Student Information Handbook

2023

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ASTRA Group Services (ASTRA) is a "business solutions provider" that delivers end-to-end services in all aspects of Enterprise Risk, Safety Management, Organisational Development and Training.

We are a Registered Training Organisation (RTO no: 31544) and provide a broad range of training and simulation programs that can be contextualised to suit industry and client specific requirements.

The contents of this handbook are accurate at the time of publication and are updated regularly to ensure that the information remains current. Enquires about any information contained in this booklet should be directed to ASTRA Group Services Pty Ltd (ASTRA).

The **ASTRA Group Services Student Information Handbook** provides you, the student, information and support services that are important while you are enrolled and training with ASTRA. It includes items such as enrolment information, delivery options, training and learning support services, assessment appeals processes, and courses available, including access to resources to support you in achieving your training and educational goals.

We are an RTO

Registered training organisations (RTOs) are training providers registered to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and Qualifications in Australia.

ASTRA is a Registered Training Organisation (RTO# 31544) and as such maintains compliance with the Standards for Registered Training Organisations (RTO's) 2015'. These standards are available at http://www.asqa.gov.au/.

ASTRA is registered to deliver, assess and issue nationally recognised Qualifications and Statements of Attainment (SoA) within the Australian Qualifications Framework (AQF) and Standards for RTO's 2015' requirements. Details about ASTRA's RTO scope is available at:
https://training.gov.au/Organisation/Details/31544

Our Vision

To be recognised as a quality Recognised Training Organisation to Industry, providing a broad range of training and simulation programs that can be contextualised to suit industry and client specific requirements.

Our Mission Statement

ASTRA Group Services is a "business solutions provider" that delivers end-to-end services in all aspects of Enterprise Risk, Safety Management, Organisational Development and Training.

Our Values

- **Identity:** ASTRA is a brand, not an acronym;
- **Client Focus:** We advocate a partnering approach that reflects “best for client”;
- **Commitment:** We will do what we say we will;
- **Reputation:** To be recognised for valued and trusted advice and services;
- **Effectiveness:** We match solutions to client needs;
- **Expertise:** Supports the growth of our business and underpins the success of our clients;
- **Innovation:** We will not be constrained by conventional thinking in our design and delivery; and
- **Accountable:** We actively seek and respond to performance feedback.

Our Operational Sectors

Operating within the AQF, ASTRA offers nationally recognised training and assessment and support services that ranges from Certificate II through to Advanced Diploma levels multi-industry sectors that include:

- Resources and Infrastructure;
- Manufacturing;
- Agriculture, Horticulture and Conservation;
- Health;
- Transport and Logistics; and
- Business Services.

Want to know more about ASTRA’s delivery capability? Go to www.astragroup.com.au

Delivery Modes

Flexible Delivery

Flexible delivery allows the learner to study what they want and when they want through an interactive set of learning resources designed for self-paced progress. Interactive tutorials and peer support programs provide learners with personal assistance. Web-based student noticeboards inform students of upcoming events and important announcements.

Face to Face Delivery

For those who prefer the personal experience we provide face-to-face delivery options. Facilitated by experienced professionals, these sessions are interactive, interesting, stimulating and exceptional value for money.

E-learning/Online

Learn from anywhere, all e-learning modules, online assessments and virtual classrooms (along with any relevant resources) are accessed by participants through a secure online Learner Portal.

Recognition of Prior Learning (RPL)

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training systems. RPL Assessment an result in a Statement of Attainment/s being awarded for singular or multiply units of competency or a full Qualification.

Workplace Based

Workplace based training is completed on the job site and allows you to learn the skills and knowledge required for your job role.

Blended Delivery

Blended delivery is a combination of delivery training best suited to the student's requirements.

ENROLMENTS

ENROLMENT PROCESS

The enrolment process for ASTRA courses is as follows:

- Contact ASTRA either by face-to-face, phone, email or website to submit an enquiry;
- ASTRA provides course information including pre-requisite requirements, available training dates, scheduled running times and registration details and directs students to this Handbook via website;
- ASTRA provides enrolment forms and payment options, by phone, email or directs the student to the ASTRA website and training calendar for online enrolment;
- Student provides the Unique Student Identifier (USI) with the Enrolment Form submission;
    - If this hasn't previously been obtained, registration is available at www.usi.gov.au
- Summary of enrolment details and invoice with the relevant course fees will be issued and emailed.
- The course booking is confirmed once payment of relevant course fees has been paid or a purchase order has been provided
    - Courses up to $500: full payment required prior to arrival or opening online learning
    - Courses over $500 up to $1500: 50% deposit required prior to arrival or opening online learning with balance payable once course has been commenced
    - Courses over $1500: deposit of $1500 prior to arrival or opening online learning with balance payable once course has been commenced
- Student is issued with a receipt and notified of confirmation for their successful enrolment via Booking Confirmation email with the link to this Student Information Handbook;
- Student can now attend training.

