



Student Handbook 2024

Vocational Education and Training
Is all about you



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Avondale University policy may impact on the currency of information included. Avondale University reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Avondale University.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Avondale University. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Avondale University

582 Freemans Drive, Cooranbong

NSW 2265, Australia

T: +61 2 4980 2222

E: reception@avondale.edu.au



Acknowledgement of Country

Avondale University acknowledges and respects the many Australian First Nations traditional custodians of the lands upon which our campuses are located.

We acknowledge and pay our respect to the Awabkal people who are the traditional custodians of the lands upon which our Lake Macquarie Campus is located.

We acknowledge and pay our respect to the Guringai people who are the traditional custodians of the lands upon which our Sydney Campus is located.

We acknowledge Australian First Nations peoples' long tradition of sustaining their communities and environments throughout their history. They are the first educators and first innovators in Australia. They are the holders of knowledge that makes an important contribution to the improvement of our local, national and global communities. We extend our respect to Elders - past, present and emerging - and to all First Nations people.



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Important Details

Head Office: Avondale University

RTO: 91191

CRICOS: 02731D

582 Freemans Drive

Cooranbong, NSW, 2265

T + 61 2 4980 2377

E study@avondale.edu.au

W www.avondale.edu.au

Your Details: [to be completed by the student]

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

Employer Details (if applicable): [to be completed by the student]

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

Copyright Notice

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Welcome

Congratulations on your choice to undertake a qualification with Avondale University.

We're one of Australia's newest universities but our history of providing quality higher education that improves lives goes back more than 125 years. Avondale University is known for quality educational experience, with The Good Universities Guide* and the federal government's QILT ranking** recognising the excellence of our courses and graduates. Our courses are distinctive because of the quality of teaching and student experience, including opportunities for placements and practical experience embedded within our courses. This combination of practice with knowledge delivers work-ready graduates.

We focus on the creation of education opportunities that build on the aspirations, values and capabilities of all students.

* The Good Universities Guide 2024 **Quality Indicators for Learning and Teaching rankings 2024



Our PURPOSE To transform lives through Christ-centred higher education.

Our WAY We engage students in authentic, faith-based learning and discovery.

Our IMPACT Empowering graduates and staff to serve their world for good.

Our values enable students to have a transformational learning experience





About Us

A little about us

Like you, we believe values are important in shaping our identity and purpose. Avondale University is a non-for-profit higher education provider offering vocational, undergraduate, and post graduate study options that was established by the Seventh-day Adventist Church in 1897.

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- CHC33021 Certificate III in Individual Support
- SIS30619 Certificate III in Outdoor Leadership
- SIS40621 Certificate IV in Outdoor Leadership
- SIS50421 Diploma of Outdoor Leadership

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 91191.

We have campuses in Cooranbong and Wahroonga, NSW. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. Pending on the qualification or short course you are enrolling into; we offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- Online collaboration, and
- A combination of the above



Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Avondale University.

Lake Macquarie [Campus Map](#):





Legislation

Avondale University is a dual provider and we are registered under TEQSA for higher education learning and ASQA for vocational education learning. Under our RTO registration with ASQA we are required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students (ESOS)

Additionally, Avondale University abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Avondale University is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, Avondale University follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Avondale University has expectations for student behaviour. These are outlined in the section 'Student Conduct'.



Avondale University's Student General Conduct and Discipline Policy:

Encourages and supports active and positive participation in the life of the institution. Avondale expects positive interaction for the Avondale student community in social justice, principles of freedom, respect, equity and consideration.

A copy of [student policies](#) which includes the students charter and student misconduct policies, and [VET policies](#) can be found on the Avondale University website.

Other Policies and Procedures

The following Policies and Procedures underpin Avondale University's operations. Please contact Student Administration Services or see Polices on our [website](#) for more information:

- [Avondale Equity, Diversity and Disability Program](#)
- [Appeals Policy](#)
- [Learning and Assessment Policy](#)
- [Student General Conduct and Discipline Policy](#)
- [Privacy Policy](#)
- [Refund Policy and Procedure](#)
- [Workplace Health and Safety Policy](#)
- [Academic Integrity Policy](#)
- [Tuition Protection Statement](#)
- [Attendance Policy for On Campus VET Students](#)

Privacy

Avondale University strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR 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.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.



