

AFFIRM Training

Industry Specialist Vocational Education and Training

AFFIRM Training is a Registered Training Organisation that provides vocationally relevant training solutions for events, venues, recreational, construction and facilities management workplaces



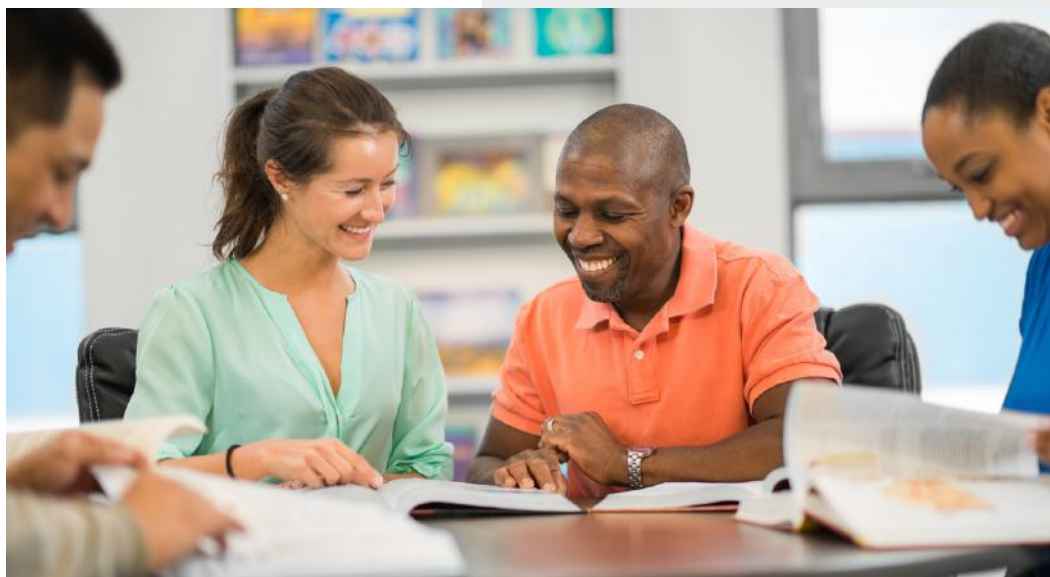
Document Title : Affirm Training Student Handbook						
Organisation Name :	AUSTRALIAN CONCERT AND ENTERTAINMENT SECURITY PTY LTD T/AS Affirm Training			ABN:	16 002 990 794	RTO: v90024
For:	AFFIRM TRAINING RTO INTAKES					
Approved:	Angela Miller (RTO Manager)	Date:	23/10/2023	Prepared Date:		28/06/2021
Version	V2	Release:	30/06/2025	Review	3 years	Original: 28/06/2021
Version Document History:						
Version #:	Date Created:	Author:	History of Changes			
1.0	23/10/2023	Angela Miller	Student Handbook created			
2.0	30/06/2025	Angela Miller	Updated to allign with Standard of RTO 2025			
3.0						
4.0						
5.0						



CONTENTS

4	WELCOME
5	ABOUT AFFIRM TRAINING
6	COURSE INFORMATION
6	CODE OF CONDUCT
7	FINANCIAL INFORMATION
7	EMERGENCIES
7	FIRST AID
7	PRIVACY
9	UNIQUE STUDENT IDENTIFIER (USI)
9	THE COMMONWEALTH REGISTER OF INSTITUTIONS AND COURSES FOR OVERSEAS STUDENTS (CRICOS)
10	GUARANTEE OF TRAINING
10	HARASSMENT FREE ENVIRONMENT
10	COMPLAINTS AND APPEALS
11	WORK HEALTH AND SAFETY (WHS)
11	ALCOHOL AND OTHER DRUGS
12	PLAGIARISM AND CHEATING
12	STUDENT SUPPORT
13	ACCESS AND EQUITY
14	WELLBEING
15	HOW TO ACCESS SUPPORT
16	RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER
17	REFUNDS, RESCHEDULING, TRANSFER OR CANCELLING YOUR COURSE
18	REASONABLE ADJUSTMENT





Welcome

Thank you for choosing Affirm Training to help you achieve your learning goals. Affirm Training is a Registered Training Organisation (RTO) Approval Code: 90024. We provide training in nationally recognised Vocational Education and Training (VET) qualifications, and skills courses. As an RTO, Affirm Training must comply with the regulatory requirements for Registered Training Organisations under the Standards for RTOs 2025 or its successor.

To guide you through your studies, we have developed this Student Handbook to provide you with all the necessary information and support you need to enjoy a positive learning experience during your time with us.

At Affirm Training our aim is to provide you with a high standard of service from the time you start your learning journey, when you visit our facilities, when you login to our systems, meet our trainers and experience our support services to receiving your certificate. We want to ensure that your learning experience exceeds your expectations.

This handbook covers frequently asked questions and a range of information. If you need any further assistance or information, reach out to the Administration team, who are happy to assist with any of your enquiries.

On behalf of the whole team, we hope you have a rewarding and enjoyable experience.

With over fifty courses and qualifications we can tailor programs for industry and map competency from the following vocational areas;

- Business Services
- Work Health and Safety
- Property Services
- Aviation
- Hospitality and Events
- Traffic Control Work Training
- Public Safety
- Health
- Retail

Kind regards,

Travis Semmens
Managing Director



About **AFFIRM** Training

Affirm Training is part of the ACESGroup, a leading and highly respected organisation specialising in security, events, safety and training. We focus on the delivery of national qualifications (and courses) that provide students with the knowledge and skills to gain licences for work and get a head start in their chosen field of employment.

