



Australian Adult Learning Institute

Student Handbook

Contents

Welcome to the Australian Adult Learning Institute (AALI)	4
About AALI	4
Our Commitment to Your Success.....	4
A Partnership in Learning	5
Nationally Recognised Qualifications	5
Your Role in a Successful Journey.....	5
The Enrolment Process.....	6
Course Fees and Payment Options.....	6
Our Refund Policy.....	6
Commencing Your Studies.....	8
Communicating with Your Trainer and Assessor	8
Code of Conduct.....	9
Course Duration and Extensions	9
Recommended Pace of Study (Volume of Learning)	9
Support for Your Learning	9
Language, Literacy, Numeracy and Digital Literacy (LLND) Support.....	10
Understanding Competency-Based Assessment (CBA)	12
Assessment Integrity: Plagiarism, Collusion, and Copyright.....	12
The Assessment Process.....	14
Receiving Your Results.....	14
Assessment Appeals.....	14
Recognition of Prior Learning (RPL).....	15
National Recognition (Credit Transfer)	15
Your Rights and Responsibilities	16
Behaviour	21
Wellbeing	22
Work Health and Safety (WHS)	24
Privacy and Your Personal Information	24
Support and Administration	25
Complaints and Appeals (Grievances).....	25
Updating Your Personal Details	25

Accessing Your Student Records.....	25
Completing Your Qualification.....	25
Receiving Your Certificate or Statement of Attainment.....	25
Institute Closure Periods	26
Student Fee Associated Policy and Procedures.....	27
Applicable Legislation and Standards.....	27
Fee Administration and Refund Policy.....	28
Refund Complaints and Appeals	30
Appendix A: Information Provided to Learners (Pre-Enrolment)	30
Appendix B: Schedule of Fees	31
Implementation To Promote Academic Integrity	33
Examples Of Academic Misconduct or Suspected Misconduct.....	34
Contact Details	36



Welcome to the Australian Adult Learning Institute (AALI)

Welcome, and thank you for choosing the Australian Adult Learning Institute (AALI) for your educational journey. You are about to embark upon a nationally recognised, competency-based training programme designed to provide you with valuable skills and knowledge for your career.

This handbook is your essential guide to studying with us. It contains important information about our mutual commitments, your course, our support services, and your rights and responsibilities as a student. We encourage you to read it carefully and retain it as a reference throughout your studies. Our entire team is dedicated to supporting your success, and we are delighted to welcome you to our learning community.

About AALI

AALI is a premier provider of dynamic, high-quality vocational training for adult learners across Australia. Our purpose is to ensure your learning experience is accessible, rewarding, and directly relevant to your career aspirations, preparing you to be 'job-ready'. Our team have over 30 years of experience in adult education. With a team that holds deep experience in adult education and significant expertise in their specific vocational areas, we understand how to help you achieve your goals, whether you are seeking to advance in your current role, change careers, or learn something entirely new. Our philosophy is centred on your success. This commitment begins with your first enquiry and continues through to the successful completion of your qualification.

Our Commitment to Your Success

AALI is committed to providing you with an exceptional training experience. We promise to:

- Deliver high-quality, current, and industry-relevant training and assessment.
- Provide a supportive and respectful learning environment where you feel valued.
- Offer clear, accurate, and timely information about your course, progress, and our services.
- Ensure our trainers and assessors are qualified, experienced, and dedicated to your learning.
- Uphold our responsibilities as a Registered Training Organisation under the national standards, ensuring the integrity and value of your qualification.

A Partnership in Learning

Success at AALI is founded on a partnership between you and the Institute. Your commitment to your studies is as vital as our commitment to supporting you.

This partnership commences with your first contact, during which a senior AALI trainer and assessor will discuss your specific needs, confirm that you are on the correct study path, and determine how we can best support your learning.

Nationally Recognised Qualifications

Our courses are all nationally recognised, which means a qualification granted by AALI will be recognised throughout Australia. It also means that qualifications we issue can be used as credit towards other qualifications you may study elsewhere, subject to the rules of that specific programme. This system requires all Registered Training Organisations in Australia to adhere to the same national training packages, the details of which are publicly available on the National Register of VET (training.gov.au).

Your Role in a Successful Journey

We expect you to approach your studies with integrity and dedication. As a student, your responsibilities include:

Being open, frank, and honest in your pre-enrolment discussions.

Actively participating in your studies by engaging with the learning materials and submitting assessments within the agreed timeframes.

Maintaining regular contact with your trainer and assessor.

Completing all assessment tasks honestly and without plagiarism.

Treating our staff and fellow students with fairness and respect in all communications.

Notifying us promptly if you face challenges that may affect your studies or if your contact details change.

Ensuring your course fees are paid according to your agreed payment schedule.

Enrolment and Fees

We are committed to providing clear and transparent information about all fees and charges, in line with our obligations under Australian Consumer Law.

The Enrolment Process

The process commences with the pre-enrolment discussion as discussed previously, which is crucial to ensuring you are on the correct pathway from the outset. The senior AALI trainer and assessor will discuss and recommend various options for you. It is your responsibility to select the best options for your circumstances.

Your enrolment is confirmed once we have received and processed your completed enrolment form and the initial payment has been made.

The next step is a Language, Literacy, Numeracy and Digital Literacy (LLND) assessment. This is a supportive tool that guides your trainer and assessor on how to best assist you in your learning journey; it is not a barrier to entry or a screening tool.

Following the completion of the LLND assessment and some additional regulated paperwork, your course will officially commence. **Course commencement** is defined as the moment you are granted access to your online learning materials. This will only occur after all enrolment and payment procedures are complete.