We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Further information regarding your privacy while studying at Avondale can be found under the [VET Privacy Notice](#) and Avondale Privacy Policy.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to Student Administration Services.

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. All Avondale enrolments are completed online. The enrolment process includes submission of any previous qualifications, identification, requests for credit transfer, and Language Literacy and Numeracy testing to ensure that the course you are enrolling into is right for you. A copy of our Student Handbook will be supplied for you to read and understand. It is also available on the Avondale website.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon. Students applying for a loan through VET Student Loans (VSL) should read that particular section in this Handbook.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Enrolment dates are advertised for each qualification on the [VET Calendar](#). Avondale University has some qualifications that operate on an academic year and others on a system of rolling start dates. This means you can enrol into selected courses and start studying straight away. For students studying through the VET Student Loans scheme, you should be familiar with your census dates. Read the 'VET Student Loans' section in this handbook and if you have further questions, please direct them to Student Finance via email: studentfinance@avondale.edu.au or call +61 2 4980 2108

Entry Requirements

Entry requirements for each qualification may vary. Please see each qualification web page on the Avondale website www.avondale.edu.au for the course entry requirements. Or contact Avondale University to confirm entry requirements and any pre-requisites that are required for entry into the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course



- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and, also for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade
- Existing injuries that may impact your ability to participate in activities that include rigorous and/or repetitive physical movement, practicals and/or work placement

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Avondale University cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, [please click here to apply for one](#). You will also find more information regarding USI's, and instructions on how to apply.

Training and Support Plan

As part of the overall enrolment process, Avondale University will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. Training and support plans may apply to a cohort or an individual. This includes incorporating the results of your Language, Literacy and Numeracy (LLN) indicator that will identify any areas in which additional support may be required.

Pathways

All VET qualifications provide pathway opportunities. While Avondale cannot guarantee employment or entry into other areas of study we are able to provide further information to all students.



Certificate IV or higher qualifications can provide university entry into bachelor level learning. For further information regarding education pathways please contact student administration services. For information about employment pathways please contact your trainer.



Your Wellbeing

Your wellbeing is important to Avondale as you study with us. Avondale has a number of support options available to all students.

Access and Equity

Avondale University fosters an inclusive learning culture and makes provision for students who need academic and personal assistance (including indigenous, disability, welfare, finance and language support) at Lake Macquarie and Sydney campuses. We work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Avondale University prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status



Avondale University will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Avondale University to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact our the [Equity office](#) for further information.

Support and Wellbeing

Avondale University students are provided with academic and non- academic support to adjust to study and life, to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of their chosen course of study. Avondale University's quality Christian education experience is based on a number of underlying [values](#) in order to maintain a safe environment conducive to learning for all students.

Chaplaincy Support

Chaplains on the Lake Macquarie and Sydney campuses support students' spiritual and personal development journeys. From Bible studies to prayer groups, from spiritual emphasis weeks to weekly worship programs, our chaplains will enable you to have a rich and positive experience at Avondale.

Counselling Services

It is important that students have access to a range of support mechanisms during their study. Qualified counsellors provide support, free of charge, to students on all campuses. Counselling support is available to distance students via video and call technology. If students require assistance or [counselling](#) related to study or personal difficulties, they should speak initially with their trainer or to the Student Services Officer.

The Student Support Officer can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

Academic Support

Students have access to academic tutoring services on both campuses, and remotely. Our tutors will support you with essay writing, referencing, numeracy, literacy and more. Avondale University also provides students with access to a range of learning resources in its Learning Hub (Moodle), which contains a variety of additional materials to support the student's learning experience and through our [Learning Resource Centre](#).

Avondale also has large and extensive [libraries](#) across both the Lake Macquarie and Sydney campuses, providing access to an incredible range of information both in person and online.

Avondale University is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au



Student ID Card

All students enrolling at Avondale University (Avondale) require a Student Identification Card (ID card).

ID cards are used for identification, building access, photocopying and printing, accommodation and parking (if applicable), and transactions such as borrowing books from Avondale libraries. Your ID card is current for the duration of your enrolment at Avondale.