ENROLMENT POLICY

ASTRA recognises the importance of enrolments as an induction into the learning journey. This formal enrolment procedure has been designed to:

- Ensure a consistent level of knowledge and understanding of student goals;
- Ensure student readiness;
- Improve student retention levels;
- Increase student completion rates; and
- Ensure high levels of student satisfaction; and
- Provide student with an opportunity to give feedback and request assistance.

Our commitment to student satisfaction levels spans both accredited and non-accredited training and as such, this procedure must be followed for every new enrolment.

LANGUAGE AND LITERACY

The ASTRA Training team will work with you to identify the appropriate learning supports/adaptations that you may need to successfully undertake the training program. We will make every attempt to modify / adapt our learning and assessment strategies to meet the differing needs of learners who experience language / literacy / numeracy barriers, cultural and/or linguistic differences and challenges relating to disability.

FEES AND CHARGES

Unless stipulated, all course fees are inclusive of:

- Administration charges;
- Course refreshments;
- Training delivery;
- Training assessment; and
- Student course materials.

SERVICE FEES

Service fees may be charged to students for the following:

- Course Extensions;
- Assessment Resubmissions;
- Re-enrolment;
- Replacement for Certificates or Competency Cards;
- Cancellation;
- Printing; or
- Additional Tutoring / Student Support

A full breakdown of the service fees are available on our website and in our Some Important Fine Print on your Course Booking and Enrolment Confirmation emails.

WHEN DO I PAY COURSE FEES?

All courses below $500 require full payment of the course fee prior to commencement. Courses that are priced above $501 will require a minimum 50% deposit with the balance paid as per the ASTRA Schedule of Fees. Where courses are paid for by a third party such as an employer, students remain responsible for ensuring that course fees are paid.

Corporate clients will be required to pay for the course in full, pending the receipt of a Purchase Order and the commencement of the course.

Online course fees can be paid at time of purchase. If a third party is paying the fees, a manual payment and enrolment can occur, however fees must be paid before online access can be given to the course.

PAYMENT METHODS

ASTRA welcomes the following payment methods:

- Cash;
- EFTPOS;
- Payment Plans – *Humm Group or ASTRA Payment Plans;*
- Purchase Orders; and
- Credit Card payment. Note: *If paying by credit card a 1% processing fee will be applied and a 2.6% processing fee for AMEX.*

ASTRA will not release a nationally recognised training outcome, such as a Qualification or Statement of Attainment where payment is not completed without prior approval from ASTRA.

FUNDING INITIATIVES

If you are eligible for either a Government subsidised or Construction Skills Queensland (CSQ) funding initiative, you will receive a contribution towards the cost of your training. ASTRA has an obligation to ensure that a co-contribution is charged to the student and that no training is offered 'free of charge'.

CANCELLATION AND REFUND POLICY

ASTRA has a fair and reasonable refund policy which ensures that all students have the opportunity to receive a refund if requested. Our objective is to ensure that, when required, a fair and equitable system for the refund of training course fees is available to clients.

We achieve this by confirming that any training activities undertaken by ASTRA will be subject to a staged refund of course fees as per the conditions outlined below. Fee refunds may take up to 30 days from date of approved application and will be paid to the learner in the form of a bank transfer.

REFUNDS

ASTRA will refund the full course fee if:

- The course has been cancelled by ASTRA and the student elects not to reschedule
- The student cancels up to seven (7) days before course commencement

ASTRA will charge a $55 cancellation fee if:

- The student cancels within six (6) days before course commencement

ASTRA will retain 75% of the course fee if:

- A course with online learning/assessment components is commenced or within 1 week of receiving an enrolment confirmation email (whichever is first)

ASTRA will retain 50% of the course feel if:

- The student cancels within four (4) days before course commencement

ASTRA will retain 100% of the course fee if:

- The student cancels less than two (2) days before course commencement, or
- The student does not attend the course
- The student departs the course once they have commenced

FUNDED TRAINING REFUNDS

Cancellations by clients or students prior to any funded course may incur the following administration charges:

- **25%** of the original course fee (exclusive of funding) for cancellation made between two (2) and four (4) business days before course commencement;
- **75%** of the original course fee (exclusive of funding) for cancellation made less than (2) business days;
- **100%** of the original course fee (exclusive of funding) if the student does not attend the course without cancellation or they depart the course once they have commenced. Student non-attendance or early departure from the course will also result in the full cost of the original course fee (plus GST if applicable) being charged.