Our mission is to provide professional training outcomes by industry professionals to comply with regulatory obligations while preparing students to be job-ready.

We offer a range of online and classroom courses to help you find the right fit for your needs.

Our staff and trainers are committed to providing quality training and assessment services. We provide the following training programs:

Security

CPP20218 | Certificate II in Security Operations

AVI20118 | Certificate II in Transport Security Protection

CPP41519 | Certificate IV in Security Risk Analysis

Safety

CPCWHS101 | Prepare to Work Safely in the Construction Industry (White Card)

RIISS00054 | Traffic Controller Skill Set

RIISS00055 | Traffic Management Implementer Skill Set

BSB30719 | Certificate III in Work Health and Safety

BSB40520 | Certificate IV in Work Health and Safety

Business and Leadership

BSB41419 | Certificate IV in Leadership and Management

Hospitality

SITSS00069 | Food Safety Supervision Skill Set

SITHFAB021 | Provide Responsible Service of Alcohol

Affirm Training have delivered nationally recognised Work Health and Safety qualifications from nationally accredited Training Packages as a Registered Training Organisation since 1990.



Course Information

Comprehensive information is available on our website to help you determine the right course that meets your needs and abilities. We also have course information sheets available; these can be sent to you via email, or you can pick up a printed copy in person at our training centre. There are links to detailed course descriptions and booking conditions. You can also speak to one of our friendly team if you have any queries.

Code of conduct

Students are expected to behave in a considerate, respectful, and courteous manner when interacting with staff, fellow students, and members of the general public, ensuring that learning and teaching can occur freely, safely, and without disruption due to the misconduct of others. Students are expected to respect the property of Affirm Training, their fellow students and staff. All students are to maintain high standards of academic honesty and integrity to maintain the equality and validity of their work.

Your responsibilities

- Treat all trainers, staff and students with respect, fairness and courtesy
- Be punctual and regular in your attendance
- Submit assessment tasks within the notified timeframe
- Contribute equally to any group assessments where you will be assessed
- Use protective equipment, where required, and follow all workplace health and safety (WHS) instructions
- Report any workplace health, safety or environmental incidents to your trainer or office staff immediately

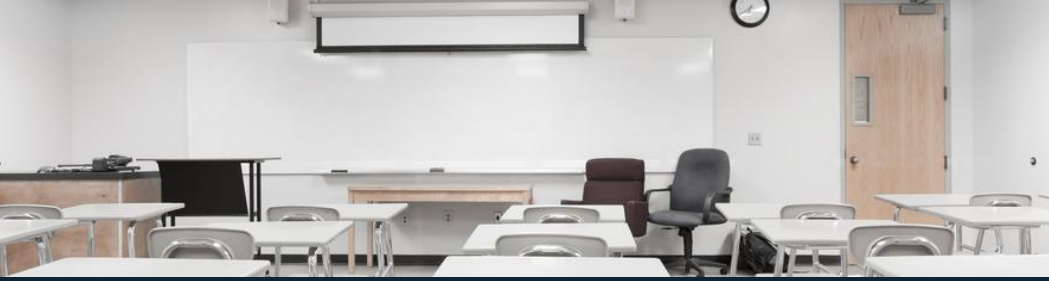
You must not

- Plagiarise, collude or cheat in any assessment event or examination
- Use offensive language
- Be under the influence of alcohol or illegal drugs in the learning environment
- Use mobile phones and other electronic equipment while in class
- Smoke or vape inside the building, only in the designated smoking areas
- Litter on or around the building or any other sites
- Harass fellow students, staff, either face-to-face, over the phone or through any social media
- Engage in behaviour which may offend, embarrass, threaten or harm other students, staff or the general public - including SMS messaging or any form of cyberbullying
- Damage, steal, modify or misuse Affirm Training property

Your rights

- Be treated fairly and with respect by trainers, staff and students
- Learn in an environment free of discrimination and harassment
- Respect for your right to privacy and confidentiality
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- The ability to pursue educational goals in a supportive and stimulating learning environment
- Give appropriate consultation about your progress
- Present recognition of prior learning (RPL) and credit transfer (CT) at the commencement and within the duration of my studies
- Withdraw from a course through formal notification. Please refer to the booking conditions





Financial Information

Affirm Training implements a range of system to provide financial assistance and relief (including fees by instalment). We can also refer you to organisations that may be able to assist with training financial support. Please reach out to our team to discuss payment options, call 9699 7711.

Emergencies

Each venue has an evacuation plan in place to address emergencies, including fires. Immediately report an emergency to your trainer or the reception staff.

What to do in an emergency?

If you hear the fire alarm bell (continuous ringing) and/or sirens you are told to evacuate the area:

- Immediately leave the building via the nearest and safest exit
- Go directly to the nearest evacuation assembly point for the building
- Avoid walking through smoke

If there is a lockdown, follow your trainer's or other ACES Group staff member's instructions and:

- Lock yourself in a room
- Close the windows and blinds and turn off the lights
- Stay out of sight, remain quiet and turn your mobilephone to silent
- Do not use social media
- Remain where you are until it is safe to leave

First Aid

First aid officers are located at each venue. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

Privacy

Policy

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

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

Collection

Affirm Training collects your personal information by way of the enrolment form, we do this to comply with our obligations as an RTO, and to correctly process and manage your enrolment in vocational education and training (VET) and issue certification.