NOTE: If you already have an ID card, you may not require a new card. Email Reception to confirm before applying for a new card - reception@avondale.edu.au. All enrolled students are eligible for a student ID card. Please check that all of your personal details are correct prior to your card being issued. There is a \$20 fee to replace lost or damaged cards.

For further information regarding Student ID cards please see the [Avondale website](#).





Fees

Information about fees and charges is documented clearly on our website ([2024 Vocational Course Fees](#)) or can be obtained by contacting Avondale University. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of September 2023, are advertised on the Avondale website and are subject to change. Avondale University reserves the right to offer discounts to advertised fees throughout any calendar year. Please contact Avondale University if you have any questions related to course fees.

Course Fees

Avondale University publishes all VET fees on our website, in addition each course advertised has links to the relevant fees. For further information and fees specific to [VET courses click here](#).

Other Fees

Students may incur other additional cost while they are studying at Avondale

- Non-refundable application fee
- Replacement of student ID card
- Re-issue of Transcripts
- Cancellation Fee
- Graduation
- Parking on campus
- Printing and Photocopying
- Day student lockers
- Direct credit application

Avondale University has other fees that are applicable to students. Details regarding other costs are found on the Avondale website. The following attract additional costs:

- **Replacement of ID Card** - Avondale charges \$20 to replace your ID Card. Please contact the reception office to organise a replacement card.



- **Re-issue of Transcripts** - An administration fee of \$10 applies (plus postage) for Avondale University to re-issue a copy of your Certificate or Statement of Attainment.
- **Cancellation Fee** - A cancellation fee may apply for withdrawing from a course following census dates. Students using a VET Student Loan will not be charged a cancellation fee if they withdraw correctly from a course prior to the census date.
- For more information about conditions associated with VET Student Loans, please see the 'VET Student Loans' section in this Handbook and the [VET Student Loans information page](#) and [VET Student Loans Information Booklet](#) on the Australian Government website.
- Avondale does offer students intermission options where they would need to take a break from study but will return within a defined time period.
- **Graduation Costs** - Graduation costs include, regalia hire, photography, class gift, and additional tickets (if available) for details regarding graduation costs please see [Prepare for Graduation](#) on the website
- There are no additional graduation costs when graduating in absenture.
- **Parking costs** - Students are required to park their vehicle in the designated parking areas. These parking areas use a boom gate that requires parking payment. Each campus operates slightly differently for parking:
 - **Lake Macquarie Campus:** The Lake Macquarie campus offers many parking options for students, as highlighted on the campus map. On campus parking is currently free for 2024. Details for this cost are located on the [website](#)
 - **Sydney Campus:** Parking for all students, staff and visitors across the entire Hospital estate is on a user pays basis. Further details are on the [website](#).
- **Printing and Photocopying** - Students can purchase printing credit online via the Avondale library. See the [website](#) for details.

Payment Options

Payment of course fees can be made to Avondale University via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date as on your invoice that is sent to you following review of your application and supporting documents. Where a discount is being used for your fees ensure that you are clear on the terms and conditions.

Please note that outstanding fees may result in cancellation of your enrolment and/or Avondale University withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on studentfinance@avondale.edu.au to discuss options.



Students enrolled under the VET Student Loan scheme must refer to the 'VET Student Loans' section of this handbook to obtain information relevant to them.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Avondale University may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **Avondale University** as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Avondale University on studentfinance@avondale.edu.au to discuss individual circumstances.

Note: Students enrolled under the VET Student Loans scheme must read the 'VET Student Loans' section for information related to refunds.

A full refund will be provided for students who cancel their application for any reason before the commencement date of a teaching period.

If a student withdraws from enrolment after the commencement of the teaching period but before the census date, Avondale will refund to the student all paid tuition fees received for units of study from which the student has withdrawn

If a student withdraws from enrolment after the relevant census date, Avondale will NOT refund/re-credit or remit

For further details regarding refunds see the Avondale [Refund policy](#) on the website.

