



Australian Indigenous Leadership Centre

Student Handbook

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(AEDT)

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Website: www.ailc.org.au

Facebook: <https://www.facebook.com/ailcleaders/>

Public Holidays: Closed

Welcome

Established in 2001, the Australian Indigenous Leadership Centre (AILC) has proudly seen more than 2,000 Indigenous leaders graduate.

You now have the opportunity to become part of this extensive and unique AILC family; **YOU are the future of Indigenous leadership in Australia.**

As the only provider of accredited Indigenous leadership education in Australia, studying at the AILC is a stimulating and unique opportunity.

Our courses have been developed to address the challenges of Indigenous leadership and equip Aboriginal and Torres Strait Islander people with the necessary tools to address the obstacles faced.

As you embark on your leadership journey with the AILC, we encourage you to become familiar with the content of this handbook to ensure that you are fully prepared.

We trust that you will take this opportunity with both hands and make the most out of it.

Message from the Chair

The AILC is incredibly proud to have had the privilege to work with the many Aboriginal and Torres Strait Islander men and women who have completed our courses since 2001.

Through this culturally-tailored education, more than 2,500 Indigenous leaders have gained the skills to stand strong against the challenges that we are too often faced with.

As one of our students, *you* can develop the ability and understanding to take your place as a leader and role model and open up new opportunities for our people.

The impact of the return of what you as an Indigenous leader can accomplish should not be underestimated; it is something that we can all benefit from.

Together, we can work to make a difference and ensure a more positive present and future for our people.

Cath Brokenborough
Chairperson
Australian Indigenous Leadership Centre



Introduction

The AILC's unique courses provide the opportunity for Indigenous people of all ages to develop their careers and expand their contribution to the community.

Based in Canberra, the AILC delivers programs across the country to target regions where they are needed most. The AILC takes pride in remaining a not-for-profit company owned and controlled by Indigenous Australians.

The AILC offers accredited courses in Indigenous Leadership, as well as non-accredited short courses in leadership skills and diversity mentoring.

Our courses allow for the development of a wide range of skill sets, learning styles, interests and preferred means of cultural expression.

Thanks to sponsorship from government departments, companies and not-for-profit organisations, Indigenous people are able to attend most of our courses at no cost.

We recognise and welcome donations from members of the public who acknowledge the critical importance of Indigenous leadership to create a more equitable future for all Australians.

Our Vision

For Aboriginal and Torres Strait Islander Peoples to excel in leadership for the benefit of all Australians.

Our Mission

To empower Aboriginal and Torres Strait Islander Peoples through unique educational opportunities to be inspirational leaders of today and tomorrow.

AILC Values

- Respect
- Integrity
- Professionalism
- Diversity
- Accountability
- Enterprise

This Handbook

The information in this handbook is designed to provide you with information about the services provided by the Australian Indigenous Leadership Centre and our approach to providing you with a supported, fair and safe environment whilst participating in training and assessment.

What is a Registered Training Organisation (RTO)?

A Registered Training Organisation (**RTO**) is an organisation accredited by the Australian Skills Quality Authority (ASQA), which is the national regulator for Australia's Vocational Education and Training (VET) sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Only RTOs can:

- Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications

RTOs can offer qualifications at the following levels:

- Certificates I, II, III and IV
- Diploma
- Advanced Diploma
- Vocational Graduate Certificate
- Vocational Graduate Diploma.

Laws and Legislation

The AILC is regulated by ASQA. ASQA is the national regulator for Australia's Vocational Education and Training (VET) sector, ensuring nationally approved standards are met.

In addition to ASQA requirements, the AILC also has an obligation to comply with relevant commonwealth, state and/or territory legislation.

Your Commitment

By choosing to undertake enrolment with the AILC you are making a commitment to pursue your leadership journey.

The AILC aims to make a difference for Indigenous people. By fostering Indigenous leadership skills and Indigenous leaders, the AILC hopes to make positive change for Indigenous communities. Without strong and supported Indigenous leadership, sustainable change will not occur.

