



# ACADEMIC PAVILION

## *Student handbook*

# Contents

---

Introduction .....	3
About Academic Pavilion .....	3
Our mission .....	3
Our objectives .....	3
Finding us .....	3
Our trainers .....	3
Our expectation of you .....	3
Unique Student Identifier .....	4
Your safety .....	4
Your privacy .....	4
Our guarantee to clients .....	5
Changes to terms and conditions .....	6
Access to your records .....	6
Continuous improvement .....	6
Suggesting improvements .....	6
Learner and employer satisfaction survey .....	6
Assessment .....	6
Re-assessment .....	7
AI policy .....	7
Issuing Qualifications and Statements of Attainment .....	7
Language, literacy and numeracy skills .....	7
Making complaints and appeals .....	8
Recognition of your existing skills and knowledge .....	8
Legislative and Regulatory responsibilities .....	10
Conclusion .....	11

## Introduction

This handbook provides information about the services provided by the Academic Pavilion and our approach to providing a safe, fair and supported environment to participate in training and assessment. It does not provide you with specific information about particular courses - that information is contained in courses link on our website.

## About Academic Pavilion

We are a Registered Training Organisation (Code 91421) providing high-quality training to learners in Australia. You can find out more about Academic Pavilion at the following websites:

- [www.academicpavilion.edu.au](http://www.academicpavilion.edu.au)
- <https://training.gov.au/Organisation/Details/91421>

We are accredited with the Australian Skills Quality Authority (ASQA).

## Our mission

Our mission is to deliver quality training and assessment that meets the needs of learners and industry.

## Our objectives

In recognition of this mission, our objectives are:

- *People.* We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- *Safety & equality.* We are committed to providing an environment that is safe and equitable and promotes a confident and productive training and assessment environment.
- *Integrity & ethics.* We conduct ourselves in accordance with shared and agreed standards of behaviour, which holds ethical conduct and integrity as our highest priorities.
- *Quality committed.* We aspire to deliver consistent, high-quality services and apply

quality systems that support training and assessment excellence.

- *Learner focused.* We thrive on providing training and assessment that is learner focused and that supports lifelong learning.
- *Industry engagement.* We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services that are founded on industry needs and expectations.

## Finding us

- Our headquarters are located at 44 Chelmsford St EAST TAMWORTH NSW 2340. We are online at [www.academicpavilion.edu.au](http://www.academicpavilion.edu.au) You can email us at [academicpavilion@gmail.com](mailto:academicpavilion@gmail.com)

## Our trainers

Our Trainers and Assessors are qualified, dedicated professionals who have current industry experience and vocational training qualifications. Their industry experience is continually updated by participation in professional development activities, therefore giving our learners the best practical industry experience.

At Academic Pavilion we deliver nationally accredited qualifications via training face-to-face, in the workplace, via our online learning management system and by correspondence. You can phone or email your Trainer Assessor for advice, which means you get the support you need when you need it.

## Our expectation of you

Academic Pavilion expects you to:

- contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- comply with the rules and regulations of Academic Pavilion.
- be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.

- be responsible for your own learning and development by participating actively and positively and by ensuring that you monitor and maintain progress with learning.
- respect other learners and Academic Pavilion staff members and their right to privacy and confidentiality.

### **Unique Student Identifier**

All students need a Unique Student Identifier (USI). Your USI links to an online account with USI Registry, which contains your training records and results that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is the ability to provide learners with easy access to their training records throughout their life. Access further information at <https://www.usi.gov.au/>

### **Your safety**

Academic Pavilion is committed to providing a safe environment in which to participate in training and assessment. We are aware under the *Work Health and Safety Act 2011* of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities that may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the RTO staff or your employer if you are one the job.
- No consumption of alcohol or other recreational drugs within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.

- Report all non-working electrical equipment to Academic Pavilion staff.
- Report all accidents to staff.
- Keep all work areas clean and clear of clutter so as to minimise the possibility of trips and falls.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on desks or tables.

### **Your privacy**

Academic Pavilion takes the privacy of learners seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and Australian Privacy Principles (effective from 12th March 2014).