  In all cases of cancellation prior to course commencement, a substitute may be nominated to attend the original course without penalty.

  Enrolment is accepted on the basis that ASTRA will not be held liable for costs incurred due to course cancellation or rescheduling. ASTRA endeavours to give advice as early as possible of any course changes*.

  **Course dates are subject to change without prior notice and ASTRA make every attempt to be fair and flexible with changes where possible.*

WORKPLACE BASED TRAINING

ASTRA will charge a $450 cancellation fee if:

- The site visit or scheduled virtual classroom session is cancelled or not attended on the day of training

ASTRA will charge a $99 cancellation fee if:

- The site visit or scheduled virtual classroom session is cancelled within 24 hours

PRIVACY & INTERNET MERCHANT POLICY

INTRODUCTION

ASTRA regards customer privacy as an important part of our relationship with our customers. The following privacy policy applies to all ASTRA users and conforms to Internet privacy standards. If you have questions or concerns regarding this policy, please contact the ASTRA office on 07 3205 0600.

COLLECTION OF INFORMATION

We do not collect personal information unless the information is necessary for one or more of our functions or activities and only by lawful and fair means e.g. AVETMISS reporting compliance. In order to use the ASTRA website, we may require information from you in order to provide the best service and products possible. Each time you visit our website, our server collects some anonymous information, known as click-stream data. This is the process of collecting, analysing and reporting aggregate data about pages visited, number of hits, frequency and duration of visits and in what order. ASTRA may collect this information for statistical purposes to find out how our website is used and navigated to evaluate and improve our website performance.

All correspondence may also be collected and stored, particularly in regard to sales, support and accounts, including email.

Any information collected by ASTRA is via correspondence from you or your company. This may be via the telephone, email, mail, fax or directly through our website.

USE OF COLLECTION INFORMATION

Details collected from ASTRA customers are required in order to provide you with our products and/or services and a high level of customer service. Correspondence is recorded in order to provide service references and to assist in our staff development.

We may disclose personal information to Agencies, such as Commonwealth and State Government Departments and regulatory authorities and other organisations, as required or authorised by law. We will take reasonable steps to ensure that any third party to whom we disclose personal information are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

STORAGE OF COLLECTED INFORMATION

The security of your personal information is important to us. When you enter sensitive information (such as credit card numbers) on our website, we encrypt that information using secure socket layer technology (SSL). Credit card details are collected in order to be processed as required and are permanently de-identified after the transaction is completed.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. If you have any questions about security on our Website, you can email us at training@astragroup.com.au.

ACCESS TO COLLECTED INFORMATION

You have a right to request a copy of the personal information we hold about you at any time. If personally identifiable information changes or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at training@astragroup.com.au.

UNIQUE STUDENT IDENTIFIER

A Unique Student Identifier (USI) is a reference number that gives students access to all personal National Vocational Education and Training completed in Australia from January 2015.

It is a requirement of all RTO's as per the '*Standards for Registered Training Organisations (RTO's) 2015*' to ensure that every student has an active USI prior to the completion of any nationally recognised training. More information is available at www.usi.gov.au.

If you do not provide a valid USI to ASTRA either at the commencement, during, or at completion of your training, we **can not** issue a nationally recognised training outcome.

COMMUNICATIONS

ASTRA uses personally identifiable information for essential communications, such as emails, text messages, accounts information and critical service details. We may also use this information for other purposes, including some promotional emails.

If at any time a customer wishes not to receive such correspondence, they can request to be removed from any mailing lists by emailing us at training@astragroup.com.au.

You will be notified when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

THIRD PARTIES

Although we generally only collect personal information from you directly, we may be provided with information from third parties.

ASTRA may, at its discretion use other third parties to provide essential services on our site or for our business processes. We may share your details as necessary for the third party to provide that service. These third parties are prohibited from using your personally identifiable information for any other purpose.

ASTRA does not share any information with third parties for any unknown or unrelated uses.

LEGAL

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order or legal process served on our Website.

