



National Provider no: 31304

STUDENT HANDBOOK



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DISCLAIMER

The student handbook information is true and correct as at 28th April 2016. Course and unit structure, content and assessment are subject to amendment, Ag Training reserves the right to amend as needed.

Ag Training Pty Ltd Contact Details:

Office location and postal address:

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TOOWOOMBA QLD 4350

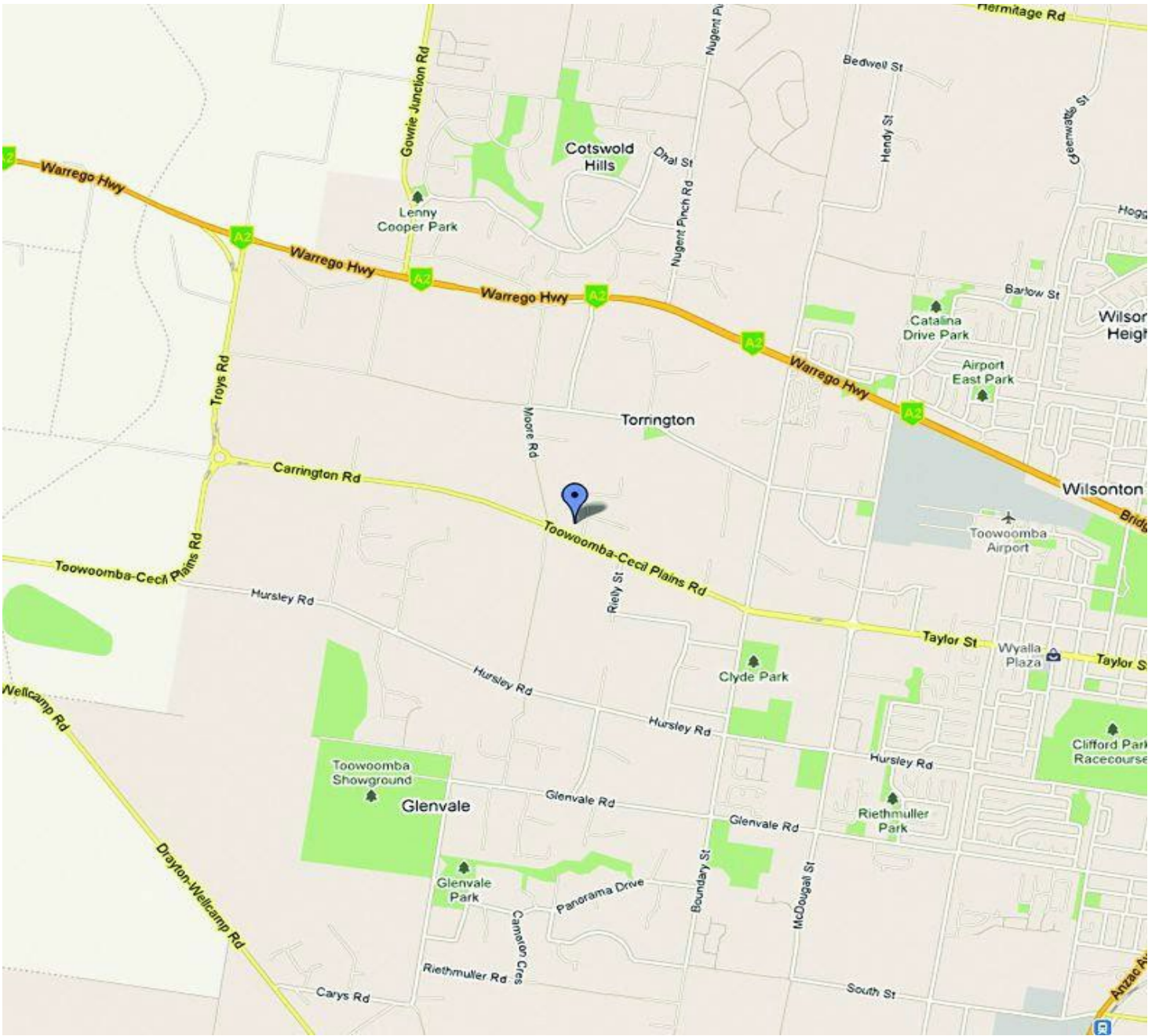
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ACCESS, EQUITY, STUDENT SELECTION AND ADMISSION

