

Terms and Conditions of Enrolment

This document ensures your rights are protected under Australian law.

It is important you understand:

- What you are agreeing to
- Our Fees, Charges, and Refund policy
- Our policies and procedures as outlined in the Student Handbook and website(www.AAON.edu.au)
- Your responsibilities as a student
- Our responsibilities as the RTO.

Therefore we have summarised some of this for you below. Please ensure you also refer to the Student Handbook for further information.

Studying with the Australian Academy of Nursing

AAON offers a truly professional environment where students are treated as equals. We accept only a limited number of students each term which means that you will get the attention and personal service you deserve.

Each student can be sure to receive the service they need to succeed in their studies. Our management team is experienced in Australian healthcare practice and the delivery of education to overseas students, and our programs are designed to get you the most out of your time with us.

We know how education has been delivered traditionally and know that we offer a truly new way to learn. We look forward to meeting you to show you how simple and productive learning can be. We believe everyone can learn if they want to and, given the right support and material, you can make sure you will.

Our Commitment to You

Statement

1. Our commitment to you
 - 1.1 Australian Academy of Nursing is focused on meeting the needs of each person and business with which we are involved. We promise to:
 - Develop an understanding of the specific needs of each person and business we work with.
 - Maintain a strong connection to the industries with which we are involved.
 - Be flexible in our approach to dealing with you.
 - Always conduct business in a sound, ethical, and fair manner.
 - Employ staff who are appropriately qualified and experienced for their role, and who are objective and act with integrity.
 - Protect your rights to privacy.
 - Ensure the accuracy and integrity of the information we keep about you.
 - Always provide you with information on our fees, charges, and refunds prior to entering into an agreement with you.
 - Ensure our policies in relation to fees, charges, and refunds are fair, clear, and transparent.
 - Treat all people fairly and equitably.
 2. Educational Guarantee
 - 2.1 AAON is committed to providing quality in training and assessment. We are committed to:
 - Providing nationally recognised training that meets the needs and expectations of students and industry.
 - Meeting the requirements of the VET Quality Framework and striving to exceed standards of excellence.
 - Delivering courses that are flexible that meet the needs of a diverse range of students and have a holistic approach to training and assessment.
 - Producing graduates who are appropriately trained, skilled, and experienced, and who have the skills required by industry.

- Engaging with the industries in which our training and assessment services are provided to ensure that courses remain current, accurate, and are reflective of industry requirements.
- Maintaining a supportive learning environment that is conducive to the success of our students, our staff, and other clients.
- Ensuring that students and persons seeking to enrol receive clear, accurate, and detailed information about our services prior to enrolment in a course.
- Recognising all qualifications and statements of attainment issued by any other Registered Training Australian Academy of Nursing (RTO) in Australia, under the Australian Qualifications Framework (AQF)

Student Code of Conduct

Code

1. Students' Rights
 - 1.1 All students have the right to:
 - Be treated fairly and with respect by all students and staff.
 - Learn in a supportive environment which is free from harassment, discrimination, and victimisation.
 - Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
 - Have their personal details and records kept private and secure according to our Information Privacy Policy.
 - Access the information AAON holds about them.
 - Have their complaints and appeals dealt with fairly, promptly, confidentially, and without retribution.
 - Make appeals about procedural and assessment decisions.
 - Receive training, assessment, and support services that meet their individual needs.
 - Be given clear and accurate information about their course, training, and assessment arrangements and their progress.
 - Access the support they need to effectively participate in their training program.
 - Provide feedback to AAON on the client services, training, assessment, and support services they receive.
 2. Students' Responsibilities
 - 2.1 All students, throughout their training and involvement with AAON, are expected to:
 - Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
 - Not harass, victimise, discriminate against, or disrupt others.
 - Treat all others and their property with respect.
 - Respect the opinions and backgrounds of others.
 - Follow all safety policies and procedures as directed by staff.
 - Report any perceived safety risks as they become known.
 - Not bring any articles or items that may threaten the safety of self or others into any premises being used for training purposes.
 - Notify us if any of their personal or contact details change.
 - Provide relevant and accurate information to AAON in a timely manner.

- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities, and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits, and training sessions.
- Notify AAON if any difficulties arise as part of their involvement in the program.
- Notify AAON if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes where relevant.

Complaints and Appeals Policy

The purpose of this policy and procedure is to outline AAON's approach to managing dissatisfaction, formal complaints, and appeals of students, clients, staff and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient, and confidential manner

Nature of Complaints and Appeals

1. AAON responds to all allegations involving the conduct of:

- AAON, its trainers, assessors, and other staff.
- Any third party providing services on behalf of AAON.
- Any student or client of AAON.

2. Complaints may be made in relation to any of AAON's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

Resolving Issues Before They Become a Formal Complaint

Students, clients, and AAON staff are encouraged, wherever possible, to resolve difficulties directly with the person(s) concerned prior to the creation of a formal complaint. AAON staff will be available to assist with complainants to resolve their issues at this level.

To Make a Complaint

Complaints and appeals should be made in writing using the Complaints and Appeals Form or other written format and sent to AAON's head office at level 5, 20-22 Macquarie Street Parramatta NSW 2150 addressed to the Managing Director.

When making a complaint or appeal, provide as much information as possible to enable AAON to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

Lodging an Appeal of an Assessment Decision

•In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an independent 3rd party assessor mark the assessment task again.

•The assessment decision made during the appeals process will be considered the ultimate outcome for the task.

•The student will be advised of the outcome of the appeal.

Internal Appeal

The student will have an opportunity to formally present their case in writing or in person. The student may be accompanied and assisted by a support person at any relevant meetings. A student's enrolment must be maintained whilst an internal complaint or appeal is in progress.

