re-enrolment
- Transferring courses

### Refunds

Should a claim be made for a fee refund, the fee refund process will be prompt, easily understood and readily accessible to students.

Should the AIFL cancel a qualification for any reason, students enrolled at the time the AIFL announces the cancellation will be entitled to a full refund of the fees with no administrative charges or penalties.

If a student withdraws from a qualification before the commencement of the qualification, full refund of the fees will be made, less a 25% non-refundable deposit

Once enrolled and given online access, students will not receive a refund.

For more information, please see the AIFL's Fees and Refunds Policy and Procedure.

### Exceptions

In the case of a student who withdraws from a qualification or program due to illness or extreme hardship, the AIFL may, at its discretion allow a refund or partial refund of the fees. The following conditions apply:

- The student concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as a medical certificate
- The student will forfeit the 25% non-refundable deposit

Withdrawal must take place prior to the expiration of the enrolment period.

## Appendix 3

### Commonly used terms in vocational education & training

<i>Accreditation</i>	The formal recognition of a qualification by the State or Territory Qualification Accrediting Body in line with the Standards for State and Territory Registering/Qualification Accrediting Bodies.
<i>Accredited qualification</i>	A structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework (AQF) qualification or Statement of Attainment.
<i>ACPET</i>	Australian Council for Private Education and Training - a national body representing the private education and training sector in Australia.
<i>AQF</i>	The Australian Qualification Framework (AQF) is the national policy for regulated qualifications in Australian education and training.
<i>Apprenticeships and Traineeships</i>	Also known as New Apprenticeships. New Apprenticeships combine practical work with structured training to give people a nationally recognised qualification. New Apprenticeships are covered by formal agreements known as either 'Training Agreements' or 'Contracts of Training', which set out the training and supervision an employer must provide for the employee, as well as the employee's obligations as a New Apprentice. Off-the-job training is done with approved training providers including schools; TAFE colleges and other registered training organisations.
<i>Assessment guidelines</i>	An endorsed component of a Training Package which underpins assessment and which sets out the industry approach to valid, reliable, flexible and fair assessment. Assessment guidelines include the assessment system overview, assessor requirements, designing assessment resources, conducting assessment, and sources of information

on assessment.

*Assessment*

The process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited qualification.

*ASQA*

The Australian Skills Quality Authority is the national regulator of Australia's vocational education and training sector. However, students need to be advised that some RTOs are still registered at a state level.

*Competency based training*

Competency based training (CBT) provides the basis for measuring performance. To achieve competence students must demonstrate their skills and knowledge to Industry Standards in EVERY learning outcome or element.

*Contact hours*

The number of hours a student spends in the classroom for a particular qualification.

*Qualification number*

The alpha numerical code used to identify a qualification.

*Qualification*

Means a formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or commercial needs.

*.Equity*

In vocational education and training, equity policy incorporates measures to improve access to, participation in, and outcomes of vocational education and training for those who may be disadvantaged or have traditionally been underrepresented, especially indigenous Australians, people with a disability, women, people in remote and rural communities, and people from a non-English-speaking background.

<i>Nominal hours</i>	The number of hours used to calculate the cost of either the unit or course fees.
<i>Program</i>	The qualification you are studying, e.g. Certificate IV in Hospitality (Food and Beverage Supervision).
<i>Qualification</i>	In the vocational education and training sector, the formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), that a person has achieved all the requirements for a qualification as specified in a nationally endorsed Training Package or in an AQF accredited qualification.
<i>Recognition of Current Competency (RCC)</i>	See <i>Recognition of Prior Learning</i> . *From AS/NZS ISO 9000: 2000.
<i>Recognition of Prior Learning (RPL)</i>	<p>RPL is an assessment process which recognizes what you have learnt through formal, non-formal &amp; informal learning</p> <p>These experiences are measured against the learning outcomes, competency outcomes or standards of the qualification/units you want to do. If what you have learned at work or elsewhere is relevant and meets the requirements of your chosen course or qualification.</p> <p>The AIFL recognizes your existing skills, knowledge and experience gained throughout your life, regardless of how they have been acquired, and use them towards the achievement of a nationally recognized qualification or full unit of competency.</p>
<i>RTO</i>	Registered Training Organisation. As Registered Training Organisations, providers of learning and assessment services are registered within the VET system and regularly audited for service quality. The system enables providers to operate anywhere in Australia and to issue nationally recognised qualifications.

### *Statement of Attainment*

A record of recognised learning which, although falling short of an Australian Qualifications Framework qualification, may contribute towards a qualification outcome, either as attainment of competencies within a Training Package, partial completion of a qualification leading to a qualification, or completion of a nationally accredited short qualification which may accumulate towards a qualification through the Recognition of Prior Learning processes.

### *Training Packages*

Specify the competencies that must result from the provision of learning services, industry requirements for assessment, and the qualifications that result from competence.

### *Unit of competency*

The specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

### *VET*

Vocational Education and Training (VET) is post compulsory education and training (excluding degree and higher level programs delivered by higher education institutions) which provides people with occupational or work-related knowledge and skills. VET also includes programs that provide the basis for subsequent vocational programs.

## **Disclaimer**

This Handbook has been developed to provide general student information for those studying through the Australian Institute of Flexible Learning (AIFL) and for those considering studying with us.

Materials in this Student Handbook have been sourced from a variety of publications providing information on the National Training System. Where direct quotations have been used the source has been identified.

This resource is reviewed by AIFL for relevancy each year. Information was accurate at the time of publication.

Should you have further questions, please contact your AIFL Administration.