Where it is practical and legal to do so, we will generally provide you with the ability to interact with us anonymously.

We will not collect, use or disclose sensitive information (such as information about racial or ethnic origins or political or religious beliefs) except with your specific consent or in the circumstances permitted in the Privacy Act 2009.

LINKS

Links on the ASTRA Website to external entities are not covered within this policy. The terms and conditions set out in this privacy statement only cover the domain name of www.astragroup.com.au.

CHANGES TO PRIVACY POLICY

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage and other places we deem appropriate so that you are aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our homepage.

ASTRA SECURITY POLICY

We will take reasonable steps to ensure any personal information we collect, use or disclose is accurate, complete and up-to-date. We will take reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. We will take reasonable steps to destroy or de-identify personal information that is no longer needed for any purpose for which the information may be used or disclosed under this policy, unless we are required by law to keep it.

ASTRA uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet.

All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response;

- Your complete credit card number cannot be viewed by ASTRA or any outside party;
- All transactions are performed under 128 Bit SSL Certificate;
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data;
- eWAY is an authorised third-party processor for all the major Australian banks; and
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by ASTRA.

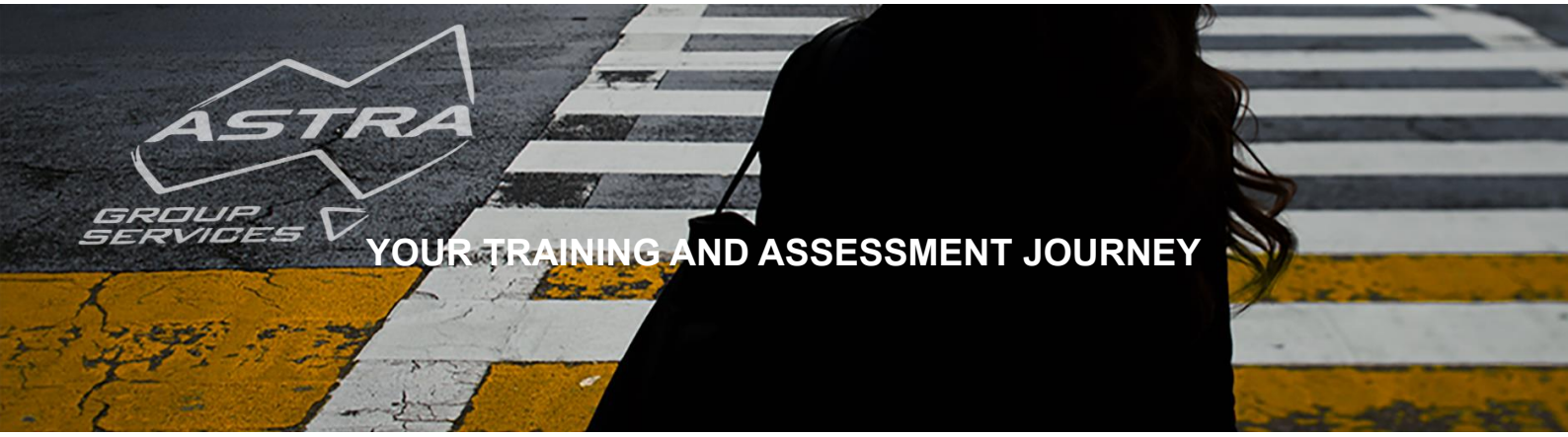
For more information about eWAY and online credit card payments, please visit www.eWAY.com.au

DELIVERY POLICY

After enrolling and processing payment online, you will receive an email confirmation from eWAY containing your booking details. You will receive a confirmation receipt of your booking within 24 hours.

Upon successful completion of the course, we will send your Statement of Attainment/ Qualification via email within 30 calendar days. Printed copies can be sent upon request.

If you wish to query a delivery please contact us at training@astragroup.com.au.



YOUR TRAINING AND ASSESSMENT JOURNEY

INDUCTION AND ORIENTATION

To ensure you are ready to commence and are completely comfortable with the journey you are about to embark on your Course Facilitator and assessor will spend time with you, either individually or in a group to induct and orientate you to the program. This is your chance to ask questions, to work with the Course Facilitator/assessor to identify specific requirements you may have and to customise the program to your learning needs. You may want to choose elective units of competency specific to the workplace or industry you represent, or you may have a workplace project you want to include as part of the assessment.