- Academic Pavilion will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of you training activity as required under the *National Vocational Education and Training Regulator Act 2011*.
- Your personal information is retained within our secure computer systems. Your information is collected via the enrolment form and through correspondence, assessment and your training outcomes.
- Academic Pavilion is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In the case of funded training, your assessment records will made

available to the funding body or to your employer if they have paid for your training. In all other cases Academic Pavilion will seek the written permission of the learner for such disclosure. Academic Pavilion will not disclose your information to any other person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, a new employer or another training organisation, you need to authorise this otherwise it will be denied.

- You have the right to access information that Academic Pavilion is retaining that relates to you. Further instructions are provided on how to access records within the section titled *Access to your records*.

### **Fees payable**

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from Academic Pavilion. Academic Pavilion may discontinue training if fees are not paid as required. A full list of fees and charges is found on the Enrolment form.

### **We use an instalment plan**

Learners are not required to pay more than \$1,500 up front for any course. We are happy to schedule instalments.

### **Learner cancellation**

Learners who cancel their enrolment part way through a training program must notify Academic Pavilion in writing via email or letter at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

### **Refunds**

Learners who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees. This policy

complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO allows the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law has made this consumer protection consistent in all States and Territories.

Learners who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be allowed a 75% refund of fees paid. The amount retained (25%) by Academic Pavilion will cover the costs of staff time and resources that will have already been committed based on the learner's initial intention to undertake the training.

Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

### **Payment method**

Academic Pavilion accepts payment for fees using:

- Credit card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to Academic Pavilion)

### **Our guarantee to clients**

#### **Transition of training products**

Where a course or a unit becomes superseded, we will manage the transition to the new product as is required by the Regulator. <https://www.legislation.gov.au/F2025L00355/asmade/text>

#### **Ceasing training**

If Academic Pavilion cancels or ceases to provide training, we will issue a full refund for any services not yet provided. The basis for determining 'services not yet provided' is to be based on the units of competency completed by the learner and which can be

issued in a statement of attainment at the time the service is ceased.

As an example: A learner enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the learner at that time had completed 4 of the 10 units. The learner's enrolment would be finalised and the learner would receive a Statement of Attainment for the 4 completed units. The learner would also receive a refund of \$900.00 which represents that value of the training not delivered.

### **Changes to terms and conditions**

Academic Pavilion reserves the right to amend the conditions of the learner's enrolment at any time. If amendments are made that effect the learner's enrolment the learner will be informed 7 days prior to changes taking effect.

### **Access to your records**

You are entitled to have access to your records. These records include your:

- learner file
- learning and assessment record
- administrative records
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

In the case of accessing a previously issued Statement of Attainment or Qualification, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Academic Pavilion. To obtain this you must provide proof of identity and pay a reissue fee of \$80.

### **Continuous improvement**

Academic Pavilion is committed to the continuous improvement of our training and assessment services, learner services and management systems.

### **Suggesting improvements**

Learners, employers and other stakeholders are encouraged to provide feedback to Academic Pavilion via phone or email so we can improve our services in the future.

### **Learner and employer satisfaction survey**

At the completion of training, learners and employers are invited to complete a Satisfaction Survey. This is a nationally consistent survey tool that is designed to collect feedback about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Academic Pavilion for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is appreciated.

### **Assessment**

At Academic Pavilion, assessment is conducted using a combination of written knowledge assessment, tasks, scenarios, work log book, supervisor feedback and workplace observation. We also provide recognition of prior learning.

The following provides a brief explanation of the primary assessment methods:

- *Written knowledge assessment.* The learner is required to provide a written response to a range of questions relating to required knowledge of each unit of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- *Tasks.* The learner is required to perform tasks including research within their own workplace and/or using provided material and provide a written, audio or audio video response. The responses provided by the learner will largely be specific to a workplace.
- *Scenario response.* The learner is required to provide a written, graphic, audio or audio-visual response to a situation presented in a

case study or scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to act in response to the requirements.

- *Feedback.* We provide feedback to the student and to the employer if the student is a trainee or their course has been paid for by the employer.

### **Re-assessment**

Learners who are assessed as not yet competent are provided with detailed written feedback to assist them to address the identified gaps in their knowledge and skills.

It is the policy of Academic Pavilion to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee of \$80 for additional training and re-assessment.

Learners requiring additional learning support are to be brought to the attention of Academic Pavilion management so the progress of the learner can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be reassessed by the CEO.