The information we will capture includes:

- Personal information such as your name and address as it appears on your identification documents. Contact details, date of birth, citizenship, emergency contact details, details of parents or guardians (for students under 18 years of age at the time of enrolment) USI (Unique Student Identifier) and payment details.
- We are also obligated to collect statistical information such as country of birth, proficiency in languages other than English, information about health or disability (where this is relevant to accommodating specific needs) and educational history and prior academic results and work information (as required).





Affirm Training may:

- Collect personal information from other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes:
 - from an employer or job provider if a course of study is being paid, supported or incorporated into employment
 - from other educational institutions or organisations that work in partnership or affiliation with Affirm Training to provide, accredit or recognise courses of study

Use and Disclosure

Affirm Training will use and disclose personal information for the purposes disclosed at the time of collection, and as set out in this policy. Personal information will not be used or disclosed for any other purposes, unless consent has been given or Affirm Training is authorised or required to do so by law.

Personal information will generally only be used or disclosed as follows:

- to comply with legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, and administrative purposes
- for students under 18, information regarding attendance, progress and general well-being may be provided to keep parent/s and/or guardian/s adequately informed

Access and correction of personal information

Affirm Training will endeavour to keep all personal information accurate, up-to-date and complete; however, if information held by us.

Training is considered to be inaccurate, out-of-date, incomplete, irrelevant or misleading, a request can be made for a correction of the information. Please contact the Affirm Training.

A request to remove or delete personal information may not be possible to comply with where the personal information must be retained by Affirm Training for a period specified by applicable legislative and regulatory requirements. Affirm Training may refuse a request to access, correct or delete personal information in certain circumstances. In such instances, we will provide a reason for the decision.

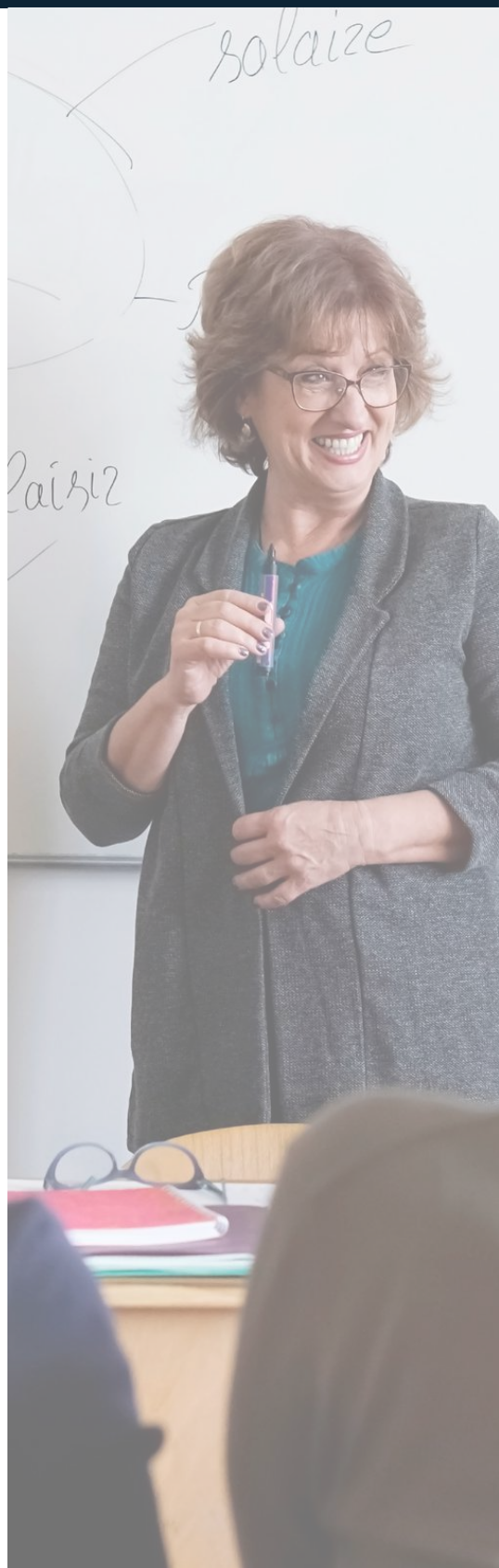
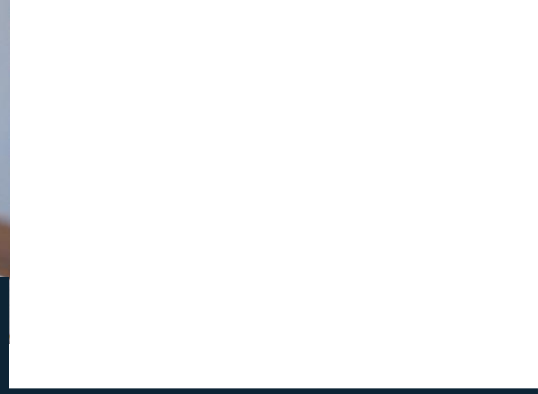
Marketing

Affirm Training uses social media to post information that may be relevant or important to you or your network. We encourage you to follow us on social media platforms and to like and share our posts. From time to time, we may use your email address or phone number to inform you of products or services that may be of interest to you or your network. Please advise us if you do not wish to receive any marketing or advertising information from us.