- Every potential student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program.
- Ag Training endorses the national equity strategy by incorporating the principles of equity into all programs.
- Ag Training staff are instructed in their responsibilities with regards to Access and Equity principles. Students have equitable access to programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Notes:

- Some programs may have a limited number of vacancies and these will be filled in order of enrolling and payment of fees.
Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.
- Ag Training is not an employment agency.
- Ag Training is not affiliated with any employer, does not guarantee employment, nor can Ag Training's trainers give any advice on specific wages or conditions of employment.

ENROLMENT, INDUCTION AND ORIENTATION

Ag Training conducts an enrolment, induction and orientation program for all students. This program reviews the Code of Practice and also includes:

The completion of an Enrolment form and any specific needs of the individual student with regard to:

- Language, Literacy and Numeracy support;
- Venue Safety and facility arrangements;
- Relevant legislative requirements and accessibility;
- Review of the training and assessment program and flexible learning and assessment;
- Student support, welfare and guidance services arrangements;
- Disciplinary procedures;
- Recognition arrangements and Credit Transfer.
- Appeals procedure.

FEES AND CHARGES

Ag Training's students pay an agreed deposit on enrolment and the rest of the fee prior to the commencement of the program, in accordance with our Fees and Refund procedure.

Ag Training doesn't accept payments of more than \$1,000.00 from individual students prior to commencement of a training program. If the program fees exceed \$1,500.00 Ag Training, under its registration guidelines, is not permitted to accept more than \$1,500.00 of fees paid in advance at any one time (As per the Standards for RTO's 2015).

Enrolment Conditions

- Fees are to be paid before commencement of the course.
- Refund of any fees, will be worked out based on the % of the course completed.
- Any damage caused by students' misconduct will be deducted from any refund.
- Students are to notify Ag Training of any changes in personal details EG- Address, name etc.
- If you are not prepared for assessment on your assessment day or assessed as-not yet competent and need to re-sit, there will be a \$500.00 fee charged to you.
- All replacement certificates and statement of attainment attract a charge of \$50

Note for students enrolling in TLILIC2001 Licence to Operate a Forklift Truck:

You are NOT permitted to operate a Forklift Truck until you have obtained a Receipt from Australia Post. If you DO NOT process your Assessment Summary Number at Australia Post within the 60 days of assessment, then your Assessment Summary Number will be invalid and you will need to book in and re-do your whole assessment at full fee.

LANGUAGE, LITERACY AND NUMERACY

Ag Training recognises that all vocational training includes language, literacy and numeracy tasks and all Ag Training trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

To identify the students' ability in numeracy and literacy, Ag Training requires that students complete a Numeracy & Literacy test prior to commencing any training. This test is of the same complexity as the skills required working in the industry.

While inability to complete the test may exclude the student from participating in the course, Ag Training is bound by equal opportunity policies, and may suggest options to increase the student's skills in numeracy and literacy to the required level.

TRAINING DELIVERY

Ag Training ensures the resources in the area(s) of recognition sought, meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuance of qualifications.

Ag Training affirms that it has in place and applies the following resources:

- Trainers with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements;
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Facilities and equipment consistent with the requirements of the Training Package or accredited course Training and Assessment strategies utilised by Ag Training are selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

Delivery modes may include, but are not limited to:

- demonstrations
- group participation
- individual projects
- learning support works

audio/visual presentations

- site visits
- Online resources (Requires internet access)

ASSESSMENT

Ag Training has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and/or accredited courses in the areas of recognition sought. Ag Training is committed to ensuring valid and reliable assessment of achievements against industry competency Standards and all assessment undertaken by Ag Training remains consistent with the National Assessment Principles.

Assessment Principles:

Ag Training ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- **Reliable** - All assessment methods and procedures will ensure that competency standards/modules are applied consistently and that there is always consistency in the interpretation of evidence.
- **Flexible** - Assessment will be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. Ag Training will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- **Fair** - Assessment methods and procedures will not, under any circumstance, disadvantage any student.
- **Valid** - Assessment activities will always meet the requirements as specified in the unit of competence/module.
- **Sufficient evidence** will always be collected, and will be relevant to the standard/module being assessed.