You may be required to undertake a Language, Literacy and Numeracy foundation skills assessment as a benchmark to help the Trainer and Assessor identify specific learning requirements. The Assessment will have generic based content so that it can be used across all VET pillars without disadvantaging any student. It will be the responsibility of the student who self identifies as not meeting the LLN levels in their enrolled qualification to seek assistance.

ATTENDANCE

To achieve successful outcomes for your training, please attend every class/training session. We understand this is not always possible due to sickness, family issues and/or casual employment.

If you are unable to attend a class/training session, please contact the ASTRA Training Team to advise us of your non-attendance for that day. If you are going to be absent for an extended period, please discuss this with your Trainer.

CLASS SIZE

ASTRA adheres to a strict guideline of minimum and maximum learner numbers for each course. Courses will only proceed if the number of enrolments is sufficient. Alternatively, if a course is full, you will be provided with additional scheduled dates, or given an option to be placed on a waiting list and informed if a place becomes available.

Class size is important as it determines the acceptable ratio of Trainer: Student, which is critical to ensuring learning outcomes for all students is optimised and effective.

EXAMS AND ASSESSMENT

Qualifications/ Statements of Attainment issued in the Vocational Education and Training (VET) sector certify the achievement of competency. Competency based training focuses on what the individual can do and is based on work-related skills and requirements, and individual workplace performance.

In awarding competency, criteria are needed to measure skills and knowledge. Competency standards provide those criteria. In the context of national training packages, a competency standard is an agreed statement of skill and knowledge required to perform a specific job or job function. In order to gain competency, the student must be able to demonstrate that they have the skills and the knowledge, and that they can apply these to a workplace context.

Competency based assessment is the process of collecting evidence and making valid, reliable, and consistent judgement that is fair to all students. It can be established via a number of ways that include, but are not limited to:

- On the job assessment;
- Portfolios of Evidence;
- Assignments;
- Oral presentations;
- In class observations; and
- Role playing / scenario.

ASSESSMENT PRACTICES

ASTRA maintains the following series of standards with regards to our assessments:

- Incorporate alternative approaches to suit people who may otherwise be disadvantaged by cultural background, language ability or personal disabilities. (special needs in this area can be discussed directly with the assessor);
- Are flexible and encourage learning to occur in a wide variety of settings;
- Will be conducted in an open, accountable and transparent manner;
- Will be fair and equitable;
- Will be conducted by qualified and authorised personnel; and
- Will be integrated into the learning process rather than being separate from it.

PLAGIARISM

Plagiarism occurs when a person passes off someone else's work as his or her own and is a serious academic offence. Examples include failing to cite an author for ideas incorporated into a student's paper and handing in an assessment piece downloaded from the internet. All plagiarised assessments will instantly be assessed as **Not Yet Competent** and students will be required to resubmit their work.

ASSESSMENT RESULTS

In accordance with the National VET Framework, results of competency assessment are indicated by either:

- **C** = Competent
- **NYC** = Not Yet Competent

REASSESSMENT

In the event a student is deemed NYC, they will be provided with feedback and assistance to gather further evidence and/or amend any corrections required. Any assessment re-submission must be provided within a timeframe agreed upon between the student and the assessor.

In the event a student unsuccessfully completes their online assessment three (3) times, they will be asked to have a conversation with their trainer prior to a fourth (4) attempt is provided. This ensures the student does understand the question prior to providing another attempt.

If any further attempts are required, a re-submission fee of $29 is charged per assessment per attempt.

CREDIT TRANSFER (CT)

As an RTO, we are required to formally recognise all AQF Qualifications and Statements of Attainment issued by any other RTO from all states and territories in Australia, in accordance with the VET Quality Framework.

Where a person provides evidence of successfully completing a nationally recognised Unit of Competency that is identical to a unit currently included in a course, the learner will not be required to repeat it again. Please contact us should you wish to be accredited for prior qualifications via a Credit Transfer (CT) process.