Course Withdrawal

If you wish to withdraw from a course, you must advise Avondale University in writing using the [Intermission or Withdrawal from course](#) form available on the website. Students are advised to discuss your intent to withdraw with your Course Coordinator or Trainer and Assessor prior to submission of the form. Student are also advised to refer to the course [Withdrawal Policy](#) and the [Unit Enrolment Policy](#) to ensure you are making an informed decision. Where applicable you may also need to submit for a refund for remaining fees already paid - contact studentfinance@avondale.edu.au if you need any assistance or information.

Your withdrawal application will be reviewed and you will be advised of the outcome within 7 working days.



Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made.

Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of \$200 will be deducted from any eligible refund
- Any refund will be at the discretion of Avondale University

Cancellation of Course by Avondale University

In the event that a course is cancelled by Avondale University for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.



VET Student Loans (VSL)

Avondale University recommends you read the following information in conjunction with the [VET Student Loans information booklet](#) by the Australian Government.

For further information review the government website: [VET Students Loans](#)

What is the VET Student Loans scheme?

The VET Student Loans scheme is a loan available to eligible students. The loan is provided by the Australian Government and is to assist with the tuition fees of higher level vocational education and training qualifications from Diploma level and above. Not all RTOs are registered to provide courses under the VET Student Loans scheme, however Avondale University can offer VET Student Loans to eligible students.

Who is Eligible for VET Student Loans?

Please see the VET student loans information booklet regarding eligibility VET Student Loans Information Booklet - Department of Education, Skills and Employment, Australian Government (dese.gov.au). My skills provides VSL Eligibility Tool that you can use as a guide regarding your eligibility: Financial Assistance - MySkills.

What is a Census Date?

A census date is literally a date when a count will be taken. In terms of studying under a VET Student Loan, a census date is a date when a count is taken of who is enrolled in a course on that particular date.

Why is the Census Date Important?

The census date is so important because it is the date on which your enrolment status will be recorded. If you are enrolled on a census date, the next portion of your loan will be funded which means you will incur that debt.

The census date is also important as it is a deadline for being able to withdraw from a course without incurring any further debt against your VET Student Loan. VET Student Loan students will be provided with the census dates applicable to their individual course enrolment.

Census Date and Refunds

If you withdraw from a unit of study prior to the census date, you will not incur a VET Student Loans debt.

If you withdraw after the census date no refund will be applicable and you will be liable for the course fees which will be added to your VET Student Loan debt.

Be aware of the census dates applicable to you and ensure you take any required action before the deadlines.

Contact Avondale University if you have any questions regarding your enrolment under the VET Student Loans program.

Avondale University advertises all VET census dates on the VET Calendar



Course Information

After enrolment, you will be given access to training materials in either hard copy and/or digital format depending on the course you are enrolled and the mode of study. Textbooks may be required depending on the course, this is outlined for each course. You will need to supply your own stationery materials and any device (laptop, computer) for use while studying. A welcome email will be sent with log-in details so you can access Avondale University's online learning platform.

- You will be given an outline for training appointments which may be:
- One-to-one meetings with your trainer
- Workplace visits / off campus practicals
- Classroom sessions
- Online modules
- A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:



AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Source: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

More information on Volume of Learning can be accessed at [Volume of learning v2 2014 | AQF](#)

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above



Avondale University has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

For information regarding academic support for assessments your first point of contact should be your trainer, you can also visit the [Avondale Tutoring Service](#) for additional support.

Training and Assessment Strategies

Avondale University staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training and Support Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Avondale University. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

Avondale University offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic - it must be your own work
- Sufficient - it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency



- Current - it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid - it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact your trainer to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has “...previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.”

(Source: [Glossary term: Recognition of current competencies | VOCEDplus, the international tertiary education and research database](#))

Credit Transfer

Avondale University recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements of attainments). For full details on the requirements for credit transfer applications, please contact Student Administration Services on +61 2 4980 2377.

Foundation Skills

All training and assessment delivered by Avondale University contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self and time-management.



Assessment Information

Avondale University implements assessments that comply with the training package or VET accredited course requirements and that they are conducted with the [Principles of Assessment](#) and the [Rules of Evidence](#).

