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Undertaking first aid training with AIBC

Thank you for considering AIBC as your preferred Registered Training Organisation. AIBC is committed to high quality education and training which places you at the centre of training delivery. In this handbook you will find:

- information about our first aid programs
- information about how we deliver our training and how you will be assessed
- information about Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Enrolment Policies
- Complaints and Appeals Policies
- Responsibilities of all Parties
- Our code of practice which explains how we operate our business.

AIBC encourages individuals with disabilities to access our training programs.

First Aid units

AIBC is a RTO offering the following nationally recognised first aid units of competency:

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid

Units of Competency

Competency standards are a statement of skills needed to perform a particular job or task. They focus on what is expected of a person in the workplace rather than on the learning process.

Competency based training is not like traditional teaching. It focuses upon the skills you will need to do a job.

AIBC will provide you with information and assist you to gain the required skills. You will be given comprehensive workbooks which you will be required to read and complete prior to your classroom session where you will demonstrate your skills to your trainers and assessors.

When you are assessed you will be assessed on whether you can demonstrate the skills and knowledge that are listed in the competency standards.
Assessment will take place in a variety of ways, such as:

- direct observation (practical performance)
- written question and answer
- case studies/scenarios

Upon successful completion of your assessment you will receive a “Statement of Attainment” to confirm which unit/s you have successfully completed. This statement can be used at a later date to help you claim credit should you wish to use it toward the completion of a qualification.

It should be noted that students will only receive their Statement of Attainment once the relevant fees for that unit have been received.
# Unit Information - First Aid

AIBC offers three (3) first aid units:

- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID002 Provide Emergency Life Support
- HLTAID003 Provide First Aid

A summary of the content and delivery of each unit is provided below

<table>
<thead>
<tr>
<th>Unit</th>
<th>Duration</th>
<th>Description</th>
<th>Delivery Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAID001</td>
<td>Half Day (3 hrs) plus 1½ hours pre-course work</td>
<td>This unit will provide you with the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines. It applies to all workers who may be required to provide CPR in a range of situations, including community and workplace settings.</td>
<td>You will be emailed your workbook a minimum of 1 week prior to the classroom session. You are expected to read this thoroughly to gain an understanding of the theory and complete all workbook learning activities. Your completed activities should be emailed to your trainer by 1 pm the day before the course. If you have any questions about the content, you will be able to email or telephone your trainer for clarification. Your classroom session will deal with the practical side of providing CPR and provide you with an opportunity to practice your skills prior to assessment.</td>
</tr>
<tr>
<td>HLTAID002</td>
<td>2 Half days (8 hrs) Day 1 - 5 hours, Day 2 - 3 hours, plus 2½ hours pre-course work</td>
<td>This unit will provide you with the skills and knowledge required to recognise and respond to life-threatening emergencies in line with the Australian Resuscitation Council (ARC) Guidelines. It applies to all workers who may be required to provide an emergency response in a range of situations, including community and workplace settings.</td>
<td>You will be emailed your workbook a minimum of 1 week prior to the classroom session. You are expected to read this thoroughly to gain an understanding of the theory and complete all workbook learning activities. Your completed activities should be emailed to your trainer by 1 pm the day before the course. If you have any questions about the content, you will be able to email or telephone your trainer for clarification. Your first classroom session (Session 1) will deal with the practical side of providing CPR and other emergency life support procedures and will provide you with an opportunity to practice your skills.</td>
</tr>
<tr>
<td>Unit</td>
<td>Duration</td>
<td>Description</td>
<td>Delivery Method</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>2 full days (15 hrs)</td>
<td>This unit will provide you with the skills and knowledge required to provide a first aid response to a casualty. It applies to all workers who may be required to provide a first aid response in a range of situations, include community and workplace settings.</td>
<td>You will be emailed your workbook a minimum of 1 week prior to the classroom session. You are expected to read this thoroughly to gain an understanding of the theory and complete all work book learning activities. Your completed activities should be emailed to your trainer by 1pm the day before the course. If you have any questions about the content, you will be able to email or telephone your trainer for clarification. Your first classroom session will deal with the practical side of providing CPR and other first aid practices and will provide you with an opportunity to practice your skills prior to assessment in Session 2. There will be a week between Session 1 and 2 where you will be required to complete Assessment Task 1, the theory assessment, and will be provided with bandages to allow you to practice your first aid practices. Session 2 is an assessment session where you will demonstrate your CPR and emergency response skills to your assessor in a range of role plays.</td>
</tr>
</tbody>
</table>
Entry Requirements