Assessment Pathways:

Ag Training offers students a number of assessment pathways appropriate to the qualification outcome.

Assessment conducted for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification (utilised by the organisation) can be listed as follows:

- off-the-job training and assessment
- workplace assessment
- recognition of prior learning/recognition of current competence
- credit transfer

Assessment Resources:

Ag Training when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine);
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).
- all assessment reporting systems will indicate the units of competency that the individual has attained.

Assessor Qualifications:

Ag Training ensures that staff involved in assessment activities always meets the assessor requirements as set by either:

- the assessment guidelines of training packages;
- the assessment requirements of accredited courses;
- The registering body (ASQA) requirements

If staff members of Ag Training do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. Ag Training will also utilise auspice assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspice arrangements may involve Ag Training staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

Conducting Assessment:

When conducting assessment, Ag Training ensures it has personnel with appropriate qualifications and adheres to the following endorsed Assessment and Workplace Training competency standards:

Cert IV Training and Assessment TAE40110 or equivalent

Ag Training ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Method

- 1) Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
- 2) Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
- 3) The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
- 4) All evidence-gathering methods are reliable, flexible, fair and valid.

- 5) As assessments are undertaken, Ag Training trainers/assessors record individual student assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
- 6) Post-assessment guidance is always available to students.
- 7) A fair and impartial appeals process is always available.
- 8) Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis. Evidence gathering methods commonly utilised by Ag Training include, but are in no way limited to: demonstration, questioning, workplace performance, role-play, simulation, oral presentation, graphic presentation, projects/assignments, audio/visual display, written tests, and skills portfolio.

Note: Licensing Procedure for TLILIC2001 Licence to Operate a Forklift Truck:

TLILIC2001-Licence to operate a forklift truck as outlined by the Training Package and licensing requirements by Workplace Health & Safety QLD

Trainee must be advised of the following:

1. A certificate will only be issued if the applicant is at least 18 years of age when the application is lodged.
2. An application for a Licence to Perform High Risk Work MUST be made within 60 days of the issuance of assessment summary number.
3. Details on how to lodge an application for a Licence to Perform High Risk Work are on the back of the applicant's copy (i.e. the yellow paper copy).
4. Once the application is issued with an AS1 Form or assessment summary, the applicant is authorised to carry out work until the licence is issued, or the application is refused.

Note: Procedure for RII30815 units of competency:

- RIIMPO317F CONDUCT ROLLER OPERATIONS
- RIIMPO318E CONDUCT SKID STEER LOADER OPERATIONS
- RIIMPO319D CONDUCT BACKHOE/LOADER OPERATIONS
- RIIMPO320E CONDUCT CIVIL CONSTRUCTION EXCAVATOR OPERATIONS
- RIIMPO321E CONDUCT CIVIL CONSTRUCTION FRONT END LOADER OPERATIONS (wheeled type)
- RIIMPO322E CONDUCT CIVIL CONSTRUCTION FRONT END LOADER OPERATIONS (tracked type)
- RIIMPO323D CONDUCT CIVIL CONSTRUCTION DOZER OPERATIONS
- RIIMPO324E CONDUCT CIVIL CONSTRUCTION GRADER OPERATIONS
- RIIMPO325D CONDUCT CIVIL CONSTRUCTION SCRAPER OPERATIONS
- RIIWHS202D ENTER & WORK IN CONFINED SPACES
- RIIWHS204D WORKING SAFELY AT HEIGHTS

Trainee must be advised of the following:

1. A statement of attainment will only be issued if the applicant is at least 15 years of age at the time the application is lodged.
2. All training on a log book system carries a time limit of 12 months from their Induction date. It is the trainee's responsibility to contact Ag Training to arrange an Assessment date, failing to do so within the 12 month time frame will incur immediate cancellation of the trainee's enrolment in the Unit of Competency.

RECOGNITION OF PRIOR LEARNING:

Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Ag Training will be encouraged to seek formal Recognition of their skills and knowledge.