Cookies

"Cookies" will collect anonymous data (which is not personal information) relating to your activity on our websites (including IP addresses).





Unique Student Identifier (USI)

What is a USI?

The Unique Student Identifier (USI) is a mandatory reference number required by Australian Government regulations and is a great way to track your qualifications. The USI is usually made up of 10 numbers and letters. Having a USI:

- Creates a secure online record of your VET training and qualifications gained in Australia from all training organisations where you study and receive certification
- You will have been issued an Australian visa. This will allow you to use your passport as proof of ID when creating your USI
- New Zealand citizens can only register for a USI once they are in Australia and have had their passport registered with the Australian Department of Immigration.

How do I register?

It's easy to register. Follow these simple steps:

- Log on to:
<http://portal.usi.gov.au/student>
- Complete your personal contact information
- Provide one of the following valid Australian forms of ID:
 - Driver's license
 - Medicare card
 - Australian passport
 - Visa (with non-Australian passport)
 - Birth certificate (Australian)
 - Certificate of registration by descent
 - Citizenship certificate

You can also watch this video to help you register <https://www.usi.gov.au/video/create-your-own-usi-student-video>

Once you have received your USI number, keep this information in a secure location where you can access it easily in the future. If you would like to know more, please visit <http://www.usi.gov.au>

What if I do not provide my USI?

The RTO will not be able to issue your certificate without a valid USI.

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

Affirm Training is not a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered Training organisation, we are able to offer select supplementary courses to overseas students' visa holders. The list of exempted supplementary courses is listed in The ESOS Supplementary Course fact sheet, for a copy of the fact sheet please visit - <https://www.education.gov.au/international-education/resources/supplementary-courses-instrument>



Guarantee of Training

Affirm Training will:

- guarantee to complete the training and/or assessment once the student has commenced study in their chosen qualification or course, or where for unforeseen circumstances the course is discontinued, will advise students as soon as practicable and find a suitable training provider to complete the training
- where training is cancelled, we will advise students as soon as practicable, and, where appropriate, reschedule them to another class
- in the event we are unable to deliver training, for any reason, that has been paid for we will refund the course fees or make alternate arrangements with another training provider

Harassment free environment

Affirm Training will not tolerate any harassment of any kind by students, staff, trainers or any other third party. Disciplinary action may be taken against any person who is found in breach of this policy.

It is unlawful to treat a person less favourably based on particular protected attributes such as a person's gender, culture, disability, LGBTQI preferences, age or physical characteristics. Treating a person less favourably can include harassing or bullying a person.

Harassment is any behaviour that offends the other person involved and causes them to feel threatened, humiliated, patronised, or harassed. It interferes with the ability to feel comfortable and included in the learning environment, undermines the person's abilities, or creates a threatening or intimidating atmosphere. Harassment offends, upsets, humiliates, or frightens another person and makes the training environment uncomfortable and unpleasant.

Harassment can include, but is not limited to:

- Telling insulting jokes about a particular cultural group;
- Sending sexually explicit messages or other content;
- Displaying offensive material such as screensavers or photos;
- Making derogatory comments about a person's culture, gender, age or disability;
- or
- Asking intrusive questions about a person's personal life.

Complaints and appeals

Complaint

Affirm Training values training and development of all students and is committed to providing quality training and assessment. We value feedback from our students and encourage you to contact us should you wish to raise a complaint.

Initially, you can attempt to resolve the matter informally by discussing it with your Trainer or a team member. If the matter is unresolved, it can be referred to the RTO Manager for further investigation. The RTO Manager may request that the complaint be made in writing or documented using the complaints form, which is publicly available via the Affirm Training website.

Any complaint made by a student will be treated confidentially, with respect and understanding that complaints can lead to the continuous improvement of the organisation when dealt with effectively and in accordance with the organisation's goal of providing quality training and assessment. Affirm Training takes an objective and consistent approach towards resolving complaints.





The RTO will seek to resolve all complaints within 14 business days. If the matter is complex, the RTO Manager will advise the complainant of a timeline and any reasons why the complaint may take longer to resolve. The RTO Manager will ensure the complainant is notified of the progress of the complaint.

The RTO Manager may seek further guidance from the HR Team should counselling or further training of any team members be required as part of the resolution.

Appeal

If a student is dissatisfied with a decision made by the trainer or the RTO, they have 14 days from the date of the written notification to lodge an appeal and have their case reviewed.

This includes:

- Decisions relating to complaint outcomes
- Assessment decisions
- Notifications of unsatisfactory academic progress
- Unsatisfactory attendance
- Behaviours, prejudice, bullying or harassment
- Cancellation of enrolment

We will take into consideration the policies applicable to the conditions of enrolment and the VET Quality Framework Standards for Registered Training Organisations (RTOs) 2025 when determining the outcome of a complaint or appeal.

If a person is not satisfied with the outcome of the complaint or appeal, they may seek a review of the decision by referring their complaint or appeal to a mediator. Alternatively, anyone with a complaint or query can contact the National Training Complaints Hotline on 13 38 73. The hotline is available Monday to Friday, 8am to 6pm.

Complaints can also be referred to the Australian Skills Quality Authority (ASQA).

