



**Australian Institute  
of Engineering**

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Engineers bring dreams to reality

# **Employer Information Handbook Trainees / Apprentices**

## Employer Information Handbook

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## **General Information**

### **Introduction**

Welcome to Australian Institute of Engineering (AIE)!

AIE is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the engineering Industry.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Employer Information Handbook is to introduce you to the services that may be available to your employees at AIE.

All of our Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

### *Training Guarantee*

Once a student has commenced a training program, we agree to work together with them to produce a unified approach in the achieving of the relevant qualification they are undertaking.

Employers can download copies of Course Brochures from our website: [www.auie.edu.au](http://www.auie.edu.au)

### **How Can Training Benefit Your Organisation?**

- A Nationally Recognised qualification for your staff upon successful completion of the course
- Fun and flexible delivery of training and assessment by experienced industry trainers and assessors
- Learning of new skills for your staff
- Develop your staffs existing skills further, or have their existing skills recognised with a nationally recognised qualification
- Have your staff gain confidence in their skills!

### **How is the Course Trained and Assessed?**

Training and assessment is undertaken via a blended approach- some will take place in your workplace (4- 6 visits per year depending on the course), and some will be undertaken via classroom sessions at the RTO/ virtual online sessions (depending on the course). All training and assessment is conducted by a qualified Trainer.

These sessions will consist of the provision of skills and knowledge in specified Units and tasks for the student to complete in the workplace to ensure competence.

To support the knowledge and skills being provided to the student, you will also be provided with guidance and information on how to support the student and ensure progression towards competence is achieved.

As this is a competency based program, assessment continues throughout the program until the student either achieves competency in the assessment tasks or a further training need is identified and addressed. The assessment process will include theory and practical assessments, such as written questions, oral questions, practical demonstrations and assignments, and using the workplace environment where required.

## **Planning for training, and implementing the traineeship**

Prior to commencing the training, we will develop a Training Plan with you and the student. The Training Plan is a plan for the training and assessment for the Qualification. It will list the Units of Competency that the student will undertake in the Qualification, and for each Unit document:

- The proposed training and assessment dates
- The assessment methods to be used
- Who the trainer is for that unit

The Training Plan will list an expected end date for the Qualification, and all parties sign the document (trainee/ apprentice, employer, and RTO) and will all work together to implement the plan.

The Training Plan will be updated with any changes that occur during the delivery of the Qualification in consultation with the student and employer.

During the Traineeship/ Apprenticeship you will need to give the student some time outside of their routine work duties to support them undertaking the Qualification. As part of the enrolment process the Trainer will discuss with you and the student the required amount of time they will require each week. This time is to be spent on such things as attending training sessions, undertaking any set homework, practicing skills, and undertaking some assessments.

The student will be required to document this time on a Structured Training Withdrawal Log Sheet, and the RTO will monitor the entries each month, and are required to contact the ASN (Apprentice Support Network) if they are not meeting these requirements.

## **Monitoring Progress throughout the Course**

Throughout the course the RTO will monitor progress and remain in monthly contact (either in person, phone or email) with the student and employer (or designated supervisor). During the student's routine workplace duties, the supervisor is responsible for monitoring the student's progress and providing opportunities for skills enhancement.

## **Duration of Courses**

Normal operating times of the RTO are 9am- 5pm, and all training and assessment visits to the workplace will be undertaken during the times of 8am-5pm Monday- Friday.

As this qualification is partially delivered in the workplace and is competency based, the duration of the course may vary depending on the workplace environment and the student's ability. A specific training schedule (Training Plan) will be developed for each student to ensure individual learning needs are met.

AIE can schedule the course to start around your business needs.

## **Responsibilities to support the course**

### Employers Responsibilities

Designate a workplace supervisor/coach to:

- Actively encourage and assist the student to complete the assessment tasks for each unit
- Provide relevant support and guidance to the student by allowing them time to complete training and assessments in work time
- Allow students the required amount of Structured Training Withdrawal
- Participate with the student & trainer at all workplace visits

- Give feedback on training progress on a regular basis when contacted by the Trainer
- Sign documentation acknowledging the students attainment of competence for each unit of competency
- Contact us if training related problems arise
- Inform us within 5 working days of the student resigning or being dismissed
- Participate in surveys either written, or by telephone contact from the RTO

### Student Responsibilities

The student has a responsibility to:

- Work towards the agreed qualification
- Complete all the training required
- Meet their normal responsibilities as an employee
- Maintain regular contact with their Trainer as required
- Seek feedback from their workplace supervisor and Trainer on their progress

### The Responsibilities of the RTO

A skilled Trainer will:

- Develop a delivery sequence of units in conjunction with the student and designated supervisor outlining competences, assessment and training methods, timelines and responsibilities
- Maintain records relating to formal assessment & achievement of competence
- Schedule the workplace visits around the needs of your business
- Issue nationally accredited qualification when training and assessment is completed

### **Student Attendance and Behaviour**

Students are required to follow all AIE rules and instructions from staff representing the organisation, act in a non- discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled training is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. The students and the employer are responsible for notifying their Trainer if they are unable to attend a training session for whatever reason.