There are no specific entry requirements to any of these units. However, it should be noted that the standards themselves require a level of physical ability to meet assessment requirements.

Each unit requires that CPR is performed for a minimum of four minutes - uninterrupted. If you are unable to do this, you will not be deemed competent.

If you have concerns about your physical ability, please raise your concerns with AIBC prior to enrolment.

If you need more information please contact AIBC on 0411 449 032.
Recognition of Prior Learning and Credit Transfer

AIBC offers all students the opportunity to have prior learning and existing skills recognised.

There are different terms used to refer to the recognition of an individual’s previous learning and current skills. These include Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Recognition of Prior Learning is an assessment process that assesses the individual’s relevant prior learning to determine the credit outcomes of an individual application for credit.

Credit Transfer is a process that provides students with agreed and consistent credit outcomes based on equivalence in content and learning outcomes between matched qualifications.

However, even if you hold an existing first aid unit, it is recommended that you undertake regular refresher courses every few years. Because of this rather than offering RPL or CT, AIBC offers refresher courses.

If you currently hold a first aid unit, please advise your AIBC representative so that we can provide a program to best suit your needs.
How to Enrol

If you want to enrol in a first aid unit with AIBC, simply give us a call. An AIBC representative will discuss your needs with you and conduct a pre-enrolment interview over the phone to:

- ensure you pick the right unit to meet your needs
- provide an overview of content and assessment requirements
- discuss any previous first aid training you have undertaken
- discuss costs, payment options, cancellations and refunds
- discuss our policies and procedures and our Code of Conduct
- assist you to complete the enrolment form
- determine whether or not you will need any additional support

Once you have enrolled you should keep in mind AIBC cancellation and refund policy.
Fees and Charges

Fees for each unit are detailed in the following table. Invoices are provide upon enrolment and payment is required at least 1 week prior to course attendance to ensure you receive your workbook in time.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAID001 Provide CPR</td>
<td>$55</td>
</tr>
<tr>
<td>HLTAID002 Provide Emergency Life Support</td>
<td>$125</td>
</tr>
<tr>
<td>HLTAID003 Provide First Aid</td>
<td>$250</td>
</tr>
</tbody>
</table>

Students are advised that they will not be permitted to participate in classes until fees for their chosen unit have been received.

**Please Note: AIBC does not hold more than $1500 in course fees in advance**

Materials Fees

All learning and assessment materials are included in the unit fee

Replacement Statements of Attainment

In the event that a you misplace your Statement of Attainment you should contact the AIBC to request a replacement.

AIBC will charge you an administration fee of $50 for all replacement documentation.

Reassessment

In the event that you are deemed ‘Not Yet Competent’ at the conclusion of a unit you are entitled to up to two additional attempts without incurring additional costs.

If after a total of three attempts the you remain not yet competent they have the following options available to them:

- Re-enrol in the unit at half price (recommended)
- Undertake further assessment attempts at the cost of $50 per attempt
Cancellation Policy

In the event that you change your mind, or for other reasons need to cancel your course enrolment, the following will apply:

- Applications for withdrawal/cancellation must be made in writing
- Course fees are not transferrable to any other individual

Refunds

Where you have paid your unit fee in full the following refunds will apply:

Course/Unit Fee:

- Cancellation up to 14 days prior to the unit/module commencement: Full refund
- Cancellation between 7-14 days prior to the unit/module commencement: 50% refund
- Cancellation after 7 days prior to unit/module commencement: No refund