Work Health and Safety (WHS)

Affirm Training has a duty of care to ensure the health, safety and welfare of all staff, students and visitors. When you enrol, you will be informed if you are required to wear any protective clothing for your course. In your course you will learn about workplace health and safety relevant to your industry area.

You are required by law to take reasonable care for the health and safety of yourself and others in the workplace and at any Affirm Training venues.

You must follow the trainers instructions to when using any equipment or participating in any training or assessment activities to ensure the health and safety of yourself and others.

Immediately report any safety issues or concerns to your course trainer or staff including any situations where you have identified a hazard, a risk or your level of distress is making you feel unsafe or you feel another student may need assistance due to their level of distress. It is a compulsory requirement of some courses that personal protective equipment is worn for all practical training and assessment environments or activities.

Alcohol and other drugs

Alcohol and other drugs are not permitted. Use of substances may compromise safety and place both students and staff at risk of harm. Staff have a duty of care to students and therefore have the right and responsibility to discuss possible alcohol and/or other drug concerns with them. Staff also have the right to ask a student to leave their class and the venue if they identify the signs of intoxication and/or have a reasonable belief that a student is affected





by alcohol and/or other drugs. Anyone who breaches this policy may be subject to disciplinary action.

Plagiarism and cheating

Affirm Training expects that all students produce their own work and acknowledge the ideas and material of any author's work. Plagiarism occurs when a student submits an assessment that includes the words or ideas of another person without reference to the original author.

Cheating in an assessment includes any action or attempted action to copy another person's work or where the learner seeks to gain an unfair or dishonest advantage academically. Cheating and plagiarism is unacceptable. Academic penalties may apply to any students suspected or found cheating or plagiarising work.

Trainers are obligated to report any one who they suspect is cheating or plagiarising work. The matter will be investigated, if the findings confirm this the student will be immediately removed from the course. For Security courses the matter must be reported to the regulator.

Student Support

Affirm Training is committed to ensuring students have support and education services in place to assist in the completion of their training programs.

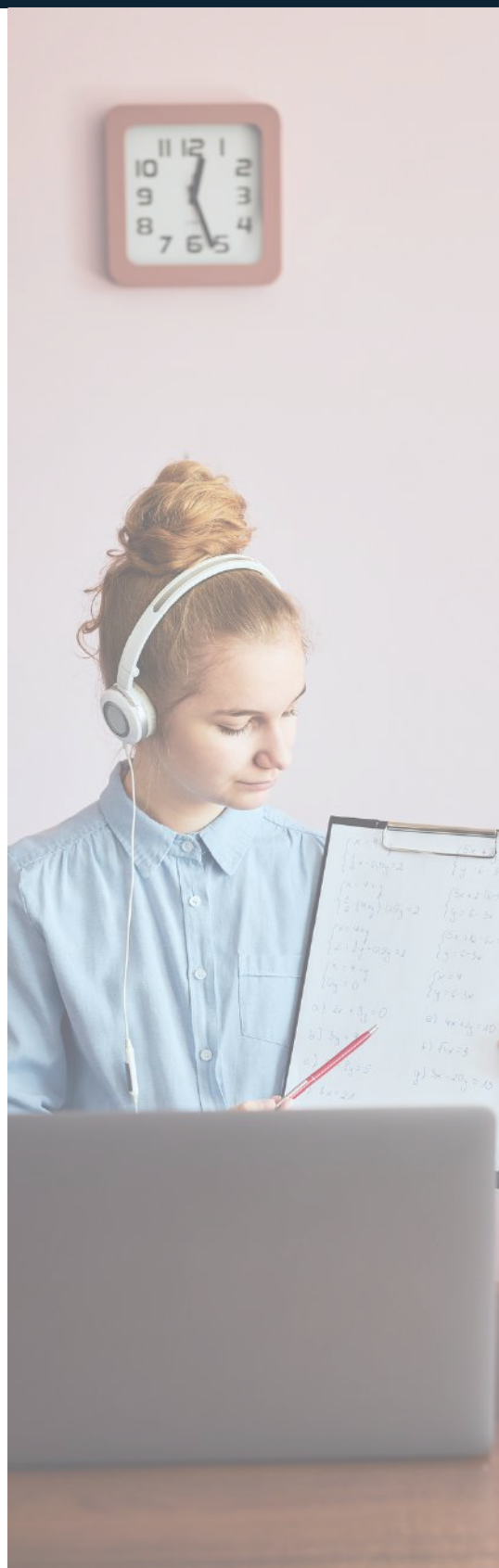
Having effective support services for each student is likely to have stronger completion rates and client satisfaction, enhancing the RTOs reputation.

Affirm Training provides support and education services as part of the training program you are enrolling in. These services may incur additional fees and/or maybe provided by external agencies depending on the services required.

Should you believe you need further support please contact the Affirm Training team on 9699 7711 or reach out via email info@affirmtraining.com.au.

