

Aerosafe Risk Management Pty Ltd



Training Policies (as at March 2005)

AEROSAFE
RISK MANAGEMENT

The policies on this page are here to provide prospective students with adequate information about our policies. A full student handbook will be provided to students upon enrolment with the full policies and procedures. If you would like more information about any of the policies and how to apply for RCC or RPL please do not hesitate to [contact us](#).

1.1 Privacy

All personal information collected by Aerosafe is protected by the Privacy Act 1988. Information on the Commonwealth Privacy Act 1988 can be found on the [Federal Privacy Commissioner's web site](#)

Aerosafe is committed to protecting the privacy of its students. We do not rent, sell, trade or otherwise share your name or personal details with any other organisation, except in the case of a university or other education provider in which you are or intend to enrol and only if you have given Aerosafe your permission for us to communicate records with this university or another education provider. Aerosafe may be required by law to provide general information about student enrolments to government bodies and may be required to provide access to student records to government authorised auditors. In such cases, student records will be kept confidential and used only for statistical reporting purposes or as otherwise required by law.

We strive to maintain strict security of our student record system through up-to-date software and technical knowledge. Student records are securely maintained and archived for a period of thirty years.

1.2 Mutual Recognition

Aerosafe recognises the Australian Qualification Framework qualifications and Statements of Attainments awarded by other Registered Training Organisations. If you have received Statements of Attainment for courses, units or modules in AQF approved courses or programs that are inline with Aerosafe's courses you may submit evidence of your attainment for the purpose of credit towards that Certificate in you studies with Aerosafe. Please contact the Training Manager for further information and a RPL pack (which is outlined further in this Training Manual).

If at any time Aerosafe staff have reason to suspect the quality of AQF qualifications and Statements of Attainment issued by another Registered Training Organisation based on evidence gathered by Aerosafe staff they are advised to report such matters to the AQTF compliance officer. The AQTF officer will then take the report and any supporting documentation to VETAB who will then decided how to proceed with the matter.

1.3 Recognition of Prior Learning (RPL/RCC)

Recognition of Prior Learning (RPL) recognises what applicants have already learnt from other courses, life experience, work experience or training provided at work and measures that learning against the course you are doing or want to do. RPL recognises learning regardless of where, when or how the knowledge and skills were gained.

In keeping with the need to maintain a high standard throughout our courses, applicants need to understand that we are unable to award you recognition unless documentary evidence to support your claim for the credit is provided. All assessment of RPL/RCC applications will be conducted by a qualified Workplace Assessor with suitable subject matter experience

Who Should Apply

Anyone who has:

1. experience in the workplace and has already done the work which requires the same knowledge, skills and attributes
2. has done other training course which have covered the same knowledge and skills
3. Have had other life experiences where you have learned the same knowledge and skills.

The procedure to assess students for "Recognition of Prior Learning" or "Recognition of Current Competence" involves a detailed assessment of both their qualifications and skills. Students should apply only if they are confident that they already possess the knowledge and skills that are outlined in the course content.

Please contact us for more information about applying for RPL/RCC.

1.4 Grievances and Appeals

All complaints, grievances, and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and any other issues which may arise, without fear of recrimination.

Aerosafe encourages parties in a complaint or grievance to approach the problem with an open mind and determination to seek resolution in a fair and equitable manner. Aerosafe also acknowledges that on occasion there may be a requirement to introduce an appropriate external and independent representative to mediate between the parties.

1.5 Refunds

If an individual or client chooses to cancel Aerosafe services prior to final payment (where applicable), then Aerosafe will reimburse the initial payment less a \$100.00 administration fee. Should a client choose to cancel Aerosafe services after final payment has been made, Aerosafe will return all payments less 25% of the entire service cost to cover a portion of the tailoring and administrative costs.

In the event that a course is cancelled by Aerosafe Risk Management all payments will be fully refunded and Aerosafe will reschedule the course at a time that better suits the client. In the unlikely event that a Course is cancelled by

Aerosafe after its commencement for any reason, Aerosafe will offer a refund calculated according to the undelivered portion of the Course.

In the case of individual enrolments, should Aerosafe not accept your enrolment, for example if your standard of English is not sufficient for you to gain benefit from a Course, Aerosafe will offer a full refund of all fees within 14 days of such a determination.

Should any individual fail to start or should you withdraw at any time from a Course, no refund will be payable after the end of the second week of your enrolment. If you fail to start or you withdraw during the first and second weeks of your enrolment and you request a refund in writing by the last day of the second week of your enrolment, a refund of your enrolment fee will be made less an administrative fee of AUS \$100 that will be retained by Aerosafe. The refund will be paid to you within four weeks of your written request.

You may request that any dispute be resolved at a mediation conducted by an independent mediator whose fees are to be paid equally by yourself and Aerosafe. These Terms of Use do not remove your right to take further action under Australian consumer protection law.

1.6 Access and Equity

Aerosafe is committed to providing quality education and training services to its clients and students. We acknowledge that this is dependent on ensuring that non-discriminatory access to services and educational outcomes is achieved through the provision of accessible and equitable residential and vocational education and training. Participants and students involved in Aerosafe courses and training are encouraged to develop knowledge and skills to enhance their respective lives, workplaces and educational opportunities.

Aerosafe aims to provide equal opportunities to groups within society that may have experienced and continue to experience disadvantages in gaining educational opportunities and success. The groups acknowledged by Aerosafe include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with disabilities, the long term unemployed and the rurally isolated.

For Further Information

Should you require any further information regarding our training courses please contact us on:

Ph: +61 2 8336 3700
Fax: +61 2 8336 3799
E-mail: admin@aerosafe.com.au

Register online at http://www.aerosafe.com.au/form/register_online.html