Course Fees and Payment Options

All applicable course fees and any additional charges are detailed on our website and in your enrolment information. We offer the following payment options:

1. **Full Payment:** The entire course fee is paid upon enrolment.
2. **Payment Plan:** An initial payment of 50% is made upon enrolment, with the final 50% payment due one (1) month after your enrolment date.

If a payment plan instalment is not received by the due date, your access to the online learning platform will be suspended until the outstanding payment is made.

Our Refund Policy

This policy is governed by your rights as a consumer. It is your responsibility to ensure you have selected the correct course for your needs before enrolling.

- **Cooling-Off Period:** AALI provides a 7-day cooling-off period, which commences on your enrolment date. If you wish to withdraw within this period, you may be eligible for a refund of course fees, less a non-refundable administration fee (see Schedule of Fees).
- **Refunds After the Cooling-Off Period:** No refund of course fees is available if you withdraw after the 7-day cooling-off period has expired or after you have submitted an assessment, whichever occurs first.
- **Grounds for a Refund:** A full or partial refund may be considered only in circumstances where AALI has failed to provide the agreed services. All such requests are assessed by the National Operations Manager on a case-by-case basis.

- **Circumstances Not Eligible for a Refund:** Refunds will not be issued due to a change in your mind, personal or financial circumstances, employment status, or if you find the course too difficult.
- **Consumer Rights:** This policy does not limit your rights under the **Australian Consumer Law**. The Australian Competition and Consumer Commission (ACCC) provides guidance on consumer rights regarding education and training services.

To request a refund, please email studentsupport@aali.com.au with a clear explanation of your reasons.

Your Course Structure and Progression

Commencing Your Studies

Once all enrolment administration and processes are complete, you will receive an email with your Learning Management System (LMS) login credentials, including a temporary password. You will be prompted to change this password upon your first login. Please note that your account is linked to your registered email address. We strongly recommend using a personal email address rather than a work-related one to ensure uninterrupted access to your account should your employment circumstances change. The LMS contains all the resources and information you need to proceed with your course. Please read the instructions carefully, as they contain a wealth of information and a PDF version of your student manual.

In general, our courses are structured and sequenced. Please adhere to this workflow, as many units rely on knowledge gained in previous ones, which aids in streamlining your learning journey. Units are often released sequentially to ensure that you have achieved the required knowledge and skills to move forward.

Communicating with Your Trainer and Assessor

Asking for clarification is a normal and encouraged part of the learning process. Your assigned trainer and assessor are your primary contacts for academic support.

- **Response Times:** Please allow 1-2 business days for a response to emailed enquiries. During peak periods, weekends, or public holidays, this may extend slightly.
- **Assessment Marking:** Please allow up to 10 business days for submitted assessments to be marked and for you to receive feedback.
- **Requesting Support:** When emailing an enquiry about a specific assessment task, please include the full unit code, the assessment name, and the specific question number. This helps us provide a prompt and accurate response.

Additional Support: Your enrolment includes 12 hours of scheduled support calls for an entire qualification, and 2 hours for an individual unit of competency. Please email your AALI Trainer and Assessor to schedule a time that is mutually convenient.

When you do ask:

1. Please quote the full question in your email.
2. Please say what you think the answer is, most of the time you're on track.

Additional support hours can be organised. If you require additional training support, please advise your assigned AALI Trainer and Assessor, so that additional training and support can be organised. This will be referred to a senior member within AALI to

determine the most suitable options available to you. This will be determined on a case-by-case basis.

- **Draft Submissions:** We are unable to review draft versions of your work. Assessments must be fully completed before submission.

Code of Conduct

AALI is committed to providing a safe and respectful environment for all. We do not tolerate behaviour that is discriminatory, harassing, abusive, or threatening. Any student engaging in such conduct towards staff or other students will have their enrolment cancelled immediately, without a refund.

Course Duration and Extensions

Each qualification has a set duration, which is detailed in your welcome email. If you do not complete your course within this timeframe, your enrolment will expire. You may apply for a course extension by completing the relevant form on our website. Extension fees apply and are detailed in the Schedule of Fees.

Recommended Pace of Study (Volume of Learning)

The Australian Qualifications Framework (AQF)* specifies a 'volume of learning' for each qualification, representing the total time a typical student takes to achieve the required competencies. This includes all structured learning, self-study, and assessment activities.

- **Certificate IV:** Typically 6 months to 2 years (approx. 600-2400 hours).
- **Diploma:** Typically 1 to 2 years (approx. 1200-2400 hours).

These timeframes are a guide and may be shorter if you have existing skills and knowledge. We recommend aiming to complete one unit of competency every 4 to 6 weeks to maintain steady progress.

Please do not assume that you can “smash it out”, this never ends well.

** The Australian Qualifications Framework (AQF) is the national policy that structures and standardises all regulated qualifications across Australia, including those in the vocational education and training (VET) sector, higher education, and schools. For you as a student, the AQF ensures that your qualification, whether it's a Certificate or a Diploma, is nationally recognised by employers and other educational institutions. This framework creates clear and flexible pathways, making it easier to progress from one course to another, move between VET and university study, and gain credit for your prior learning and work experience, ultimately supporting your lifelong learning goals and career progression. The AQF is publicly available on the internet.*

Support for Your Learning

We are committed to providing the support you need to succeed. This includes academic support from your trainer and assessor, administrative support from our student services team, and access to a range of learning resources.

Language, Literacy, Numeracy and Digital Literacy (LLND) Support

As discussed earlier, we will ask you to complete an LLND assessment during enrolment to ensure you are enrolled in a suitable course and to identify any support needs. If this assessment indicates a need for assistance, we will discuss this with you confidentially.