All students are encouraged to take ownership of their learning journey and take responsibility of what is required of them. The AILC does not create Indigenous leaders, but provides the skills, knowledge and opportunities to enable Indigenous people to realise their true potential.

Our Qualifications

The Australian Indigenous Leadership Centre offers three accredited qualifications and a range of non-accredited workshops. For more information on our courses, please see our FAQ's page on the website or contact the Education Team on 02 6251 5770 or at enquiries@ailc.org.au

- 10412NAT Certificate II in Indigenous Leadership
- 10413NAT Certificate IV in Indigenous Leadership
- BSB41915 Certificate IV in Business (Governance)
- 52276WA Certificate IV in Leadership and Mentoring

10412NAT Certificate II in Indigenous Leadership introduces the key elements of Indigenous leadership in Australia and builds upon the capacity of emerging Indigenous Australian leaders to lead. This course gives students the basic knowledge, skills and behaviours to enable them to commence and be involved in Indigenous Leadership roles. It assists students to identify their own strengths in order to plan their leadership journeys in the future.

- To gain entry into the **Certificate II in Indigenous Leadership**, a participant must:
 - Either hold or have the capacity to gain language, literacy and numeracy skills applicable to AQF Level 2 studies. This course is also aligned to Level 2 ACSF and above, therefore LLN skills should be at this level to complete the course successfully.
 - Be of Aboriginal and/or Torres Strait Islander heritage.

10413NAT Certificate IV in Indigenous Leadership builds on current leadership skills and further develops important qualities and knowledge. It assists students to identify their own strengths in order to plan their leadership journeys. It establishes pathways to further education, and is an entry point to tertiary studies.

- To gain entry into the **Certificate IV in Indigenous Leadership**, a participant must:
 - Either hold or have the capacity to gain language, literacy and numeracy skills applicable to AQF Level 4 studies. This course is aligned to Level 3 ACSF and above, therefore LLN skills should be at this level to complete the course successfully.
 - Be of Aboriginal and/or Torres Strait Islander heritage.

BSB41915 Certificate IV in Business (Governance) is targeted at those in leadership management positions, or those looking to step into leadership management positions within their workplace or community or on Boards of Management. It exposes them to quality governance models and styles and how these impact on the community, with an emphasis on developing personal, professional and community leadership through good governance and business exposure. This accredited training gives participants the necessary knowledge, skills and confidence to further develop their leadership capabilities, their business knowledge, and their governance capabilities.

- To gain entry into the **Certificate IV in Business (Governance)**, a participant must:
 - Have current work related experience or be an existing or potential member of a board.
 - Either hold or have the capacity to gain language, literacy and numeracy skills applicable to AQF Level 4 studies.
 - Be of Aboriginal and/or Torres Strait Islander heritage.

52276WA Certificate IV in Leadership and Mentoring is targeted at Indigenous leaders in the community who would like to mentor and develop others, Indigenous professionals who mentor and assist other junior members of the workforce and non-Indigenous professionals who supervise Indigenous staff or would like to contribute to the growth and development of Indigenous staff through mentoring. This course will flow from block to block covering the key areas in developing mentoring / coaching strategies and frameworks to implementing mentoring programs and relationships, to reviewing and providing feedback on the outcomes of mentoring / coaching activities. On top of the accredited training, students will also learn leadership theories and tools to assist them in the area of mentoring and coaching as well as Indigenous history and cultural knowledge to assist those mentoring / coaching Indigenous peoples.

- To gain entry into **Certificate IV in Leadership and Mentoring**, a participant must:
 - i. Have successfully completed 52561WA Certificate III in Leadership Development or a comparable Certificate III qualification or 10413NAT Certificate IV in Indigenous Leadership; **or**
 - ii. Have current work related experience; **and**
 - iii. Undergo a formal interview to determine suitability for entry into this course.