### **AI policy**

Artificial intelligence can be a great tool when used wisely. It can help to broaden your understanding about a concept or task. However, under no circumstances can a student use answers from AI, such as Chat GPT, in their assessments. This is plagiarism. Where we think you have done this, we will work with you to help you develop confidence in your ability to research and write in your own words.

When you sign the declaration at the end of each unit you are signing that this is your own work. Make it so.

### **Issuing Qualifications and Statements of Attainment**

Academic Pavilion will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a learner within 20 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, providing all agreed fees the learner owes to Academic Pavilion have been paid.

### **Language, literacy and numeracy skills**

Language, literacy and numeracy (LLN) skills are critical to all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Academic Pavilion will:

- Assess a learner's LLN skills during their enrolment to ensure they have adequate skills to complete the training
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- Provide clear information to learners about the details of LLN assistance available. Academic Pavilion generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support a learner's development.
- Refer learners to external LLN support services that are beyond the support available within Academic Pavilion and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## **Making complaints and appeals**

Learners should expect fair and friendly behaviour from Academic Pavilion staff members.

Learners who have a complaint should report this to a staff member of Academic Pavilion. This will initiate a complaint-handling procedure that will be fair and transparent and will protect your rights as a complainant.

Academic Pavilion  
5 Lae Ave  
EAST TAMWORTH NSW 2340

### **What is a complaint?**

A complaint is negative feedback about services or staff which has not been resolved. A complaint may be received by Academic Pavilion in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

### **What is an appeal?**

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Academic Pavilion within 28 days of the learner being informed of the assessment decision or finding.

### **Early resolution of complaints and appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and tell us of your concerns with the confidence that you will be treated fairly.

### **Unresolved complaints and appeals**

Where the person making a complaint or seeking an appeal is not satisfied with the

handling of the matter by Academic Pavilion, they have the opportunity for a body that is external to Academic Pavilion to review the complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by Academic Pavilion may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

## **Recognition of your existing skills and knowledge**

In accordance with the requirements of the Standards for Registered Training Organisations, Academic Pavilion provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.



### Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- While learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records
- Records of workplace training
- Assessments of current skills
- Assessments of current knowledge

- Third party reports from current and previous supervisors or managers
- Evidence of relevant unpaid or volunteer experience
- Examples of work products
- Observation by an assessor in the workplace
- Performance appraisals
- Duty statements.

When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Academic Pavilion reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

### What is national recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a learner to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### Evidence requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Academic Pavilion.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.

### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Any learner is entitled to apply for national recognition in a course or qualification in which they are currently enrolled.
- While learners may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for national recognition and Academic Pavilion does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

### **Legislative and Regulatory responsibilities**

Academic Pavilion is required to operate in accordance with the law. We comply with all relevant legislative and regulatory requirements. The following legislation is a list of the Acts with which Academic Pavilion complies. They also represent obligations to you as a learner while training with Academic Pavilion.

Academic Pavilion is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Academic Pavilion staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances.

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

#### ***Work Health and Safety Act 2011***

This Act aims to provide for a balanced and nationally consistent framework to secure the

health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Students are required to cooperate with instructions designed to support WHS objectives.

#### ***Privacy Act 1988***

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Academic Pavilion's enrolment form provides information about how we treat people's personal information.

#### ***Disability Discrimination Act 1992***

Academic Pavilion will strive to make allowances for special needs based on disability. Contact the CEO.

#### ***Sex Discrimination Act 1984***

The objects of this Act are to promote recognition and acceptance within the community of the principle of the equality of men and women. Academic Pavilion promotes those aims.

#### ***Age Discrimination Act 2004***

The objects of this Act are to ensure and promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights.

#### ***Racial Discrimination Act 1975***

This Act gives effect to Australia's obligations under the International Convention on the

Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

### ***Copyright Act 1968***

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

We require all students to always reference work that is not their own by providing a reference or a url.

### ***Fair Work Act 2009***

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians.

### ***National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025***

This legislation provides that basis for the regulation of Registered Training Organisations in Australia.

<https://www.legislation.gov.au/F2025L00355/asmade/text>

### **Conclusion**

We want students to feel safe and supported in your training with us. We invite participation and engagement so that you can help us make this so.

Lyn Melville, CEO, Academic Pavilion