In accordance with the *Standards for RTOs 2025*, at a minimum, support should include:

- Identifying particular requirements (such as literacy, numeracy, digital literacy, and English language or physical capabilities) learners would need to complete each course, and
- Developing strategies to make support available where gaps are identified.

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials, and/or
- Other mechanisms, such as assistance in using technology for online delivery components.

We conduct Language, Literacy, Numeracy and Digital Literacy Assessments in order to ensure you are enrolled in an appropriate course and to identify any LLND assistance required.

You will be asked to complete the LLND assessment during the enrolment process.

If you require any assistance or support with language, literacy, numeracy and digital literacy, you should speak confidentially with your AALI Trainer and Assessor.

Our experienced staff can discuss different ways of conducting training and assessment to assist you in achieving competence.

The following support will be available to students:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional AALI Trainer support
- Additional tutorials, and/or:
- Other mechanisms, such as assistance in using technology for online delivery components

At the Australian Adult Learning Institute, we make every effort to ensure that we can accommodate a student's specific needs.

Sometimes the LLN needs of the student are beyond the assistance that can be provided by the Australian Adult Learning Institute.

Support may include providing customised learning materials or recommending external specialist services. For free, confidential advice, you can contact the national **Reading Writing Hotline** at 1300 655 506 or visit their website. The Reading Writing Hotline is a referral service that can aid you in finding the correct assistance for your needs. Please be open, honest, and detailed in any discussions with them. Note that any fees associated with external support services are your own responsibility.

Assessment Information

Understanding Competency-Based Assessment (CBA)

Your course utilises competency-based assessment. This means that instead of receiving a grade, you will be assessed as either Competent (C) or Not Yet Competent (NYC) for each unit. To be deemed Competent, you must provide sufficient evidence to demonstrate you have met all the required skills and knowledge for that unit.

Evidence can be gathered through various methods, including:

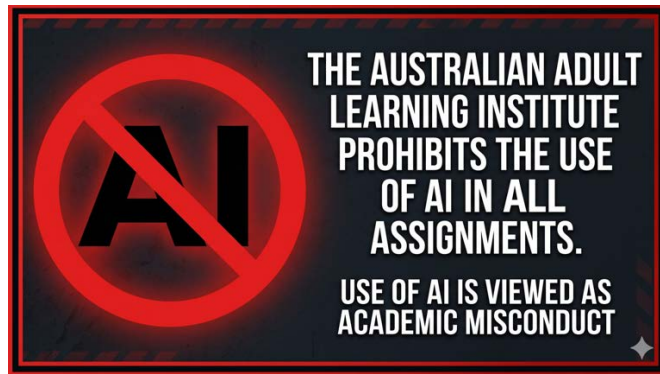
- Written questions and answers
- Case studies and projects
- Video demonstrations of skills
- Third-party reports from a workplace supervisor
- Portfolios of your work

Unlike some graded systems, CBA focuses on achieving the required standard. If a component of your assessment is deemed not yet satisfactory, you only need to resubmit that specific part for reassessment, not the entire task. This process is designed to support your development towards achieving competency.

Assessment Integrity: Plagiarism, Collusion, and Copyright

AALI upholds the highest standards of academic integrity. All work you submit must be your own. This is the law as set down by the Australian Government via our regulator and they state *“authenticity: the evidence is from or of the candidate and not another person.”*

- **Plagiarism:** Presenting someone else’s work, ideas, or words as your own without proper acknowledgement is plagiarism. This includes copying from websites, books, or other students.
- **Collusion:** Working with another student on an assessment that is intended to be an individual task is collusion.
- **Copyright:** All AALI learning materials are protected by the **Copyright Act 1968 (Cth)**. You may not reproduce, share, or distribute these materials to any third party.



- **Use of Artificial Intelligence (AI):** Submitting work generated by an AI platform as your own is considered a form of plagiarism and academic misconduct. We have conducted extensive testing of AI since 2023 and noted the eyewatering level of errors it produces.

Below outlines the expectations regarding how the use of AI is prohibited in course assignments, and the consequences of violating these guidelines.

Prohibited use of AI:

The use of artificial intelligence, including but not limited to AI writing assistants, chatbots, or any other AI tools, is strictly prohibited when completing assignments, projects, or any course-related work.

Detection Systems:

AALI has implemented advanced systems to monitor and check all submitted work for potential AI-generated content. These systems are designed to detect any unauthorised use of AI tools in student submissions.

Definition of Cheating:

Any use of AI tools to assist in the completion of coursework will be considered a violation of academic integrity and classified as cheating. This includes, but is not limited to, generating text, solving problems, or creating content through AI means.

Consequences of violation:

- Students found to have used AI for coursework submitted will face disciplinary actions, which may include:
- Receiving a Not Yet Competent (NYC) result for the assignment or course
- Resubmission of all course work ensuring this is your own work

- Academic review by a AALI Senior Director including further disciplinary measures.

Any instance of academic misconduct will be treated seriously and may result in your work being deemed Not Yet Competent or, in severe cases, the cancellation of your enrolment. AALI utilises sophisticated methods to detect academic misconduct. Please refer to the AALI academic integrity policy.

The Assessment Process

- **Instructions:** Clear instructions are provided for every assessment task. Please read them carefully. If you are unsure about any requirement, contact your assessor before you begin.
- **Submission:** All assessments must be submitted in the required format (e.g., typed document) via the online learning platform.
- **Word Count:** Where a word count is suggested (e.g., 100-200 words), **it is a guide.** Some responses will require more detail, and others less. The key is to fully and comprehensively answer the question.

Receiving Your Results

There are two possible outcomes for your responses in an assessment submission:

- **Satisfactory (S):** You have successfully met all the requirements for the task.
- **Not Satisfactory (NS):** You have not yet met all the requirements. Your assessor will provide specific, constructive feedback on which areas need improvement.