External Complaints and Appeals

AAON acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant, and where the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by AAON.

Record Keeping and Confidentiality

AAON will maintain a record of all complaints, appeals, and their respective outcomes on the Complaints and Appeals Register. A written record of all complaints, appeals, and outcomes handled under this policy shall be maintained for a period of two years. This is to allow all parties to the complaint or appeal to have access to those records.

Non-limitation of Policy

13. Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws, and it does not circumscribe an individual's rights to pursue other legal remedies.

Complaints and Appeals Procedure

- A. Receipt and Acknowledgement of Complaint
 - As per policy, complaints are to be made in writing by the complainant, attention to the MD.
 - The MD will review all complaints upon receipt.
 - AAON will Acknowledge receipt of complaint in writing by sending a letter to the complainant within 3 working days of receipt in the form of a Complaint/Appeal Acknowledgement Letter.
 - A record of details of the complaint will be kept on the Complaints and Appeals Register.
- B. Investigate the Complaint
 - Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available, and that it is accurate and complete.
 - Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face.
 - If the matter is in relation to a third party delivering services on behalf of AAON, the third party should be involved in the resolution of the complaint.
 - The MD will review the information and decide on an appropriate response. Where deemed necessary by the MD, the matter may be reviewed by other members of AAON staff to arrive at an appropriate resolution.
 - Note: The complaint must be completely resolved within 60 calendar days of receipt of the

original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They will be provided with updates on progress on a weekly basis thereafter until the matter is resolved.

C. Notification of the Outcome and Update of Records

- AAON will provide a written response to the complainant outlining:
 - AAON's understanding of the complaint
 - The steps taken to investigate and resolve the complaint
 - Decisions made about resolution, with reasons for the decisions made
 - Areas that have been identified as possible causes of the complaint and improvements to be recommended
 - Their right to access the appeals process if they are not satisfied with the outcome of the complaints process.
- Notification that the Complaints and Appeals Register will be updated so it includes the outcome of the complaint.
- Notification that the Continuous Improvement Register will be updated if applicable for any improvements to be made as an outcome.
- AAON will keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file.
- AAON will discuss the complaint and its outcome at the next management meeting.

2. Appeals Procedure

D. Reception and Acknowledgement of Appeal

- As per policy, appeals are to be made in writing by the appellant, attention to the MD.
- The MD should review all appeals upon receipt.
- AAON will acknowledge receipt of appeal in writing by sending a letter to appellant within 3 working days of receipt using Complaint/Appeal Acknowledgement Letter.
- AAON will record details of appeal on the Complaints and Appeals Register.

E. Response to Assessment Appeals

- In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again.
- The assessment decision made during the appeals process will be considered the actual assessment outcome for the task.
- AAON will then advise the student of the outcome of the appeal as per point G below.

F. AAON will respond to appeals against non-academic decisions

- Upon receiving the appeal, the matter is to be investigated to identify the original decision made and the reasons for the decision.
- Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face.

- If the matter is in relation to a third party delivering services on behalf AAON, the third party will be involved in the resolution of the appeal.

The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, AAON may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. This will be at AAON's cost.

- AAON's Management team will review all relevant information and decide on an appropriate response.

Note: The appeal must be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant will be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved. Management team

G. Notification of Appellant of the Outcome and Updating of Records

- AAON will provide a written response to the appellant outlining:
 - The RTO's understanding of the reasons for the appeal
 - The steps taken to investigate and resolve the appeal
 - Decisions made about resolution and reasons for the decisions
 - Areas that have been identified as possible causes of the appeal and improvements to be recommended
- The updating the Complaints and Appeals Register so it includes the outcome of the appeal.
- The updating the Continuous Improvement Register if applicable for any improvements to be made as an outcome.
- That AAON will keep a copy of the appeal and supporting documents in the Complaints file and in the student or staff file (where relevant).
- AAON will then discuss the appeal and its outcome at the next management meeting.

Fees, Charges, and Refunds Policy

Information about Fees and Charges

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

- Course fees include required text books and learning materials.

Payment Agreements

Students who are experiencing difficulty in paying their fees are invited to contact our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due. AAON reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made

Issuance of Certificates, Statements, and Records of Results

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$30 per request.

Refunds

All course fees, include a non-refundable deposit / enrolment fee which is outlined on the Course Outline and website. The deposit is non-refundable except in the unlikely situation where AAON is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to AAON in writing, outlining the details and reason for their request.

Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by AAON in order to provide those services to the student.

The outcome of the refund assessment will be provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.

Course Fees

Course	Tuition Fee	Materials Fees	Administration Fees	Total Due	Payment Schedule
CHC30212 Certificate III in Aged Care	Domestic: 3,500 International: \$6,500	0	\$200	Domestic: \$3,700 International: \$3,700	-Full payment -Flexi Fees -Instalment Plan

Additional Fees and Charges

Re-assessment All course fees include up to three (3) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, this additional re-assessment fee will be charged per additional assessment.	\$100
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	\$30
Enrolment fee	\$200
Airport meeting & transfer	\$150
Accommodation placement	\$250
Single Homestay (week)	\$294
Replacement of Student ID Card	\$40
Re-issue of award after completion	\$100
Computer password reset	\$15
Fees are current as of 20 August 2015 and subject to change. All fees are quoted in Australian Dollars (AU\$) and include GST. The tuition fee includes all reading, study, and online material/access.	
Re-assessment All course fees include up to three (3) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, this additional re-assessment fee will be charged per additional assessment.	\$100
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results.	\$30