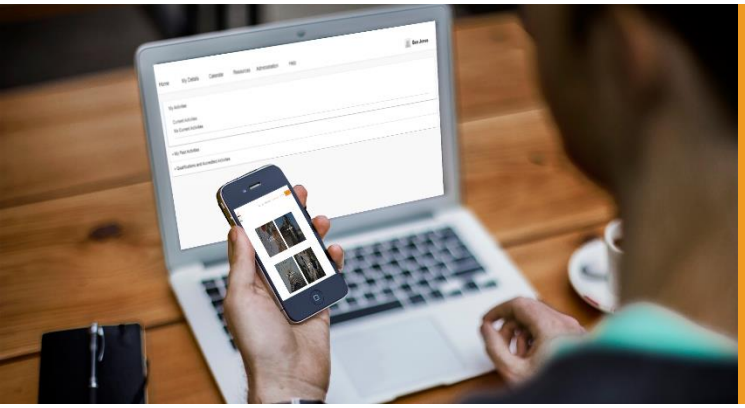
ASTRA has a procedure to ensure that any formal recognition of previously issued Qualifications and Statements of Attainment to ensure credibility and authenticity. Please note that an ASTRA representative will contact the issuing RTO to verify any Certificates.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) are formal acknowledgement of a person's current qualifications, skills and knowledge they may have already acquired through life, work experiences and/or previous study. These are measured against the chosen area of study and if relevant, may result in you being granted credits or exemptions.

ASTRA have a procedure in place for RPL. If you believe you may qualify for RPL/RCC, your Course Facilitator can provide further information and support you through the process.

All RPL and RCC application will have a non-refundable application fee of $200. Evidence must be collected and sent to ASTRA within 6 months from your application being approved. Extensions required for evidence collection will be charged at $250 per 3-month block.



ASTRA STUDENT PORTAL

All students will get access to a dedicated Student portal.

Here you can access:

- Training resources and learning materials;
- Support services and ASTRA contact details
- Update your personal details
- 24/7 real-time access to your Certificates on successful completion of training

AWARDS

COURSE AWARD

To be eligible for a Certificate (e.g. Statement of Attainment or Qualification) a student must have completed all program work and assessment set out in the program outline for that course. Each Qualification will include a Record of Results detailing the individual units completed.

STATEMENT OF ATTAINMENT

Students who successfully complete short accredited courses will be awarded a Statement of Attainment as partial completion of a full Qualification.

ACADEMIC HISTORY REPORTS

Students may request an academic history report that provides a statement of current academic history with ASTRA Group Services. This can also be found via the student portal.

Students also have the option of referring to their secure online record via www.usi.gov.au to track all recognised training (VET) and Qualifications gained in Australia from 2015, regardless of the training organisation.

CERTIFICATE OF ATTENDANCE OR PARTICIPATION

Certificates of Attendance are supplied to students who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for students who attend non-accredited training.

ACCESS TO RECORDS

All students are entitled to access their individual training and assessment records. Access to these records is permitted after receiving a formal written request and suitable photographic proof of identity documents (i.e. passport or driver's license). Once these documents are received ASTRA will provide the requested information to the applicant within a seven (7) day period.

CLIENT FEEDBACK

Feedback we receive from our clients, our students and our colleagues is valuable to us because it provides us with an opportunity to improve the products and services we offer and the level of service we provide. ASTRA encourages positive and negative feedback and invite staff, students and clients to provide feedback in the form of formal and informal methods.

CLIENT SUPPORT

With a commitment to instilling a passion for life-long learning, one of our roles is to provide ongoing support and encouragement. Our Services include:

- Literacy and numeracy support. This may include referrals for:
    - Remedial classes;
    - Community English as a second language tuition programs; and
    - One-on-one coaching, tuition and support.
- Welfare and guidance services. This may include, but is not limited to:
    - Review of fee and payment structures when requested;
    - Learning pathways;
    - Identifying possible RPL opportunities; and
    - Provision for special needs be they cultural, religious or physically based.

Please be assured that any issues on concerns in this area will be treated with dignity and utmost confidentiality. Please contact our Learning and Development Manager directly for further discussions.

- Advice and guidance:
    - Selecting elective units;
    - Understanding vocational education;
    - Assessment support;
    - Understanding competency based training; and
- Collecting evidence.

- Training and professional development planning.

Our support offerings are as unique as you are, and we invite you to discuss your needs with us. Please note that not all services are free and fee for service charges may apply.

ACADEMIC APPEALS

All complaints and appeals received by ASTRA Group Services (ASTRA) will be viewed as an opportunity for improvement.

Despite all efforts of ASTRA to provide satisfactory services to its students as the RTO, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

GRIEVANCES

In the event that grievances / disputes cannot be resolved internally, ASTRA will advise students of the appropriate government body where they can seek further assistance. Circumstances that may result in a grievance could include:

- Verbal abuse;
- Discriminatory behaviour; and
- Unprofessional behaviour.

Students who believe they have cause to lodge a grievance should discuss the issue in the first instance with their Course Facilitator. If resolution is not reached, an invitation is open to contact the Training Team.