You are provided with a total of **three (3) attempts** for each assessment task. If your third attempt is deemed Not Satisfactory, you will be contacted by a senior staff member to discuss your options, which may include further training or re-enrolment in the unit at an additional cost.

If you achieve a sufficient level of satisfactory responses in the assessment for a unit of competency, your assessor will judge you as competent in that unit.

Assessment Appeals

If you believe an assessment decision is unfair, you have the right to appeal.

1. First, discuss the outcome with your assessor to understand the feedback.
2. If you remain unsatisfied, you may lodge a formal appeal in writing to studentsupport@aali.com.au within 20 working days of receiving the result.
3. Your appeal will be reviewed by an independent assessor, and you will be provided with a written statement of the outcome.

Recognition of Prior Learning (RPL) and National Recognition

Recognition of Prior Learning (RPL)

RPL is an assessment process that acknowledges the skills and knowledge you have gained through work experience, formal training, or life experience. It is an assessment-only pathway and does not involve a course of study. The evidentiary requirements are extremely stringent and will require a significant amount of your time to collate. RPL requires that you satisfy every criterion in the published competency standard. This may include a competency conversation and demonstrations of your skills. If you believe you are already competent in one or more units, you can apply for RPL. This involves providing evidence of your existing skills, which will be assessed against the unit requirements by a qualified RPL assessor. Please contact us for an RPL application kit. The RPL process attracts fees which are not refundable if RPL is not granted.

National Recognition (Credit Transfer)

AALI recognises qualifications and Statements of Attainment issued by all other Australian RTOs. If you have previously completed an identical unit of competency, you can apply for National Recognition (also known as a credit transfer). You will need to provide a certified copy of your transcript for this to be granted. There is no fee for National Recognition.

Course Deferrals, Transfers, and Cancellations

- **Deferral:** You may apply to defer your studies only in cases of severe illness, injury, or other exceptional extenuating circumstances. Applications must be made in writing and are granted at the discretion of the National Operations Manager. An administration fee may apply.
- **Cancellation by AALI:** In the unlikely event that AALI must cancel a course, you will be offered a transfer to another AALI course, a full refund, or proportionate refund of the course fees paid, according to your duration of enrolment, and/or completion of the course content.

Your Rights and Responsibilities

Access and Equity

AALI is committed to the principles of access and equity. We strive to create an inclusive learning environment where all students have an equal opportunity to succeed. We do not tolerate discrimination or harassment on any basis.

Your rights are protected under Commonwealth anti-discrimination legislation, including:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

These Acts make it unlawful to discriminate against a person on the basis of attributes such as age, disability, race, sex, gender identity, sexual orientation, and pregnancy.

We apply access and equity principles and will provide information, advice and support services to assist students to identify and achieve their desired outcomes.

We are committed to providing an environment, which is free from discrimination and harassment.

Students will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes.

The Anti-Discrimination Act prohibits discrimination on the basis of the following attributes:

- Sex
- Relationship status
- Pregnancy
- Parental status
- Breastfeeding
- Age
- Race
- Impairment
- Religious belief or religious activity
- Political belief or activity
- Trade union activity
- Sex work activity (from 2 August 2024) or lawful sexual activity (prior to 2 August 2024)

- Gender identity
- Sexuality
- Family responsibilities
- Sex characteristics (from 29 April 2024)
- Association with, or relation to, a person identified on the basis of any of these attributes.

A student should never feel that they are unable to complete their training for any reason.

Access and Equity is the responsibility of all staff members within the Australian Adult Learning Institute.

Harassment and intimidation of staff or fellow participants will not be tolerated under any circumstances by the Australian Adult Learning Institute.

This policy sets out the Access and Equity principles and processes to which we are committed in operating as a Registered Training Organisation (RTO), and is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome within vocational education and training for all people, without discrimination
- Access for all people to appropriate quality vocational education and training programs and services. The intention of this policy is that all participants have an equal opportunity to successfully gain skills, knowledge and experience through training and assessment services.

Your Rights and Responsibilities

As a student enrolled in one of our training programs, you have rights and responsibilities governed by State and Federal legislation.

AALI is committed to providing a safe, inclusive, and culturally secure learning environment for all students. We believe that a diverse student body enriches the educational experience for everyone and that our learning environment should actively promote and support this diversity.

AALI is committed to providing a safe and inclusive learning environment. The following behaviours are strictly prohibited and will result in disciplinary action.

Harassment: Any unwelcome conduct that a reasonable person would anticipate would humiliate, offend, or intimidate a person on the basis of any attribute under federal or state anti-discrimination laws (e.g., race, gender, age, disability, sexual orientation).

Bullying: Repeated and unreasonable behaviour directed towards a person or group of persons at work or in a learning environment that creates a risk to health and safety. This includes, but is not limited to, aggressive or intimidating behaviour, belittling or humiliating comments, and exclusion or social isolation.

Discrimination: Unfair treatment of a person or group based on an attribute protected by law.

Victimisation: Subjecting someone to a detriment because they have lodged a complaint or made an enquiry about an alleged breach of a related policy.

Vilification: Unacceptable behaviour to the detriment of a person or groups including although not limited to abusive speech, writing or actions.

Racial slurs and verbal abuse: A person using racist slurs or derogatory language towards an Aboriginal, Jewish, Asian, Muslim, or any people or individual from an ethnic minority in an online environment, public or in the workplace, will not be tolerated.

Other forms of this unacceptable behaviour include although are not limited to the following.

Showing any graphics, videos, messages, gestures, or antisemitic symbols online, in public at any time, and during and throughout the completion of a course.