- At the Certificate IV level, participants are required to work independently, therefore it is highly recommended that the participant has the appropriate level of language, literacy and numeracy to assist in leading teams and managing a project.

Non Accredited Courses

The AILC deliver 2-3 day non-accredited workshops, including:

- Cultural Competency
- Leadership and Governance
- Mentoring
- Community Leadership; and
- Masterclass- Indigenous Leadership.

The AILC can also customise a workshop to suit your organisation. Please contact the AILC at enquiries@ailc.org.au

Application and Enrolment Process

Contact the AILC via phone and speak to a staff member in the Education Team. Alternatively you can visit our website and complete an enquiry form. Please make sure you familiarise yourself with the information provided on our website about our courses.

The AILC will be in contact with you to confirm if a position is available for an upcoming course. All student enquiries are placed on a register, from there the first 35 enquiries on the register will be selected to fill the course.

Successful students will be provided with the student handbook and a link to complete their online enrolment package (enrolment form, LLN, consent form, USI).

Fees and Charges

The AILC do not charge fees for the delivery and assessment of our accredited courses. The AILC receives funding from the Department of Prime Minister and Cabinet, which covers the cost of course materials, delivery and assessment for Aboriginal and/or Torres Strait Islanders.

In terms of costs to cover accommodation and travel, the AILC have an agreement with ABSTUDY. Once students have been accepted into a course, students will be able to make a claim with ABSTUDY to have these costs covered; the outcome of this is based on ABSTUDY's eligibility criteria.

Possible additional fees and charges

| <u>Description</u> | <u>Cost</u> |
|--|-------------|
| Re-issue of Qualification or Statement of Attainment | \$25 |
| Recognition of Prior Learning Application | \$150 |
| Replacement of Student Manual | \$40 - \$75 |

What is a Unique Student Identifier (USI)?

If you are undertaking nationally recognised training with the AILC or any other registered training organisation (RTO), you will need to have a unique student identifier (USI).

A USI gives you access to your online USI account. In time, your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your USI is made up of ten numbers and/or letters. It will look something like this: 4BC99HY2B4

You can access your USI account online anywhere anytime by using an electronic device.

USI Requirements

You will need to provide your USI when you enrol to undertake any nationally recognised training. If you do not already have a USI you will need to create a USI account by accessing the USI website at: <https://www.usi.gov.au>

The AILC will require you to provide your USI prior to commencement of any training. You will need a form of ID to create your USI.

Once you are on the website:

1. Click on the yellow tab (I am a student)
2. Click on I want to create a USI
3. Answer the questions

Course Materials

All students will be supplied with the following course materials to use on course:

- Student Handbook
- Assessments
- Student Resource
- Stationary including pens, pencils, paper

If students wish to complete their assessments electronically, they will be required to bring a laptop/iPad and a USB to save all of their work. Wifi may be provided in the training room. If you wish to complete work in your accommodation / at home you will be required to purchase your own internet access.

Training and Assessment

Training and assessment are conducted face to face at the training specified location, using a combination of assessment methods including but not limited to: small and large mob activities, written tasks, moderated discussions, presentations, observations and questioning. Student Support staff are available on course to provide assistance in showing you how you can best help yourself and guide you with your studies. Please remember Student Support is not there to provide you with the answers, but to assist you on your leadership journey.

Based on the individual students levels (English as a second language or low levels of literacy and numeracy), reasonable adjustment may be made to the delivery strategy to assist the student with successful completion of all units of competency.

All assessments must be received within 30 days of the Friday of the last block. Students who wish to submit work outside of this timeframe, must apply for an extension and have approval from the AILC Education Team. Students who have not completed all required assessments at this stage will be issued with a Statement of Attainment (SOA) for the completed units of competency and not the full qualification.