STUDENT COMPLAINTS APPEALS AND GRIEVANCES POLICY

Where possible all non-formal attempts shall be made to resolve the complaint.

This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

All complaints, appeals and grievance feedback must be received within 14 days of the alleged incident.

GENERAL COMPLAINTS

Any student, potential student, or third party may submit a formal complaint to the RTO with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

A student wishing to submit a formal complaint or appeal can do so by completing the 'ASTRA Complaints and Appeals Form' and state their case providing as many details as possible. This application form can be gained by contacting ASTRA Training Team.

All formally submitted complaints or appeals are submitted to the Training Team. It is their responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

- Submission date of complaint;
- Name of complainant;
- Nature of complaint;
- Date of the event which lead to the complaint; and
- Attachments (if applicable).

Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register'. The information to be contained and updated within the register is as follows:

- Submission date of complaint;
- Name of complainant;
- Description of complaint / appeal;
- Determined resolution; and
- Date of resolution.

Students are able to present their case in person and may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times.

Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the Training Team shall notify the Managing Director of the complaint and provide any further documentation related to the matter.
The Training Team shall then refer the matter to the appropriate staff to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the Training Team shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal.

The Training Team shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals register' by the Training Team and on the students file. ASTRA will ensure that it follows the principles of fairness and natural justice in dealing with all complaints.

APPEALING A DECISION

All students have the right to appeal decisions made by the RTO where reasonable grounds can be established. The areas in which a student may appeal a decision made by the RTO may include:

- Assessments conducted;
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment; and
- Any other conclusion / decision that is made after a complaint has been dealt with by the RTO in the first instance.

To activate the appeals process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon.

This can be accessed by requesting a copy from your Trainer / Assessor, or in writing to training@astragroup.com.au

The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.

The Training Team shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

When appealing a decision:

- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged; and
- The Training Manager shall ensure that ASTRA acts on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

GENERAL APPEALS

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify the RTO in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal;
- The appeal shall be lodged through the Training Team and shall ensure the details of the appeal are added to the 'Complaints and Appeals Register';
- The Training Team shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal; and
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify the RTO if they wish to proceed with the external appeals process.

ASSESSMENT APPEALS

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the reassessment outlining the reasons why assessment was or was not granted;
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register';
- The Training Team shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by the RTO; and
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify the RTO if they wish to proceed with the external appeals process.

EXTERNAL APPEALS

- If a student is still dissatisfied with the decision of the RTO, a student may wish to escalate the matter;
- Appeals can relate to assessment decisions but they can also relate to other decisions, such as a decision to exclude a learner from a program. Clients should be encouraged to resolve complaints and appeals through your complaint mechanisms. If they are not satisfied with the outcomes of these processes they should contact Australian Skilly Quality Authority (ASQA) by completing the online complaint form – www.asqa.gov.au; and
- Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third-party mediator such as ASQA to satisfy the student's appeal as soon as practicable.

Note: Any complaints, appeals or grievance feedback not received within 14 days of the alleged incident may not be considered valid or acted upon. Only one formal appeal presentation will be entered into and the decision of the Managing Director will be final.

STUDENT BEHAVIOR

We expect that fair and equitable treatment is a reciprocal arrangement and as such have documented guidelines for management of inappropriate student behaviour.

In the first instance:

Students will be asked to cease any behaviour considered inappropriate either by Course Facilitators, assessors, workplace or other students. No argument will be entered into in relation to individual perceptions about 'appropriateness' – if the behaviour has offended, then it will be considered offensive and is therefore inappropriate.

In the second instance

Failure to desist will result in a second request for specific behaviour to cease and may include temporary and short term ejection to allow for reflection and cooling off and/or written advice. These interventions will be used at the Course Facilitator/assessors discretion.

In the third instance:

Failure to cease inappropriate behaviour may result in ejection from class for the day (Any training paid for / organised by an employer or government agency will be immediately notified of the behaviour and actions taken by ASTRA).
ASTRA Group Services reserves the right to permanently eject students for ongoing inappropriate behaviour without course refund. This decision will be made on a case by case basis considering evidence at hand and level of inappropriate behaviour.

FITNESS FOR WORK

ASTRA recognise that a person's fitness for work may be hindered by a variety of factors. While ASTRA is responsible for providing a safe and healthy workplace, students are responsible for supporting ASTRA to enable the objectives of this Procedure.