Standard Services include:

- Pre-enrolment materials are available online and hard printed versions are available in the training centre
- Study support is available; reach out to the team to discuss
- Access to other trainers and assessors for learning support and coaching
- Study programs and workshops are available for some courses as noted in the course information
- Language, literacy and numeracy (LLN) tests are available prior to enrolling in a course. Some courses may require a compulsory LLN test to be completed before enrolment into the course or prior to commencing training. If the LLN is deemed to be not satisfactory, students may utilise the refund procedure.
- Fully equipped training facilities conveniently located close to public transport and/or paid parking facilities
- Student laptops available for use to complete online learning and assessment components
- Technical assistance with logging into the online learning management system or troubleshooting is available





- Additional reading resources are available for courses. Online courses will have PDF's available for download, videos to watch and link outs to websites. Classroom courses have printed reading resources, videos, practice demonstrations and simulations with relevant equipment and props to enable realistic training and assessment scenarios.
- Reasonable adjustments can be applied to support students, learn more about reasonable adjustment later in this handbook.
- Students who are not making adequate progress with online learning will be offered the opportunity to attend face-to-face classroom training and/or assessment.
- Students completing online courses can reach out to trainers or the admin team for support via the messaging tool on the platform, via email or by calling the training centre during business hours.
- On-on-one coaching sessions can be arranged with a suitable trainer to support students in their learning journey.

Access and equity

ACESGroup is proud to have a workforce rich in diversity, this commitment to diversity is also reflected in the classroom. The Affirm Training team bring a range of cultural backgrounds, experiences and skills and are committed to providing all students with equal opportunity and equity to pursue their training and development. All Affirm Training Trainers undergo cultural awareness training and mental health in the workplace training.

Access and equity principles include:

- equity for all people through the fair and appropriate allocation of resources

- equality of opportunity for all people without discrimination
- access for all people to appropriate quality training and assessment services
- increased opportunity for people to participate in training

Equity is treating all people with impartiality and fairness.

Affirm Training aims to:

- have students receive fair and equitable treatment in all aspects of training without regard to political affiliation, culture, religion, LGBTQi preferences, gender, marital status or physical disability
- remove barriers and to open up learning opportunities for all students by creating a training environment that is free from discrimination, harassment, prejudice, racism and offensive behaviour
- have all trainers and assessors responsible in the advocacy of students in regards to access and equity
- have policies, procedures and practices will be monitored and reviewed to ensure that this policy is practiced equitably
- ensure flexibility and privacy for students to meet their cultural obligations
- for any person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students





Wellbeing

Student Wellbeing Strategy.

Our Commitment to Your Wellbeing

At Affirm Training, we recognise that your wellbeing is essential to your success in vocational education and training. We are dedicated to providing a supportive learning environment that enhances your physical, mental, and emotional wellbeing throughout your training journey.

Identifying and Supporting Your Wellbeing Needs

We understand that students come from diverse backgrounds and may face various challenges during their studies. Our wellbeing support is tailored to meet the specific needs of our student cohorts and the training products we deliver.

Available Wellbeing Support Services

Academic and Study Support:

- Study skills workshops (time management, note-taking, assessment preparation)
- Learning support for students with additional needs
- Assessment anxiety management strategies
- Peer mentoring programs

Personal Support Services:

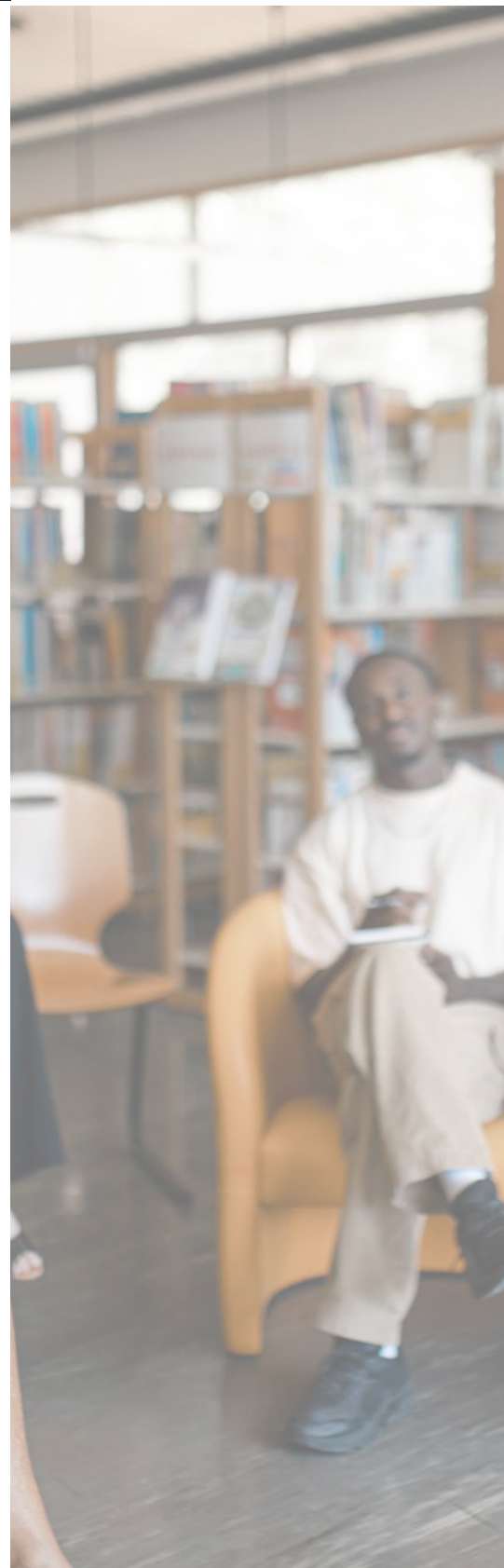
- Confidential counselling services (on-site or referral)
- Mental health first aid and crisis support, all our trainers have undergone Mental Health Support in the workplace training
- Financial counselling and hardship assistance
- Career guidance and transition support, representatives from our Human Resources and Recruitment teams are available to discuss employment opportunities