Principles of Assessment:

- Fair
- Flexible
- Valid
- Reliable

Rules of Evidence

- Valid
- Sufficient
- Authentic
- Current

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Avondale University does not charge a fee for resubmission of assessments. If, after two (2)



resubmissions your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to Student Administration Services (SAS) for more information. All of the staff at Avondale University will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Academic Integrity

Avondale aims to develop graduates who display principals of honesty and integrity in every aspect of their lives, specifically in academic pursuits. Please refer to the [academic integrity and aim](#) for further information

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Avondale University. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Avondale University uses software that scans all submitted assignments for forms of plagiarism.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Avondale University expects that you use APA style of referencing when writing your assessments. More information about how to do this can be found on the website and through the Avondale Library. Additional sites that you can refer to for referencing assistance are:



APA:

- <http://libguides.jcu.edu.au/apa>
- http://guides.is.uwa.edu.au/ld.php?content_id=17350815

Harvard:

- https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Turabian:

- [Turabian-referencing-guide-with-EndNote-2020.pdf](#) (avondale.edu.au)

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Avondale University's [procedure for lodging an appeal](#).

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you. Your trainers contact information is provided to you and is also available in your course Moodle site. Alternately you can contact any of the following people to get help:

- VET Coordinator
- Academic Support Services
- Student Life Services
- Student finance
- Student Administration Services



Student Conduct

Just as Avondale University has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Avondale University views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of Avondale. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Avondale University and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course



- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Appeals Procedure (Academic) or the Student General Conduct and Discipline policy.

Course Attendance

Students enrolled into face-to-face classes on a designated Avondale campus or that has practicals off site are required to attend and have an attendance of no less than 80%. Students' attendance that falls below 80% will be formally notified and identified as at risk. Students who receive notification that their attendance is below 80% for any identified training session, will be asked to show cause to progress their studies in the next training session.

Some courses may include required online attendance. These will be treated the same as face-to-face requirements.

An intervention strategy may be implemented where a student is identified as 'at risk'. The intervention strategy is an individual student plan developed by the Trainer in conjunction with the VET Coordinator aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study program. Avondale University will do everything it can to assist students who want to learn and progress.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. Avondale uses Turnitin Software to scan for plagiarism. See the [Academic Integrity Policy](#) for further information.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Avondale University. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Each building, including classrooms include an evacuation plan with identified muster areas in the case of an emergency. Each Faculty / School has designated first aid officers. Please see the reception within your faculty / school, Student Life Services or Reception.

Security is available 24 hours and can be contacted on +61 2 4980 2333



Emergency numbers for police, fire and ambulance is - 000

Smoking, Drugs and Alcohol

Avondale University provides a smoke, illegal drugs and alcohol-free learning environment. Smoking and alcohol are not permitted on any campus.

Any student under the influence of drugs and/or alcohol is not permitted on Avondale University premises, to use Avondale University facilities or equipment, or to engage in any Avondale University activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Avondale University is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their learning experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it annually and/or at the completion of your study.

Avondale University may request additional feedback from students regarding life at Avondale or the Avondale experience to ensure that we are providing a student centred and wholistic learning environment for our students.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid and you have registered a USI with Avondale University, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Avondale University and other RTOs under the Standards for RTOs 2015.

If for some reason Avondale University ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Avondale University')



Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Avondale University for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Avondale University.

Verification	
I have received a copy of the Avondale University Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.	
Student full name	
Student signature	
Date	



Appendix A

Information from the Standards for RTOs 2015

The following information has been taken from <https://www.asqa.gov.au/standards/chapter-2/clauses-5.1-5.3>

Standard 5 is about making sure learners “are adequately informed about the services they are to receive, their rights and obligations, and the RTO’s responsibilities under these Standards”. Much of the information learners need to know can be included in the Student Handbook or published on your RTO’s website.

Inform and protect learners

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf, and
 - any work placement arrangements.
- the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these standards, and for the issuance of the AQF certification documentation.
- the learner’s rights, including:
 - details of the RTO’s complaints and appeals process required by Standard 6, and
 - if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner’s obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services



- any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
- any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Consumer rights

Inform prospective learners about their rights as a consumer, in accordance with state/territory laws.

If state or territory laws where the course is being offered require a cooling-off period, you must provide information about this.

Your RTO must also notify learners when any change occurs that may affect the services you are providing them. This includes:

- a change in ownership of the RTO, and/or
- any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.