Online Hate Speech: Publishing articles, social media comments, or blog posts that promote hatred against a religious group (e.g., Muslims or Jewish) or encourage discrimination.

Harassment of Sexual/Gender Minorities by making public: Disparaging homophobic or transphobic comments about a person's sexual preference, transgender status, or using offensive language or gestures towards members of the LGBTQIA+ community.

AALI adopts a **zero** tolerance for **all** of the above unacceptable behaviours.

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- Access the information held about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to us on the client services, training, assessment and support services they receive.

Student responsibilities (Online)

All students, throughout their training and involvement, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Respect the opinions and backgrounds of others
- Report any perceived safety risks as they become known
- Notify us if any of their personal or contact details are required to be changed
- Provide relevant and accurate information to their training provider in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or breach of copyright
- Submit all assessment tasks, assignments, and other evidence of their work
- Complete all assessments within the agreed timeframe
- Make regular contact with their AALI Trainer and Assessor

- Progress steadily through their course within the agreed course time frame
- Prepare appropriately for all assessment tasks
- Notify the Training Provider if any difficulties arise as part of their involvement in the program
- Notify the Training Provider if they are unable to complete the course
- Make payment for their training within agreed timeframes
- To ensure that you are not, by the consumption of drugs or alcohol, in such a state you are not able to complete the required assessments.

Student responsibilities (Face to Face)

All students, throughout their training and involvement, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details are required to be changed
- Provide relevant and accurate information to their training provider in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or breach of copyright
- Submit all assessment tasks, assignments, and other evidence of their work
- Complete all assessments within the agreed timeframe
- Make regular contact with their AALI Trainer and Assessor
- Progress steadily through their course within the agreed course time frame
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify the Training Provider if any difficulties arise as part of their involvement in the program
- Notify the Training Provider if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Adhere to smoking policies and procedures at training venues and on the premises of the training provider
- Make payment for their training within agreed timeframes.

When completing a course with us face to face you will be required:

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- To not wilfully or recklessly interfere or misuse anything provided by us in the interests of health, safety or welfare
- To co-operate with health and safety directives given by staff
- To ensure that you are not, by the consumption of drugs or alcohol, in such a state as to endanger your own health and safety or the health and safety of another person.

Behaviour

- Students are expected to participate in all training activities and carry out any tasks within reason that may be requested by your AALI Trainer and Assessor.
- You should complete these tasks to the best of your ability, in a timely manner and within the timeframe provided to you within your course enrolment.
- Consumption of or being under the influence of, alcohol or illicit substances during training hours is unacceptable and will result in training being terminated immediately.
- If within a face-to-face training environment, you will be asked to leave the premises.
- Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence will result in instant withdrawal from the program without refund.
- You are required at all times to show respect to AALI staff and fellow participants within your course.
- You should behave in a way that reflects workplace/classroom standards, at all times.
- Students should be punctual to all training sessions. *(if this is included in your course enrolment package)*

If you are late, you may be marked as not having attended a training session, and this may affect your overall result.

Wellbeing

AALI is committed to identifying and addressing the wellbeing needs of our students.

We understand that student wellbeing is integral to successful learning and that various factors can impact a student's mental and emotional state.

Our RTO is located on the traditional lands of the Yugambah people. We are committed to promoting the wellbeing of Indigenous First Nations people through culturally appropriate practices, support systems, and educational opportunities. We recognise the unique challenges faced by Indigenous communities and aim to create an inclusive, respectful, and supportive environment that fosters personal and professional growth.



At the Australian Adult Learning Institute we make every effort to ensure that we can accommodate a student's specific needs.

Counselling And Personal Support

Lifeline - 13 11 14 or <https://www.lifeline.org.au>

Relationships Australia - 1300 364 277 or <http://www.relationships.org.au>

MensLine Australia - (For men of any age) 1300 78 99 78 or <https://mensline.org.au>

Beyond Blue - 1300 224 636 or <https://www.beyondblue.org.au>

1800RESPECT - 1800 737 732 or <https://1800respect.org.au/>

National Indigenous Australians Agency (NIAA) 1800 079 098 or www.niaa.gov.au

Any costs incurred will be the responsibility of the student.

In accordance with the Standards for RTOs 2025, at a minimum, support should include:

- Identifying particular requirements (such as literacy, numeracy, digital literacy, English language or physical capabilities) learners would need to complete each course, and
- Developing strategies to make support available where gaps are identified.
- This may include providing:
 - Language, Literacy & Numeracy (LLN) support
 - Assistive technology
 - Additional tutorials, and/or
 - Other mechanisms, such as assistance in using technology for online delivery components

The following support will be available to students:

- Additional AALI Trainer support
- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials, and/or
- Other mechanisms, such as assistance in using technology for online delivery components

Sometimes the LLN needs of the student are beyond the assistance that can be provided by the Australian Adult Learning Institute.

Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider or by contacting:

Reading Writing Hotline - 1300 655 506 or www.readingwritinghotline.edu.au

If you would like to find out any further information about how we can support you through your educational experience with us, please do not hesitate to contact us.

Work Health and Safety (WHS)

As an online RTO, AALI's commitment to WHS extends to your learning environment. While we are not responsible for your physical study space, we are committed to providing a psychologically safe and respectful online learning environment.

Under Australia's model **Work Health and Safety Act 2011**, we all have a shared responsibility. We ask that you:

- Take reasonable care for your own health and safety while studying, for example by ensuring your workstation is set up ergonomically.
- Behave in a way that does not adversely affect the health and safety of others (e.g., through online harassment or bullying).
- Report any WHS concerns related to your online interactions or learning activities to us immediately.