Students are also required to adhere to AIE's academic rules and regulations. If a student is found to have acted in a way that AIE deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Please note where the student breaches the RTO Policies and Procedures and therefore is cancelled from the course, no refund for course fees is payable.

### **Complaints and Appeals**

Students and Employers have access to AIE's complaints and appeals process. The Complaints and Appeals Policy and Procedure ensures that fair and equitable processes are implemented for any complaints or appeals against AIE.

Students and Employers are able to submit a formal complaint to AIE relating to any concern they may have (such as academic decisions, or should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the Training Manager.

A student may also appeal a decision made by AIE in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form. Students must provide

supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

AIE is unable to deal with any workplace relations issues that are not related to the provision of the students training. These should be taken up with relevant workplace personnel or external agencies.

All students and employers have access to the Complaints and Appeals Policy and Procedure and the Complaints and Appeals Form which are found on the AIE website, and copies can also be produced by Student Administration at any time upon request.

### **Equity Commitment**

All AIE staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. AIE has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy and Procedure).

AIE acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Equal Opportunity Act 2010 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)
- The Racial Discrimination Act 1975 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Disability Discrimination Act 1992 (Cth)

The above legislation can be found at either:

- <http://www.comlaw.gov.au>
- <http://www.legislation.vic.gov.au>

AIE fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All AIE staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by a AIE Representative, please contact the CEO or Director.

### **Workplace Health and Safety**

AIE complies with all relevant Workplace Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in a learning environment. Where possible, the Trainers will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel in your workplace.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their Trainer while attending a training session.

The RTO will undertake an external site checklist as part of the enrolment process to determine the suitability (including safety) of delivering training and assessment the workplace.

## **Privacy**

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all of our students and employers. Except as required under the Standards for Registered Training Organisations 2015, Government Contracts or by law, information about a participant will not be disclosed to a third party without consent.

## **Student Support Services**

We realise that being a student is exciting, but it can also be challenging for employees. All staff can be approached to gain advice on academic and personal issues. Staff at AIE will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

The Student Support Officer is able to provide links to external sources of support where the staffs at AIE are not qualified or it is in the student's best interests to seek professional advice.

## **Planning for training**

### **Competency-Based Training and Assessment Process**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training in the Unit of Competency.

### **Recognition of Prior Learning (RPL) and Credit Transfer (CT)**

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by AIE. To apply for a Credit Transfer, a student must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Students applying for RPL must provide evidence to the satisfaction of AIE. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all students upon request.

### **Language Literacy and Numeracy**

AIE recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake training. A range of support services can be provided for the student upon request.

*If you notice that a student is having a Language Literacy or Numeracy issue that is affecting their training program, we encourage you to raise the matter directly with the Trainer.*

*#Note: South Australian Apprentices will not be able to start training until they have successfully completed the UAN Assessments or gap units. More information can be found at <https://providers.skills.sa.gov.au/Deliver/Upfront-Assessment-of-Need>*

### **Training Evaluation**

AIE fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you at end of your student's studies. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

### **Fees, Charges and Refunds**

#### Fees

For up to date information relating to course dates and fees please refer to our course brochures/ website course information.

Please note that AIE may update fees and charges from time to time and it is recommended potential students contact AIE to ensure the most up to date information is obtained.

#### Course Fee Refunds

All applications for refunds must be made in writing by way of the 'Refund Application Form' and submitted to Student Administration. Approved applications will be processed within 14 days from the date of application.

The assessment of refund applications shall be granted as indicated below:



<b>Outline of Refunds</b>	
Withdrawal prior to agreed start date	Full refund of any pre-paid tuition fees.
Withdrawal from course after commencement	No refund of monies paid
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund only on Units not started.
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund or reschedule
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course

### *Extenuating circumstances*

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

***Please note: where the student breaches the conditions of enrolment no refund is payable.***

All clients have the right to appeal a refund decision made by AIE by accessing the Complaints and Appeals Policy and Procedure.

These refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

## **Enrolment Process**

The enrolment process is completed once the student has been signed into a traineeship/ apprenticeship by an Apprentice Support Network, and then by following the steps outlined below:

1. Provide AIE with a list of all employees enrolling in the course
2. Distribute the Student Information Handbook for all of your enrolling employees to read and understand
3. All of your employees enrolling in the course must complete an Enrolment Form
4. Return the Enrolment Forms to our Student Administration Department
5. Employees will be asked to complete a Pre- Training Review, which includes a Language, Literacy and Numeracy test
6. Student will be issued with an invoice for course related fees, and course fee payment required is to be provided to the RTO.

*Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.*

## **Further Information**

### *Australian Institute of Engineering*

Head Office (Melbourne Campus)  
60 Belfast Street  
BROADMEADOWS, VIC 3047  
Telephone: 9302 1296  
Email: [info@auie.edu.au](mailto:info@auie.edu.au)

AIE is registered under the National VET Regulator:

### *Australian Skills Quality Authority*

Ph: 1300 701 801  
Website: [www.asqa.gov.au](http://www.asqa.gov.au)