



AIST

# Education Policies

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## **Introduction**

AIST education programs are governed by the following policies:

- access, equity and anti-discrimination
- cancellation / refunds / transfer
- complaints / appeals
- confidentiality
- diploma and certificate reprint
- disciplinary procedures
- gaining access to records
- harassment
- language, literacy and numeracy
- learning support services
- privacy
- recognition of prior learning (RPL)
- recognition of AQF qualifications.

## **Access, equity and anti-discrimination**

AIST will not engage in discrimination towards any group or individual in any form; inclusive of gender, race, nationality, religion, physical or intellectual disability, age or physical disease, where there is no risk to others.

This policy applies to all services and operations of the company, including recruitment, assessment and customer services.

AIST will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular difficulties. However, although AIST will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct, it will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course. In those circumstances AIST will assist the student in choosing a suitable alternative to ensure that the training needs of the student are met.

If it becomes apparent that the student will not be able to successfully complete a course, due to a special learning need, after the student has commenced a course of study, then AIST will provide a refund of the full fee less any costs incurred.

## **Cancellation / refunds / transfer**

Refunds of registration fees or transfer of registration to another course or workshop will only be made when written notification is received seven working days prior to the event.

No refund of registration fees will be made when cancellations or alterations are received after this date.

However, a transfer of registration to another person is permitted when the request is notified in writing prior to the event commencement date.

Please note that payment must be received prior to attending the course. Non-payment of an invoice may result in a registration being cancelled.

## **Complaints / appeals**

AIST has a documented process for lodging a formal complaint or appeal if such a situation arises. A student complaint or appeal is any expression of dissatisfaction reported by a student. This can be service-related, i.e. communication with administrative staff, training-related, safety-related or purely dissatisfaction regarding AIST or a staff member in general.

Please contact the AIST training consultants or professional development manager to lodge a complaint or appeal via emailing AIST training at [info@aist.asn.au](mailto:info@aist.asn.au). You will be required to complete a complaints appeals form, which will be emailed to you by the AIST training consultants or professional development manager. AIST will act on any complaint found to be substantiated.

All formal written complaints lodged will be brought to the attention of the AIST professional development manager within 24 hours of being received. The complaint will be investigated within 14 days. An independent mediator will make final decisions in the event that a third party mediator is required. AIST will ensure that as far and as fairly as possible, the individual making the complaint is satisfied with the remedial action.

The person making the complaint will receive the outcomes and decisions including reasons for the decision in a written statement within 21 working days of lodging their complaint or appeal. AIST will always endeavour to resolve any issues the students may have, including reconsideration by the Chief Executive Officer (CEO).

## **Confidentiality**

AIST follows strict confidentiality policies and does not discuss or disclose any information about a student's situation that relates to their participation in our training courses. In the event that a student discloses any information about a particular situation they might be facing this information is confidential and is not discussed or disclosed to others without the student's consent.

## Diploma and certificate reprint

Upon successful completion of courses, AIST issues a certificate and statement of attainment within 21 business days. It is the student's responsibility to supply correct contact details and preferred name to appear on the documents.

Any request to reprint or reissue a document must be made in writing. AIST reserves the right to apply a \$30 (inclusive of GST) fee for reissue within 21 business days. For urgent requests for reissue within three business days, AIST applies a \$50 (inclusive of GST) fee.

Please download the [Document reissue application form](#)

## Disciplinary procedures

AIST adheres to the principles of adult learning, and the learning environment facilitating the learning of all students without interference or disturbance from others and encouraging students to respect and protect the rights of others.

Students will uphold the standards of AIST when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to good order and discipline. The following forms of misconduct will not be accepted:

- wilful damage or removal of property
- assault or harassment (physical and verbal)
- cheating, or attempting to cheat, or assisting any other student to cheat by any means
- negligent or disorderly conduct towards a staff member or student
- being under the influence of alcohol or drugs, or smoking in the building
- infringing copyright
- consistent late attendance at classes.

Students who are caught cheating, plagiarising, or stealing will face disciplinary action.

## Gaining access to records

Students can gain access to their own records at any time provided that they forward a signed written request. However please keep in mind that records that have been securely archived may take longer to access. With regard to access to an individual's records by others, please read the policy on privacy and confidentiality contained within this document.

## Harassment

AIST under no circumstances tolerates harassment in our training or workplace.

AIST aims to provide a positive learning environment for all. We recognise that if students are feeling harassed or threatened in any way, they are unable to succeed to the best of their ability. All trainers are responsible for ensuring that the training environment is free of this behaviour.

## **Improvements**

AIST is committed to training effectively and efficiently, ensuring the needs of our students are met. We undertake ongoing quality improvement and evaluation of our systems and programs. Continuous improvement is imperative for our future success. Evaluation is reviewed and correlated to identify needs and prioritise the opportunities for improvements.

## **Language, literacy and numeracy**

AIST is committed to ensuring wide accessibility of its training. We recognise that literacy or numeracy problems may not preclude an individual from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a candidate's ability to carry out all the learning tasks and demonstrate mastery of the program competencies.

Where possible learning activities may be modified to compensate for trainees with literacy or numeracy needs.

## **Learning support services**

To take advantage of the following AIST services for students, please contact our professional development manager:

- disability assistance
- literacy and numeracy assistance.

## **Privacy**

AIST understands and respects the importance of protecting the privacy of individuals and is committed to complying with the Australian Privacy Principles contained in the Privacy Act 1988. The way AIST handles your personal information is in accordance with the Privacy Act.

## **Use of Personal Information**

Details of how we collect, use and disclose your personal information you or your representative provide to us are available at: <http://www.aist.asn.au/misc/privacy-policy/aist-privacy-policy.aspx>.

## **Recognition of prior learning (RPL)**

Students who have completed government-recognised training or who, through prior learning and experience, have gained the same competencies stipulated for the course module, may be granted credit upon substantiation of that claim (evidence). A student must present requests for recognition of prior learning (RPL) to the AIST professional development manager prior to enrolment or during the admission period via emailing AIST training at [info@aist.asn.au](mailto:info@aist.asn.au).

## **Recognition of AQF qualifications**

AIST will at all times abide by the mutual recognition agreements formed between all states and territories of Australia, in the recognition of other registered training organisations' (RTOs') training and certification awarded.

AIST will:

- recognise nationally recognised training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF)
- communicate with issuing RTOs for the provision of written confirmation re a certificate or statement of attainment, if doubt is evident.

Please note that fees may apply for recognition of prior learning service and recognition of current competency.