Where AIBC cancels the course

In the unfortunate event that AIBC cancels a course students will have the option to:

- Transfer to another course
- Receive a refund of all enrolment and tuition fees paid

All applications for return of fees will be considered by the Training Manager and in exceptional circumstances may be granted at the discretion of the Training Manager.
AIBC Contact List

All AIBC staff are contactable through the main reception number, or via email:

Telephone Enquiries - 0411 449 032
Email - enquiries@aibc.edu.au
Student Support, Safety and Welfare

The welfare of our students is a priority for AIBC and we encourage you to access our support services.

Student support services

Prior to enrolment all students are required to complete a language, literacy and numeracy (LLN) evaluation to ensure that they have the necessary language skills to be able to complete the program, or whether additional support may be required.

The Training Manager, teaching staff and administrative staff of AIBC are available to provide general advice and assistance with matter such as studying, homework and counselling. Students requiring special or intensive assistance must contact the Training Manager who may refer them to external support services if required.

Students will not be charged for support provided by AIBC, or for referral to an outside agency. However, students referred to outside agencies will have to pay for services provided by that agency.

Students requiring assistance with their training should contact their trainer in the first instance or contact the Training Manager.

Student Safety and Security

AIBC is committed to providing a safe and secure learning environment for all students and provides the following:

- No classes outside 0800 hours to 2200 hours on any given day
- Premises are located in well-lit areas

If students feel unsafe in any way they should speak with their trainer.

Plagiarism and Cheating

Plagiarism and cheating involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged.

- copying out part(s) of any document or audio-visual material (including computer based material);
- using or extracting another person's concepts, experimental results, or conclusions;
- summarising another person's work;
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student

AIBC seeks to minimise plagiarism and cheating by:

- supporting staff and students in identifying and acknowledging the difference between:
  - Knowledge that is learned, acquired or found;
Knowledge or information that is a creation or application of someone else’s work (original source material)

- Informing students of AIBC’s Plagiarism Policy.

Students are required to:

- Be aware of their responsibility in regard to Plagiarism and cheating as detailed in the Student Handbook
- Reference all assignments for submission appropriately
- Seek advice and support from trainers if unsure about anything

Students may make submissions about alleged breaches.

Any staff member who suspects an instance of plagiarism or cheating will report the situation to the Training Manager. It will be determined if the case has merit and warrants more than a warning. If so, the student will be informed in writing of the nature of the complaint and informed of the disciplinary policy and procedure.

Under all circumstances where the Training Manager finds that plagiarism or cheating has occurred, a Breach of Discipline form will be added to the student’s file. The student will be given the opportunity to add a comment to the record and will be asked to sign the form. A copy of the form will also be given to the student.

AIBC takes plagiarism and cheating very seriously. Any student found to have copied another student’s work or taken from the works of others without proper acknowledgement will be subject to disciplinary procedures.

Any student found guilty of plagiarism, in the first instance, will be required to re-submit.

Any subsequent breaches will result in the student having their enrolment in the program cancelled.
Complaints and Appeals

AIBC is committed to providing students with a complaints, appeals and reassessment process that is transparent and easily accessed.

If you wish to lodge a complaint, please follow these steps:

- If you wish to lodge an appeal or complaint, an approach, either formal or informal, will initially need to be made by you (or a nominated representative chosen by the student) to your trainer/assessor, or other AIBC staff member
- Any formal complaint should be forwarded in writing to AIBC using the ‘Complaints and Appeals form’ to the Training Manager
- All attempts will be made by AIBC to resolve the complaint internally with all parties involved
- If, however, the complaint cannot be resolved internally, the matter will be referred to:
  - Dispute Settlement Centre Victoria
    4/456 Lonsdale St
    Melbourne VIC 3000
    Tel: 03 9603 8370
    Tel: 1800 658 528
- AIBC will allow you to be represented by a third party in any subsequent discussion