Privacy and Your Personal Information

AALI is bound by the **Privacy Act 1988 (Cth)** and the Australian Privacy Principles (APPs). We are committed to protecting your personal information.

- **Collection:** We only collect personal information that is necessary for the purposes of your enrolment, training, and our reporting obligations to government agencies (such as the National Centre for Vocational Education Research).
- **Use and Disclosure:** We will not disclose your personal information to a third party without your written consent, unless required or authorised by law. This includes government bodies like the Australian Skills Quality Authority (ASQA) for audit purposes.
- **Security:** We take all reasonable steps to secure your personal information from misuse, loss, or unauthorised access.

For more information, please refer to the Office of the Australian Information Commissioner (OAIC) website.

Support and Administration

Complaints and Appeals (Grievances)

AALI has a fair and transparent process for handling complaints and appeals.

1. If you have a complaint, we encourage you to first raise it informally with your trainer or our student support team. Many issues can be resolved quickly this way.
2. If the matter is not resolved to your satisfaction, you may submit a formal complaint in writing to the National Operations Manager via colin@aali.com.au.
3. All formal complaints will be acknowledged in writing and investigated thoroughly. You will be kept informed of the progress and provided with a formal written response at the conclusion of the investigation.

You have the right to access this process at any time. Further information can be provided on request. Students are required to complete AALI's complaints and appeals process first prior to seeking external review from bodies such as ASQA.

Updating Your Personal Details

You must promptly notify us of any changes to your name, address, or contact details. This is crucial for ensuring you receive important correspondence and that the details on your final qualification are correct. As stated, please ensure you have exclusive access to your registered email address, at all times. It is a complex and difficult process to recover your LMS records if you lose access to this email address.

Accessing Your Student Records

You have the right to access your student records at any time. To request a copy or to review your file, please email Student Support. There is no fee for this service.

Completing Your Qualification

Once you have been deemed Competent (C) in all the required units for your qualification, you will be deemed to have successfully completed the course.

Receiving Your Certificate or Statement of Attainment

- **Qualification:** Upon successful completion of all units, AALI will issue you with your qualification (e.g., Certificate IV) and a record of results within 30 days, provided all course fees have been paid in full.
- **Statement of Attainment (SoA):** If you withdraw from the course or only partially complete it, you will be issued a Statement of Attainment for any units in which you were deemed Competent. Please note that we are legally permitted to issue an SoA only once you have formally exited the course.
- **Replacement certificates** or statements can be issued upon request. As there is only ever one original, replacements will be water marked as "copy". Please keep your original safe. A fee applies (see Schedule of Fees).

Institute Closure Periods

AALI closes for a three-week period over Christmas and New Year, typically from the 20th of December to the 13th of January. During this time, you will still have access to the online learning platform, but there will be no staff support or assessment marking. All enquiries and submissions will be addressed promptly upon our return.

Student Fee Associated Policy and Procedures

Overview

This policy outlines the commitment of The Australian Adult Learning Institute's (AALI) to fair and transparent financial conduct. It provides a clear framework for:

- Fees charged to students.
- Refunds of fees.
- Processes for course extensions, withdrawals, deferrals, and terminations.

Applicable Legislation and Standards

Standards for RTOs 2025

AALI ensures compliance with the Standards for RTOs 2025. The key standards governing this policy are:

- Standard 1:
Support and progress learners. AALI provides credit to learners for units of competency evidenced by AQF certification documentation issued by another RTO, without charge.
- Standard 3:
Market and recruit responsibly. AALI is committed to providing prospective learners with clear, accurate, and accessible information to enable them to make an informed choice. This includes comprehensive details on course fees, payment terms, and refund conditions before enrolment.
- Standard 4:
Manage finances ethically. AALI protects student fees paid in advance and ensures that any fees collected, whether directly or via a third party, do not exceed \$1,500 at any one time.

Australian Consumer Law (ACL)

AALI operates under the laws of Queensland and upholds the consumer guarantees for services as stipulated by the ACL. These guarantees ensure our services are:

- Delivered with due care and skill.
- Fit for any specified purpose.
- Supplied within a reasonable timeframe.

Students have the right to seek a remedy if these guarantees are not met. While the ACL does not require a refund for a change of mind, AALI offers a 7-day cooling-off period from the date of enrolment, during which a refund may be requested (conditions apply).

Implementation of Procedures

Pre-Enrolment and Enrolment Process

- Initial Consultation:
Before enrolment, a prospective student will participate in a diagnostic discussion. This ensures the chosen course aligns with the student's needs and expectations.

The AALI officer will use a checklist based on the information requirements outlined in Appendix A and Appendix B of this policy.

- **Enrolment and Payment:**
The student completes the online enrolment form and pays the required course fees as detailed in Appendix B.
- **LLN Assessment:**
AALI will issue a Language, Literacy, and Numeracy (LLN) quiz to determine if any additional support is needed for the student to succeed.
- **Documentation and Induction:**
The student receives digital copies of the student handbook and training plan. They will then have an induction conversation with their assigned AALI trainer/assessor.
- **Course Commencement:**
The student's online learning materials are activated, and the official course duration period begins at this point.

Course Duration and Extensions

Course access is licensed for a defined period as detailed in course-specific information. Extensions are subject to additional fees (see Appendix B) and are not guaranteed.

Cohort and Workshop Requirements

For specific qualifications (e.g., TAE40122) that require group workshops to meet competency standards, students will be streamed into cohorts. These cohorts must meet progress milestones together. If a student fails to meet a milestone, they will consult with the National Training Manager to either:

- Upgrade to a hybrid delivery model at an additional cost.
- Transfer to a later cohort (an administration fee applies).
- Withdraw from the course without a refund.