The Recognition process may also be referred to as Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC). It is the determination on an individual basis of the competencies obtained by a student through:

- previous formal training,
- work experience, and/or
- life experience

Recognition therefore determines the consequent advanced standing to which the student is entitled in relation to a course/qualification.

The main focus of Recognition is what has been learned rather than how, where or when it was learned.

Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

If any student has gained competencies at work or elsewhere which are relevant to the course/qualification in which he/she is participating, then he/she may not have to study module(s)/unit(s) of competence covering that content. Students seeking Recognition must establish the currency of their competence. The processes used to determine Recognition are fair to all parties and Ag Training ensures that it provides adequate support to all potential applicants.

It is the student's responsibility to gather sufficient evidence to support his/her application for Recognition. This evidence may include:

- obtaining a copy of the relevant units of competency from Ag Training;
- aligning the competencies for the qualification with the competencies associated with previous education, training or workplace experience;
- collecting any documentation, references and relevant examples to support your application;
- providing proof of ownership of any examples of work;
- submitting certified copies (NOT ORIGINALS) of qualifications. Certification can generally be obtained from any bank or Post Office as long as identification is provided.

Recognition Process

1. An applicant applying for recognition of prior learning in any of the units of competency offered by Ag Training will be given access to the unit of competency so that they may determine their eligibility to apply for the recognition they seek.
2. If the applicant wishes to continue, they will be requested to complete an application form for RPL.
3. The applicant will be advised of the type of evidence that is required in order for them to be assessed by a person who has the qualifications to assess the application. This evidence may include former work history, job descriptions, examples of workplace activities and practices, documentation, certificates or evidence of attendance at seminars etc.

4. If the applicant wishes to continue with their application, they will be requested to
 - Enrol in the unit of competency in which they are seeking recognition and pay the relevant fee
 - Arrange an interview with a trainer/assessor from Ag Training who has been appointed by Ag Training in order to discuss their application and its potential outcome. At the interview with the applicant, the trainer/assessor will make a preliminary assessment of the type of evidence supplied by the applicant, and if further evidence or further assessment is required, the applicant will be advised. This evidence may include knowledge questions relating to the unit of competency and or a Practical Skills Assessment.
5. All applicants must then submit their fully completed application form and evidence required that must be certified by a Justice of the Peace or a Commissioner for Affidavits.
6. Upon receipt of the completed application form and accompanying evidence, the trainer/assessor appointed by Ag Training will make an assessment on the outcome of the application.
7. The outcome of the assessment will be documented on the application form, and advised to the student in writing.
8. The applicant will have the right of appeal. This policy is documented in The Student Handbook and in the Policy and Procedure No. 1: Complaints and Appeals.
9. Upon successful application by the student a result will be recorded against the applicant's name and a Statement of Attainment will be issued. For all applicants enrolling in a Certificate course the RPL result will be recorded in their Training Plan

Credit Transfer

Recognition can also include the opportunity for Credit Transfer for previous study and must also be accompanied by evidence of currency in the study area.

“Skill Test”

If a student is unable to supply documentary evidence to support their Recognition application they may be required to sit for a “Skill Test” to determine competency.

National Recognition

Ag Training recognises the assessment decisions of, and Statements of Attainment and Qualifications issued by any other RTOs that meet the requirements of the Standards and the current AQF implementation Handbook. National registration of VET qualifications and statement of attainment.

All qualifications and statements of attainment submitted to Ag Training for mutual recognition are checked for authenticity, completeness and compliance with the current AQF Implementation handbook and current ASQA standards.

PRIVACY POLICY

All student's files and records are protected and kept secure and safe.

Each student's records are available to them on request. Students' records are not available to other people unless Ag Training is requested in writing by the student to allow such access to nominated person. The nominated person would need to provide necessary identification before information is released.

APPEALS PROCESS

An appeals and re assessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

A fair and impartial appeals process is available to students of Ag Training. If a student wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. This is forwarded to the CEO who will take responsibility for implementing a formal process and who will record the appeal in writing. Ag Training's time period for the acceptance of appeals is 28 days after the student has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the student's and Ag Training's satisfaction.

Each appeal will be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision.