If you disagree with your assessment outcome:

- A fair and impartial appeals process is available to students of AIBC
- If you wish to appeal your assessment result, you may first discuss the issue with the trainer/assessor
- If you would like to proceed further with the request after discussions with the trainer/assessor, a formal request is made in writing outlining the reason(s) for the appeal using the ‘Complaints and Appeals form’. This must be forwarded to the Training Manager within 28 days of you receiving the assessment result in dispute
- The Training Manager will take responsibility for implementing a formal appeals process and will record the appeal on file
- Every effort is made to settle the Appeal to both your and AIBCs satisfaction
- Each appeal will be heard by an independent person or panel. Each person has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision.
- Should the outcome not be acceptable to you, you will be informed, in writing, of the opportunity to lodge a complaint with the VRQA.
Student Code of Behaviour

To ensure that all students are able to study in a safe and secure learning environment free from discrimination and bullying we have developed a Student Code of Behaviour. This Code requires that the following rights are respected and responsibilities adhered to at all times:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and AIBC property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner through the Student Complaints and Appeals Procedure
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The responsibility to ensure that all personal electronic equipment will be turned off prior to entering a training session
- The responsibility to adhere to the AIBC General Code of Conduct at all times
- The responsibility to ensure that all attendance and assessment requirements are met on time
- The responsibility to ensure that all work submitted is your own work and not plagiarised in line with AIBC policy on plagiarism

In the event that you breach the Student Code of Behaviour disciplinary action can be taken by the Training Manager. The following process will be implemented:

1. A member of AIBC staff will contact you in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on your student file.
2. Where the issue or behaviour continues, you will be invited for a personal interview with the Training Manager to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
3. If the issue or behaviour continues you will be provided with a formal warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
4. After the above three steps in the AIBC disciplinary procedure have been followed, and the issue or behaviour still continues, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.
5. At any stage of this procedure students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.
Our Trainers and Assessors

To ensure that you receive the highest quality training services we can offer, AIBC will:

- Ensure that our trainers and assessors:
  - Have an approved training and assessment qualification such as TAE40110 Certificate IV in Training and Assessment
  - Have the relevant vocational competencies need to be able to deliver your chosen qualification
  - Have relevant industry experience
  - Have both training and assessment experience
  - Undertake regular professional development activities in order to improve their own skills and knowledge
- Ensure that responsibility for the management of Recognition of Prior Learning and Credit Transfer applications and assessments is clearly identified and undertaken by a person or persons with appropriate qualifications and experience
- Ensure that staff are fully conversant with the principles of Access and Equity and other AIBC policies and procedures
- Ensure that responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with appropriate qualifications and experience

Delivery of Training

AIBC is committed to ensuring that the training services we provide meet the needs of all students and meet the requirements of the relevant Training Packages. To do this AIBC will:

- Ensure that a current copy of the accredited course curriculum/endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to you
- Ensure that training and assessment occurs in line with the requirements of the accredited course/endorsed Training Package, and where appropriate the state or national guidelines for customising course
- Provide language, literacy and numeracy support to you if required
- Provide support and guidance to you throughout the duration of your program.
- Provide flexible learning and assessment activities to ensure your successful completion of the program
- Ensure you have equal access to undertake the various programs within our Scope of Registration
Legislation

As a member of AIBC staff you need to ensure that you are aware of your legislative rights and responsibilities in regard to:

- Work Health and Safety
- Workplace harassment, victimisation and bullying
- Charter of Human Rights and Responsibilities
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination
- Vocational Education and Training
- Privacy
- Public Records
- Working with Children

An overview is provided below. All state and territory legislation can be located and downloaded at www.austlii.edu.au

Occupational Health and Safety

AIBC is committed to providing a safe and secure place for staff, students and visitors to work and learn and in doing so complies with all OHS legislative requirements.