Fee Administration and Refund Policy

Fee Payment

- AALI does not collect prepaid fees exceeding \$1,500 at any one time. Where total course fees exceed this amount, a payment schedule will be established.
- Application and enrolment fees are non-refundable, except where AALI cancels a course.
- Failure to pay fees by the due date will result in a structured warning process, which may lead to cancellation of enrolment and referral to a debt collection agency.

Refund Conditions

A student may be eligible for a refund under the following conditions:

- **Full Refund:**
A full refund of tuition fees will be provided if AALI fails to provide the agreed

services. A full refund may also be considered in cases of serious illness, death of a close family member, or other exceptional circumstances, subject to the CEO's discretion and supporting evidence.

- **Partial Refund (Within Cooling-Off Period):**
If a student withdraws within the 7-day cooling-off period, a refund of tuition fees will be issued, less a non-refundable administration fee (see Appendix B).
- **No Refund:**
No refund is payable if a student withdraws after the cooling-off period has expired, is terminated due to a breach of policy (e.g., misconduct), or fails to meet cohort milestones and chooses to exit.

Refund Process

- A student seeking a refund must contact Colin Bailey-Smith (National Operations Manager) via email at colin@aali.com.au.
- The CEO will assess the request based on the evidence provided and the conditions outlined in this policy.
- Approved refunds will be processed and paid within 28 business days.
- All refund decisions and transactions will be recorded in the student's file.

Refunds shall not be issued in the following circumstances:

- If you withdraw from a course after commencement of your course work, or after 7 days from your enrolment date, you will not be entitled to a refund
- Refunds are not provided once the training has commenced or has been delivered
- Refunds are not provided once you have submitted your RPL assessment evidence for assessment
- You will not be entitled to a refund if you have not completed the required training and assessments for your course within the timeframe provided
- A refund will not be issued if your course expiry date has past and/or you have not completed the required training and assessments
- You have changed your mind
- You have found the course at a lower cost at another RTO (considered as change of mind)
- You decide on an alternative method of delivery (considered as change of mind)
- You have submitted any unit for assessment
- You find the course too difficult
- You no longer require the course
- Your personal circumstances or employment status has changed
- Your financial position has changed
- Your circumstances changed due to family health issues or illness
- You have breached AALI terms and conditions within the Student Handbook.

Refund Complaints and Appeals

Students who are dissatisfied with a decision related to fees or refunds are encouraged to access AALI's formal complaints and appeals process, as detailed in the Student Handbook. Students are required to complete AALI's complaints and appeals process first prior to seeking external review from bodies such as ASQA.

Appendix A: Information Provided to Learners (Pre-Enrolment)

AALI ensures learners receive the following information prior to enrolment:

- The code, title, and currency of the training product.
- Details of the training, assessment, and support services to be provided, including estimated duration, locations, and delivery modes.
- AALI's obligations to the learner and the learner's rights and obligations.
- Information on any required materials or equipment the learner must provide.
- Details of AALI's complaints and appeals process.

AALI ensures learners receive the following fee-related information prior to enrolment:

- A comprehensive schedule of all fees, including tuition, materials, and any other charges.
- Clear payment terms and conditions.
- Information on the learner's rights as a consumer, including the 7-day cooling-off period.
- Details of conditions under which a refund will be granted for services not provided.

Appendix B: Schedule of Fees

All fees are in Australian Dollars (AUD) and are subject to change with notice.

Fee Type	Fee	Notes
Administration Fee (Refund)	\$299.00	Non-refundable. Deducted from tuition fees for refunds processed within the cooling-off period.
Re-assessment Fee	\$200.00	Applies after three (3) unsuccessful assessment attempts.
Re-issuance of Qualification	\$80.00	Includes regular postage costs.
Credit Transfer (CT)	Nil	No charge for processing credit transfers.
Recognition of Prior Learning (RPL) Unit Fee	\$300.00	Non-refundable. Unit fee applies per unit of competency.
Course Extension		
When Completing a Qualification		
3 months extension	\$289.00	Applies to your current enrolment period or after your enrolment has expired.
6 months extension	\$499.00	Applies to your current enrolment period or after your enrolment has expired.
When Completing an Individual Unit of Competency		
1 month extension	\$99.00	Applies to your current enrolment period or after your enrolment has expired.
3 months extension	\$289.00	Applies to your current enrolment period or after your enrolment has expired.

Academic Integrity Policy

Overview

This Policy sets out the “The Australian Adult Learning Institute’s” (AALI) commitment to academic integrity:

- recognising that academic integrity is a shared responsibility impacting all stakeholders;
- outlining the roles and responsibilities of AALI, its staff, and students in fostering academic integrity; and
- dealing with academic misconduct in an equitable, consistent, transparent, and timely manner.

Policy principles

The Department of Employment and Workplace Relations (DEWR) is the overarching authority in the vocational education sector.

DEWR engages the Australian Skills Quality Authority (ASQA) as the national regulator for vocational education and training (VET).

ASQA empowers Registered training Organisations (RTOs) to issue nationally recognised qualifications that are on the RTO’s scope in accordance with the Standards for RTO 2025 (SRTO2025).

Under the SRTO 2025, the requirements for conducting effective assessment are outlined in **Standard 2: Quality training and assessment**.

Specifically, Clause 2.2 states:

- The RTO’s assessment system ensures that assessment, including recognition of prior learning:
 - meets the requirements of the relevant training product; and
 - is conducted in accordance with the principles of assessment and the rules of evidence.
- The Rules of Evidence are defined in the Glossary of the SRTO 2025. The rule of Authenticity is defined as follows:
 - Authenticity requires that the RTO is confident that the evidence presented for assessment is the learner’s own work and relates to their own abilities.
 - When implementing the rule of Authenticity, an RTO must have systems in place to ensure that the evidence gathered 'belongs' to the learner being assessed and provides verifiable proof of that individual's skills and knowledge.AALI utilises a broad range of methods to ensure authenticity.
- An RTO must verify that the person (you) being enrolled, trained and assessed is the same person that will be issued with a qualification or statement of attainment.