Community and Cultural Support:

- Culture-specific support networks and resources, all our trainers have undergone cultural awareness training
- Youth support services for younger students
- Mature-age student support groups
- LGBTI+ inclusive support services

Safety and Protection:

- Zero tolerance policy on harassment, abuse, and violence
- Safe reporting mechanisms for incidents
- Support for students experiencing domestic violence
- Workplace safety support for students in placements





How to Gain Support

Immediate Support:

- Contact your trainer or the training team
- Contact the Human Resources team

External Support Services:

- Lifeline: 13 11 14 (24-hour crisis support)
- Beyond Blue: 1300 22 4636 (mental health support)
- Redfern Youth Connect: 7204 3885
- 1800RESPECT: 1800 737 732 (domestic violence support)
- Lou's Place located in Redfern: 9358 4553
- Headspace: headspace.org.au (youth mental health)

Your Role in Maintaining Wellbeing

- We encourage you to:
- Communicate openly with staff about any support needs
- Participate in wellbeing activities and workshops
- Look out for fellow students and report concerns
- Provide feedback on our wellbeing strategies and services
- Take advantage of early intervention support when needed

Ongoing Support Throughout Your Training

- Your wellbeing needs may change during your studies. We have systems in place to:
- Regularly check in with students about their wellbeing
- Adjust support services as your needs evolve
- Monitor and support students in workplace placements and third-party environments
- Provide transition support as you complete your training

Privacy and Confidentiality

All wellbeing support is provided with strict regard for your privacy. We will only share information with your explicit consent, except where required by law or in situations involving immediate risk to safety.

Continuous Improvement

We regularly review and improve our wellbeing strategies based on:

- Student feedback and suggestions
- Industry best practices and research
- Outcome data and support service effectiveness
- Changes in our student demographics and course offerings

Getting Started

If you need wellbeing support or want to learn more about available services:

1. Contact the team: In person at the concierge desk, call 9699 7711 or email us info@affirmtraining.com.au
2. Speak with your trainer or assessor or a member of the Human Resources team
3. Reach out to an external provider

Remember: Seeking support is a sign of strength, not weakness. We're here to help you succeed in your studies and beyond.





Recognition of prior learning (RPL) and credit transfer

Definitions

Recognition of prior learning (RPL) is a process that involves assessment of an individual's prior learning (including formal, informal and non-formal learning) to determine the extent to which that individual's previous learning is equivalent to the learning outcomes of the components of another qualification.

Formal learning occurs through a structured program of instruction delivered by a registered education provider, leading to the full or partial achievement of an officially accredited qualification.

Informal learning is gained through work, social, family, hobby or leisure activities and experiences.

Non-formal learning occurs through a structured program of learning, but does not directly lead to the full or partial achievement of an officially accredited qualification, such as business in-house training programs.

Currency relates to the applicant's ability to demonstrate current industry skills, knowledge and understanding, so the evidence provided should be from either the present or the very recent past (i.e. within the last 5 years).

Credit transfer assesses a completed course or unit from another training provider where a determination of equivalency is made to a current course or unit a student is seeking enrolment.

Policy

Affirm Training will:

- apply a systematic approach to the granting of course credit, which does not unfairly advantage or disadvantage any existing or prospective student
- allow students not to repeat learning activities, regardless of how or where the learning was acquired, provided the learning is current and relevant to the competencies applicable to the qualification in which they are or seek to be enrolled
- recognise learning experiences including the individual's relevant formal, informal and non-formal learning
- recognise other registered training organisations (RTO) transcripts when a student is applying for credit transfer or RPL
- consider all applications for Recognition of Prior Learning on a case-by-case basis and in a timely manner to ensure that all applicants can make well-informed choices about study options, pathways and alternatives by taking into account the credit they can expect
- request all applicants complete the appropriate section of the Application for Recognition of Prior Learning and provide evidence in support of each unit of competency for which RPL is sought
- acceptable forms of evidence including but not limited to:
 - high school transcripts
 - TAFE and other provider's transcripts
 - course subject outlines
 - detailed resume (CV) with referee details
 - results/statements of attendance/certificates relating to business in-house courses, workshops and seminars





- position descriptions
- relevant licences
- references/Statements of Service/letters of support from past employers (these must be on the relevant company letterhead, dated and signed)
- diaries/task sheets/job sheets/log books
- membership of relevant professional associations, etc.
- accept all evidence presented only in the English language. It is the applicant's responsibility to have the documents translated into English by a recognised authority, such as an official translator or government official.
- assess all evidence and, if necessary, hold an interview during which the applicant may provide additional evidence of the relevant competencies or demonstrate the relevant skills.
- Conduct the interview by telephone for applicants not living within a reasonable travel distance to an Affirm Training venue and/or demonstration given on arrival at the venue. In such circumstances, prior to the telephone interview commencing the student must provide the AFFIRM TRAINING with a copy of all of the supportive evidence. These documents must have been verified by a Justice of the Peace or equivalent authority as being true copies of the original.
- reserve the right not to recognise part or all of any previous experience if the assessor believes that the competencies or knowledge demonstrated and recorded fall significantly short of the industry standard as stated within the relevant National Training Package or accredited course. In such a case, the applicant will be required to complete further related training

- not limit the amount of RPL that can be granted to any one student. A full qualification can be attained in this way, and a special RPL fee would apply in such circumstances. This fee will vary, depending on the course fees, and the type of prior learning.