We recognise that health and safety is an integral part of every activity we perform, and as such will comply with the Occupational Health and Safety Act (2004), related legislation and industry standards, with the aim of preventing workplace injury and illness. By implementing policies and procedures AIBC will ensure that it is meeting its legal obligations in minimising risks to the health and welfare of staff and visitors.

More information on Occupational Health and Safety Issues can be obtained from

WorkCover
Level 24, 222 Exhibition Street
Melbourne, Victoria, 3000

Telephone: 1800 136 089 (toll free)

www.workcover.vic.gov.au – This is the website for the Victorian WorkCover Authority. The Victorian WorkCover Authority is an agency responsible for safety programs, information and training activities, advice on safety and health matters and workers compensation and rehabilitation.

Or

www.ascc.gov.au – This is the website for the Australian Safety and Compensation Council. Their role is to:

- develop national occupational health and safety (OHS) and workers’ compensation policy
- encourage policy discussion and research
- promote consistency in legislation developed by states and territories
Harassment, Victimisation & Bullying

AIBC is committed to providing a workplace and learning environment that is free of harassment, victimisation and bullying. Workplace harassment, victimisation and bullying are unacceptable and will not be tolerated under any circumstances. They may cause emotional damage, reduce morale and subsequently the loss of trained and talented employees.

Examples of bullying include yelling, abusive language, continually criticising someone, isolating or ignoring someone, imposing unnecessary pressure with overwork or impossible deadlines and sabotaging someone’s work, or their ability to do their job by withholding vital information and resources. Bullying is usually behaviour that is repeated over time, but may result from a single act.

AIBC encourages you to report harassment, victimisation and bullying. The procedure for doing is as follows:

Tell the person(s) involved that you find their behaviour offensive and that it’s against the law. Insist that they stop.

If they don’t stop immediately, tell:

- the Training Manager (for staff),
- trainer, or if this person cannot be approached the Training Manager (for students) who, by law, must act quickly if harassment, victimisation or bullying is brought to their attention.

The person you report it to must take the complaint seriously, and quickly and confidentially investigate the incident. They must listen to both sides, and if they believe harassment, victimisation or bullying has occurred, they must act to stop the harassment.

You will not be harassed or victimised for having made the complaint, nor will any witnesses or other parties involved in this incident.

If the matter is not resolved to the satisfaction of all parties, the complaint can be formally lodged with the Victorian Equal Opportunity Commission.

All parties will keep the incident confidential, sharing details of the incident only with those involved in resolution of the incident.
Anti-discrimination and equal opportunity

In Australia national and local laws cover equal employment opportunity and anti-discrimination in the workplace. This also extends to behaviour in the training room and the operations of AIBC as an RTO.

All staff and students are required by these laws to create an environment free from discrimination and harassment. It’s important that you, as a student of AIBC, understand your rights and responsibilities under human rights and anti-discrimination law in Australia.

The importance of preventing discrimination is also stressed in the principal objects of the Workplace Relations Act 1996 (Cth), which refers to respecting and valuing the diversity of the workforce by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

Our responsibilities

AIBC takes reasonable precautions to provide a safe work and learning environment free from discrimination and harassment. To fulfill our obligations we:

- have developed and promote an equal opportunity policy
- have active executive management support
- have established an effective complaints handling procedure
- ensure that appropriate action is taken to address and resolve complaints

This policy was developed using the information found on the following web sites:

www.business.gov.au
www.humanrightscommission.vic.gov.au

We encourage both students and staff to read further information by visiting these web sites.

Vocational Education and Training

AIBC is committed to providing its clients with quality vocational education and training. Directly governing our operations are the:

- Victorian Registration and Qualification Authority Act 2007
- Education and Training Reform Act 2007
- Australian Quality Training Framework—aQTF 2010
- VRQA Guidelines for VET providers
Privacy

AIBC considers your privacy to be extremely important. As such, we have in place a Privacy Policy, which ensures that we meet our obligations under the Australian Privacy Principles that guide and regulate the collection, management, storage and disposal of personal information. This policy sets out the way in which AIBC handles and protects your personal information.