Should the outcome not be acceptable to the student, they will be informed, in writing, of the opportunity to lodge a complaint with the National Registration Authority (ASQA).

REGULATORY REQUIREMENTS

Ag Training is a Registered Training Organisation (RTO) due to the scope of our registration Ag Training abides by and complies with requirements of the following:

- The Standards for Registered Training Organisations (RTOs) 2015. <http://www.asqa.gov.au>
- The Australian Qualifications Framework – <http://www.aqf.edu.au/>
- The Vocational Education, Training and Employment Act 2000 – <http://www.legislation.qld.gov.au/legisln/current>
- Workplace Health & Safety Act 2011 – www.deir.qld.gov.au/workplace/law/legislation
- Workplace Health and Safety Regulation 2011– www.deir.qld.gov.au/workplace/law/legislation
- The national vocational education and training regulator act 2011. www.asqa.gov.au

ISSUING QUALIFICATIONS

Ag Training only issues Statement of Attainments, Certificates and record of results once the student has been assessed and the requirements of the training package have been met and completed. The RTO has the right to ensure that any student's outstanding fees are finalised prior to the issue of statements within a timeframe of 30 days

Requests for copies or re-issue of Statements of Attainment or Qualifications

In the event of a request or re-issue of a copy of a Statement of Attainment or Qualification Certificate, the student will be charged a fee of \$50 to cover administration costs. All printing and postage will also be charged to the applicant.

All statements of attainments and qualifications issued by Ag Training are nationally recognised.

As part of our duty of care we abide by the following requirements:

- Anti-discrimination Act 1991 (QLD) – <http://www.legislation.qld.gov.au/legisln/acts>
- Workplace Health and Safety Act 2011
- Information Privacy Act 2009

COURSE CANCELLATIONS

Ag Training makes every effort to conduct courses as advertised. Ag Training reserves the right to change or cancel courses, timetables, offerings, class locations, instructors and other details in accordance with advertised information (e.g.-minimum number of enrolments required to conduct a course) and circumstances beyond our control. Ag Training will make every effort to advise students of changes required.

REFUND POLICY

Ag Training has a refund policy that should be read and understood by all students prior to enrolment.

- If Ag Training cancels any course, students are entitled to a full refund or transfer of fees to a future course. In this case the refund will be generated automatically by Ag Training.
- Proportionate refunds will be paid, dependent upon the % of course completed (eg- 50% completed 50% refunded) minus an administration charge of \$50.00 where the student has withdrawn from a unit of competency after program commencement.
- A Student must advise Ag Training at least 2 weeks prior to commencement to be entitled to a full refund of fees paid minus \$50.00 administration fee.
- If you withdraw due to illness, we will refund any course fees paid less an administration fee. If you fail to commence the course or withdraw for any reason other than illness, with less than two days notice you will forfeit any monies paid.

Non-government funded courses

A refund of fees paid, less an administration charge of \$50.00 will be made if the student cancel enrolment, two days prior to the commencement of a course. A full refund of fees will be made if Ag Training cancels the course.

Traineeships

Ag Training will provide full refund for the Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolment.

Ag Training have defaulted if:

- The course does not start on the agreed starting day
- The course stops being provided after it starts and before it is completed or
- If the course is not provided fully to the student because Ag Training has had a sanction imposed

The student will have defaulted if:

- The course offered by Ag Training started on the agreed commencement day but the student did not start the course on that day and has not advised Ag Training within the 14 day time period
- The student withdraws from the course before or after the agreed starting day

COMPLAINTS

In the event of a student wishing to lodge a complaint, a formal or informal approach will initially need to be made by the student (or a nominated representative chosen by the student) to the student's trainer/assessor. This complaint will be recorded in writing by Ag Training. If, however, the complaint involves the student's trainer/assessor, a formal or informal approach will need to be made by the student (or a nominated representative) to the CEO.

All attempts will be made by Ag Training to resolve the complaint internally with all parties involved. If, however, the complaint cannot be resolved internally, an appropriate legal or independent impartial body will be approached immediately to act as an objective and impartial arbitrator. The student will be consulted as to the selection of the appropriate legal/impartial body. Ag Training will allow the student to be represented by a third party in any subsequent discussion.