Refunds, rescheduling, transfer or cancelling your course

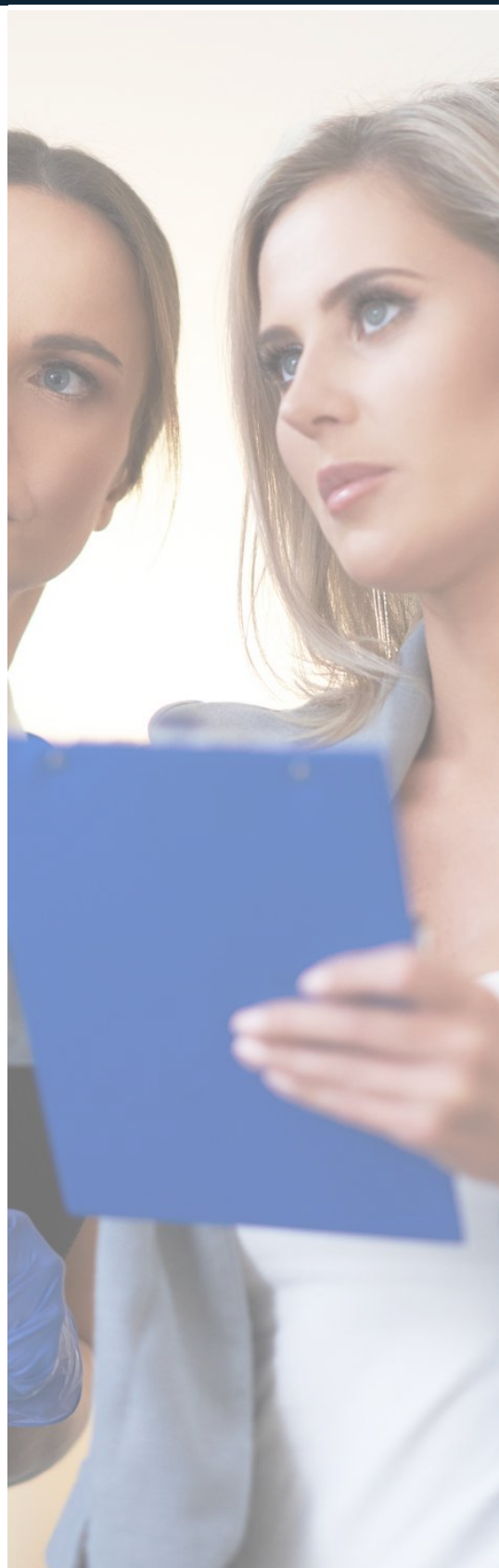
This policy informs you of your obligations regarding your student fees and additional costs, and of eligibility requirements for refunds.

Cancellation:

- If a class is cancelled by Affirm Training, the student will be rescheduled to another date or receive a full refund of the course fee paid. No further monies will be paid for any other expenses the participant has or may incur.
- If a student cancels their course, the following conditions apply:
- **More than 48hr** before the course start time = 100% refund minus a \$20 cancellation fee
- **Less than 48hr** before the course start time = No refund
- **No attendance** = No refund
- **ACES Employees** = In accordance with POL_015-Employee Training Policy

Reschedule:

- Where a student reschedules or transfers to another course outside the required timeframe, a reschedule fee will be charged, the following conditions apply:
 - **More than 48hr** before the course start time = \$10 reschedule fee
 - **Less than 48hr** before the course start time = 50% course fee





Withdrawing from a course

Before withdrawing from a course, we highly recommend speaking with your trainer or a member of the team. To withdraw from a unit or course please notify the team in writing at info@affirmtraining.com.au.

Replacement certificate

If your certificate is lost, stolen or damaged, you can request a replacement certificate. Please contact the team to request a replacement certificate

info@affirmtraining.com.au or call us on 9699 7711. You will be asked questions to verify your identity.

• Electronic certificates can be reissued via email at no additional cost.

• A hard copy printed certificate will incur a \$35 processing fee.

Reasonable adjustment

To ensure fair and equitable learning and assessment, reasonable adjustments can be made for a student. Reasonable adjustment activities could involve:

- Additional coaching from a trainer
- Additional time to complete assessments or allowing reassessments after additional training and coaching
- Use of verbal clarification of written assessments

Reasonable adjustment requires consultation and negotiation between all parties with a focus on the needs of the individual student. Assessing whether a particular adjustment for a student is reasonable will depend on whether it balances the interests of all parties affected. Reasonable adjustment does not mean that all student requests are granted. Reasonable adjustment must also comply with the conditions of the regulator. Please contact our team if you have any questions about reasonable adjustment.

Further information

For any further information about your course, learning, assessments or general enquiries, the Affirm Training Team can assist with your questions, please reach out:

Email: info@affirmtraining.com.au

Telephone: 02 9699 7711

In person: ACES Group Building - Suite 6
44-78 Rosehill Street, Redfern NSW 2016

Hours: 8:30am – 5:30pm – Monday to Friday