Personal Information

Any personal information held by AIBC may include names, date of birth, current and previous addresses, telephone/mobile phone number, e-mail address, nationality and academic record and/or employment information, including conditions.

This information is collected upon enrolment. It will also include evidence of assessments within the program you are enrolled.

We will only use the personal information you have chosen to provide for the purpose for which they provided it. We will not use it for any other purpose without your express consent.

In general, personal information may be used in order to:

- Provide the educational and training services required
- Administer and manage those services, including the provision of up-to-date news on new courses, events and invoicing procedures
- Inform you of ways in which the educational and training courses could be improved
- Research and develop our courses to reflect best practice industry standards

Storage of Personal Information

AIBC is required to retain student records of attainment of units of competency and qualifications for a period of 30 years. Over the 30 year period, this information is stored in both electronic and paper based format.

Our student database is password protected to help protect us against the loss, misuse or destruction of the information. Access to this central information can only be gained by authorised AIBC staff.

When We Disclose Personal Information

On occasion, and as required by law, AIBC may disclose your personal information to external organisations such as VRQA, providing they are aware of and agree to comply with our Privacy Policy.

These organisations include:

- Our professional advisers including Accountants, Auditors, Lawyers and VET Consultants
- Government and regulatory authorities such as: DEEWR (Department of Education, Employment and Workplace Relations); VRQA (Victorian Registration and Qualifications Authority); the Victorian Skills Commission.

We may also disclose personal information to comply with subpoenas, court orders and other legal processes.

AIBC will not disclose your personal information to any overseas recipients.
Student and Staff responsibilities

AIBC takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

However the accuracy of that information depends to a large extent on the information provided. It is your responsibility to:

- Advise us of any errors in your personal information
- Keep us up-to-date with changes to personal information such as your name and address

Rights to access personal information

You have a right to access your personal information. If they would like to do so, you should contact AIBC in writing either to the Training Manager or Business Office Manager (Level 39, Bourke Street, Vic 3000). This is to protect your information and to help us ensure that the information is not being released to persons other than the person to whom the information relates.

Under normal circumstances AIBC will provide you with access to your personal information within 30 days of receiving this request.

Breach of the Australian Privacy Principles - Making a complaint

In the unfortunate event that you feel AIBC has breached the Australian Privacy Principles, you have the right to make a complaint.

The Office of the Australian Information Commissioner (OAIC) can investigate privacy complaints from individuals about Australian, ACT and Norfolk Island government agencies, and private sector organisations covered by the Privacy Act 1988 (Privacy Act).

Before you can lodge a complaint with the OAIC, please advise us of your concerns through the following steps:

1. Notify the training manager in writing of your concerns. You can do this either via email to sarah@aibc.edu.au or using the AIBC complaints and appeals form.
2. We will respond to your complaint, in writing within 14 days.
3. If you are not satisfied with our response you should refer the matter to the OAIC. Their complaints procedure can be accessed at - http://www.oaic.gov.au/privacy/making-a-privacy-complaint
Access and Equity

AIBC provides equal access to training delivery and assessment services for all students. Where possible, we conduct flexible training to meet specific needs of individual students.

We are committed to the principles of access and equity and will apply these principles and provide timely and appropriate information, advice and support services which assist clients to identify and achieve their desired outcomes.

These principles are:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.

- Equality of outcome within vocational education and training for all people, without discrimination.

- Access for all people to appropriate quality vocational education and training programs and services.

- Increased opportunity for people to participate in vocational education and training and in relevant decision making processes within the vocational education and training system.

Training, advertising and informational services will be constructed in a manner which invites the participation of clients from all backgrounds. This will include a commitment to using accessible English, free of cultural, racial or gender bias.

AIBC Management and staff are required to provide assistance to all clients to identify and achieve their desired outcomes. AIBC shall provide training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

AIBC staff should take time to consider their conduct toward all students in the light of the principles of Access and Equity. AIBC Management will not tolerate discriminatory or harassing practices by staff or students.