As individuals, all students are responsible for ensuring their health and fitness for attending any training with ASTRA. As such, no person should attend or attempt training where their performance, decision making, judgement, concentration or coordination is knowingly affected.

ASTRA will, where appropriate, assist students with reasonable support to enable them to deal with fitness for work related problems.

SMOKING

ASTRA is committed to providing a safe and healthy working environment for all persons and shall regard smoking in the immediate vicinity of the workplace as an unacceptable risk exposure to the health and safety of others.

Irrespective of any other controls applied, ASTRA shall not permit smoking in any vehicle, enclosed building, workshop or work place areas.

Smoking may only be permitted within a designated "smoking area" and receptacles shall be provided for the safe disposal of cigarette butts.

SOLAR RADIATION & HEAT STRESS

ASTRA shall ensure all students receive instruction on obligations to wear appropriate clothing, including additional personal protective equipment and sunscreen relevant to the training being conducted.

Students undertaking training at any outdoors location may be exposed to harmful effects of UV and must ensure that all precautions are taken to protect themselves from UV exposure by means of appropriate PPE and the use of sunscreen.

FATIGUE MANAGEMENT

Fatigue may arise as a result of insufficient quality sleep, physical and mental workload, psychosocial and/or health factors or as a result of conditions within the working environment.

Fatigue can adversely affect safety during training. Please ensure you speak with your Training Facilitator or a member of the ASTRA Training team if you feel symptoms of fatigue that may affect your ability to safely undertake training. ASTRA provide suitable facilities such as air-conditioning, water facilities and rest amenities.

ALCOHOL AND OTHER DRUGS

All students must attend training as being fit for work. This includes:

- Present to training with a BAC of 0.00;
- Present to training free of any effects or influence of drugs;
- Notify the Training Facilitator or a member of the ASTRA Training team of any instances where they believe they may be adversely affected by the consumption of alcohol, effected or under the influence of drugs; and
- Bring onto an ASTRA training facility or receive from another person while on any ASTRA facility any alcohol or non-medication drugs.

ASTRA has a zero-tolerance policy for any breaches of a Students Fitness for Work.

Failure to meet fitness for work requirements may result in ejection from training (For any training paid for/or organised by an employer or government assistance agency, they will be immediately notified of the behaviour and actions taken by ASTRA).

ASTRA will provide the student an opportunity to rectify any breaches by providing to ASTRA a written request to re-enrol in training and to include a medical clearance from a doctor. This decision will be made on a case-by-case basis considering evidence at hand and level of breach.

HEALTH AND SAFETY

We strive to provide a safe and healthy working and learning environment. Our Work Health and Safety Management Plan: BUS-POL-001 outlines our commitment to ensuring the safety of all persons who work for ASTRA and enter our premises and provides detailed requirements for conducting training with ASTRA.

FIRST AID

Please inform your Course Facilitator upon enrolment or arrival of any medical conditions such as allergies or conditions that will disrupt your ability to complete the program. This information will be kept strictly confidential unless a medical emergency arises at which time essential information will be shared as appropriate.

ASTRA's staff include appropriately trained First Aid Officers who have access to first aid kits, for any student who requires first aid attention whilst in any of ASTRA's locations.

EVACUATIONS

The introductory component of every public training program begins with a review of emergency evacuation procedures. In the event of an alarm sounding, please **do not panic** and follow the directions of your Course Facilitator calmly. Evacuation routes are clearly outlined at all office exit points.

LEGISLATION

The framework we operate within is founded upon principles from the following:

Organisation	• AIMS (ASTRA Integrated Management System)

Standards	• ISO 9001 Quality management systems
	• Standards for RTOs 2015
	  ○ ASQA –Standards for Continuing Registration
	  ○ AQF - Implementation Handbook

Commonwealth	• National Vocational Education and Training Regulator Act 2011 • Disability Discrimination Amendment (Education Standards) Act 2005 • Freedom of Information Act 1982 • Privacy Act 1988, Racial Discrimination Act 1975 & Age Discrimination Act 2004 • 2005-2008 Commonwealth-State Agreement for Skilling Australia's Workforce • Copyright Act 1968 • Work Health and Safety Act & Regulations • Competition and Consumer Act 2010
Queensland	• Workplace Relations Act; • Anti-Discrimination Act 1991 • Disability Services Act 2006 • Coal Mining Safety & Health Act 1999 & Regulations 2017 • Mining and Quarrying Act 1999 & Regulations 2017 • Information Privacy Act 2009