Implementation To Promote Academic Integrity

ASQA states.

“The Standards ensure graduates meet industry expectations as expressed in training packages and VET accredited courses. The Standards require providers to deliver training and assessment that allows students both the opportunity and the time to develop their skills and knowledge—and to practice and demonstrate their skills in a holistic and meaningful way.

For a student to be assessed as competent, your RTO must ensure the student has:

- *absorbed the knowledge*
- *developed the skills*
- *can combine the knowledge and skills to demonstrate:*
- *ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations.*
- *consistency in performance and a consistent ability to demonstrate skills when performing tasks*
- *understanding of what they are doing, and why, when performing tasks*
- *ability to integrate performance with understanding, to show they are able to adapt to different contexts and environments.”*

The only means by which compliance can be achieved, and that AALI can lawfully issue qualifications, is if the student demonstrates all the points above via a training and assessment pathway or recognition of prior learning pathway and the assessor is fully satisfied that all the work presented is the students own work.

AALI reserves the rights:

- To track logon activity,
- Use any, and all anti-plagiarism tools available and assessor judgement to ensure academic integrity.
- All assessors are empowered to resolve any doubts regarding academic integrity even when assignment answers are technically correct.

In the first instance of actual or suspected academic misconduct:

- The assessor will mark any suspect responses as not satisfactory.
- The assessor will provide comments to support their suspicion.
- Marking will be discontinued.
- The assignment will be marked as not yet satisfactory and returned to the students with a request to revise ALL responses, throughout the assignment that the student knows to be not in their own words.
- The student’s training files will be annotated with the potential academic misconduct.

In the second instance of actual or suspected academic misconduct:

- If after the first warning the academic misconduct has not been rectified throughout the entire assignment, the marking will be terminated at the first detected incidence.
- The student will be referred to the training manager for an academic review.
- The training manager has the discretion to terminate the student's enrolment without refund.
- If the training manager allows the enrolment to remain active, the student will be subjected to a formal competency conversation with the assessor.

In the third instance of actual or suspected academic misconduct

- If the student is allowed, by the training manager to submit a third attempt and academic misconduct is still present or suspected, the student will be referred to the CEO for a show cause hearing.
- During this hearing the student is offered a final attempt to justify why they should remain enrolled.
- Termination is likely in all but the most exceptional circumstances.

Logon and/or responses by a third party and/or responses traced to a third party.

These are clear and egregious breach of the terms of student's enrolment and licence.

- The student will be referred to the training manager for immediate investigation.
- The training manager has the discretion to terminate the student's enrolment without refund, should misconduct be detected, this is reported to the CEO.
- Such instances will precipitate a show cause hearing with the CEO.
- During this hearing the student is offered an attempt to justify why they should remain enrolled.
- Termination is likely in all but the most exceptional circumstances.

Examples Of Academic Misconduct or Suspected Misconduct

These include but are not limited to:

- The use of any artificial intelligence (AI) model such as Chat GPT, Gemini etc.
- Materials copied in part or in whole from the internet e.g. Google responses.
- Any other response perceived by the assessor not to be the students own work.

Allowable Use of External References

- These include but are not limited to:
- Material paraphrased from the AALI tutorial or student/participant manual (broadly referred to as "the textbook").
- Material which has been paraphrased from external sources such as other textbooks and the internet.
- In such cases a full reference must be provided to substantiate the source and allow the assessor to go directly to the page in question to cross check the validity.

- In such cases the student must demonstrate a thorough understanding of the subject matter.
- Anything less may precipitate a competency conversation with the assessor.

Direct quotes from any source.

Students may use direct quotes from any source to **support arguments** in their responses.

However, the bulk of the response must be in your own words.

As a rule of thumb and as general guidance “the bulk” should be assumed to be at least 90% of the response.

Where students quote to support a response, they must place the quotes material in double inverted commas (“ ”) and italicise the text in a different coloured font (preferably a dark blue) to ensure the quote is clearly distinguishable as such.

The quote must be fully referenced by use of the [Harvard](#) or [APA](#) methods.

Note these are discussed in the PC Skills booster tutorial.

Pictures, tables and graphics of any nature that were not created by the student personally must be fully referenced.

Roles And Responsibilities

To ensure the highest standards of academic integrity:

- Students must:
 - Familiarise themselves with the principles of academic integrity contained in this document, any student handbook, tutorials and introductory pages to each assignment.
 - Act in accordance with the principles of academic integrity in their learning and research.
 - For example, by:
 - not plagiarising in any assessment;
 - not helping others to complete assessment work without the express approval of the assessor;
 - only submitting work which properly acknowledges the ideas or words of others and which is otherwise their own work;
 - not lending original work to other students for any reason;
 - not allowing third parties to complete assignments, logon on to the portal or supply answers authored by third parties whether paid or unpaid.
 - If in any doubt, consult your assessor immediately.
- AALI staff will:
 - Cultivate with students a climate of mutual respect for original work.
 - Inform all commencing students of appropriate referencing techniques and the associate resources.
 - Inform students that various means, including academic integrity checking systems, are used to identify instances of academic misconduct.

- Report suspected incidents of non-compliance with this Policy in accordance with AALI procedures.

Contact Details



Student Support Email: studentsupport@aali.com.au
Phone: 1300 735 381
Postal Address: PO Box 189, Helensvale, QLD 4212
Website: www.aali.edu.au