Complaints process

1. Student/candidates who are dissatisfied with any academic decisions, or procedural issues should submit in writing their complaint or appeal to the CEO within twenty eight (28) days of the issue or the assessment. The address where complaints and appeals can be submitted is to The CEO-Ag Training Pty Ltd 49 Carrington Road Toowoomba Qld 4350. A complaints form can be obtained from the CEO and are located: (Z:) Company\Compliance Policies Snr\Forms\Complaints and Grievances Form V1 2013
2. The CEO will conduct an investigation within ten (10) days, assess the situation and take appropriate action to resolve the situation. The complaint will be recorded on the Complaints and Appeals Register, and a copy of the complaint or appeal will be filed together with the register.
3. If the complaint is related to instruction or assessment, the CEO will arrange a meeting with the trainer/assessor and the student/candidate to discuss the issue.
4. Complaints relating to fellow student/candidates will be handled in the same way, with a meeting between the student/candidates involved and the CEO.
5. If any complaint or appeal is not resolved in the above manner, the person making the complaint or appeal should document their issue in writing to the CEO.
6. In the event of a complaint or appeal against Ag Training, staff or fellow student/candidate involving an alleged breach of civil law, the student/candidate should contact the CEO, and if not resolved, should be referred to the appropriate authority, government department or independent arbiter.
7. In the event of a complaint or appeal against Ag Training, either party, or both parties can access the National Complaints Hotline (1800 00 674) for further support.
If a student requires further support, or should an outcome not be acceptable by the student, all complaints or appeals can be lodged through ASQA (Australian Skills Quality Authority) - 595 Collins St, Melbourne VIC 3000 (1300 701 801).
8. Should the person making the complaint or appeal not be satisfied with the decision, a process for resolution will be undertaken by the student/candidate and Ag Training.
9. In the case of the use of an independent arbiter, mutual agreement is to be reached between Ag Training and the relevant student/candidate regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.
10. Where student/candidates wish to use an external consultant who is not approved by Ag Training they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.
11. Upon resolution of the issue, the outcome of the complaint or appeal stating the reasons for the decision will be provided in writing to the person making the complaint or appeal. A copy of the appeal or complaint, together with a copy of the outcome supplied will be kept in Ag Training's records.
12. Where AG Training considers more than 60 calendar days are required to process and finalise the complaint or appeal, Ag Training will:
 - inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
 - regularly update the complainant or appellant on the progress of the matter
13. An appeals and re assessment process is an integral part of all training and assessment pathways leading to

a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

14. A fair and impartial appeals process is available to students of Ag Training. If a student wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. This is forwarded to the CEO who will take responsibility for implementing a formal process and who will record the appeal in writing. Ag Training's time period for the acceptance of appeals is 28 days after the student has been issued with the results of their assessment.

15. All ongoing or completed complaints and appeals are securely stored in lockable cabinet which is only accessible by authorized personnel.

16. Once a complaint or appeal has been finalised, all results and corrective action taken is recorded in the complaints and Appeals Register. This file is located (Z:)\Company\Complaints & Appeals Register

DISCIPLINARY PROCEDURES

All Ag Training students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behavior during both on- and off-the-job training and assessment. Any breaches of discipline will result in the student being given a verbal warning.

Further breaches will result in the student having to "show cause" as to why they should not be excluded from further participation in the program.

STUDENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All students of Ag Training are treated as individuals and are offered advice and support services which assist students in achieving their identified outcomes.

Ag Training does not offer formal welfare or guidance services but every effort will be made to assist students to access appropriate support agencies.

PRIVACY

Ag Training has an effective administrative system and a student records management system that complies with all privacy legislation to ensure the financial records of the business and students and staff personal details and information are kept private and confidential at all times.

Personal Details

During the enrolment process personal details of students are recorded (ie. name and address) on an internal database. All personal and financial details are kept confidential.

No details provided to Ag Training are sold or otherwise released to a mailing list or other organisation without the express permission of the individual concerned, in writing.

Ag Training will be safeguarded all confidential information provided to them by –

- Not disclosing any personal information on participants to a third party, except with the written consent of the student.
- Providing access to student's personal records, upon written request.