Recognition of Prior Learning (RPL) and Credit Transfer

The AILC recognises qualifications and SOAs issued by other RTO's. The AILC also recognise that during your lifetime, you have gained knowledge and developed skills. Your current knowledge and skills may be relevant to the course you are looking at enrolling into. Your course is made up of different units of competency, which consists of a range of performance criteria, required skills and knowledge. If you can provide evidence that you hold the required skills and knowledge, you may be able to use this to apply for Recognition of Prior Learning (RPL).

All students are able to apply for RPL by contacting the AILC prior to the commencement of course. You will be required to complete an application form and you must be able to support your application with documentary evidence. Please be aware that there are out of pocket costs associated with the RPL process.

Credit transfer involves assessing a previously completed courses or subjects to see if it provides equivalent learning or competency outcomes. Credit transfer allows students to count relevant, successfully completed studies at other accredited training providers.

To apply for credit transfer, you will need to complete an application form and provide us with a certified copy of a SOA or qualification and transcript of results to confirm completed units of competency. If you believe you are eligible for credit transfer or would like to apply for RPL, please contact the AILC at enquiries@ailc.org.au prior to the commencement of the course.

AILC Trainers and Assessors

All AILC Trainers and Assessors:

- Hold the TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package as a minimum qualification; and
- Undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Language, Literacy and Numeracy

The AILC will aim to ensure that all students are supported throughout their learning and where possible will accommodate barriers including difficulties with language, literacy and numeracy as required to assist students in meeting competency.

Learners who are identified as having a low level in LLN will be required to undergo an interview to determine whether the AILC can provide the required support.

If the AILC have identified that the student's support requirements cannot be met by the AILC, students will be provided with referral information to external organisations. The AILC will work with the external organisation to ensure adequate support is provided.

If students have their own support, they will need to provide the details to the AILC. This will allow the AILC to make contact and organise the best way to work alongside the individual to ensure the right amount of support is provided.

Student Surveys

From time to time, you will be invited to take part in surveys being conducted by the AILC to seek the views on the quality of our training and education.

Surveys are conducted to collect feedback about their training experience. The AILC uses this feedback as part of its continuous improvement processes, to ensure it provides quality training and assessment.

Responses are kept private and confidential.

Withdrawals

Students who are unable to attend the remainder of the course will be required to officially withdraw. The process for withdrawal requires the student to submit in writing (enquiries@ailc.org.au), the reason for withdrawal and if they would like to complete their studies in a future course.

Additionally, students will need to notify their Program Leader via email. If the student is receiving ABSTUDY assistance, it is their responsibility to inform ABSTUDY. If this is not done, ABSTUDY will invoice the student for the incurred costs of travel and accommodation.

Issuing Qualifications and Statement of Attainments

In accordance with the Standards for Registered Training Organisations 2015, students will be issued with a qualification within 30 days of successful completion of all units of competency in that qualification.

Where applicable, a Statement of Attainment will be issued within 30 days of exiting a qualification.

Your certificate will be sent to the address provided at the time of enrolment. It is the student's responsibility to ensure that their contact details are kept up to date at all times to ensure that they receive their certificate. An administration fee of \$25 will be charged to re-issue qualifications.

Student Records

All student records and documentation will be recorded, kept confidential and securely archived. Students can gain access to their files by requesting in writing, allowing fourteen days' notice. Students will need to submit this request via email to: enquiries@ailc.org.au
Retrieval of records of results will be made available for 30 years from the date of enrolment.

Records Management

The AILC is committed to honouring your privacy. In the course of our business, we will collect information from our students' enrolment applications, either electronically or in hard copy, including information that personally identifies individuals.

The AILC may record communications between individuals and our trainers and/or staff.

In collecting personal information, the AILC will comply with the Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

All collected information is private and confidential and access is restricted.

Access and Equity

The Access and Equity Policy has been developed to ensure that the AILC provides a level of service that is required by the Standards for Continuing Registration and relevant legislation, which also meets the level of service expected from its learners, alumni, sponsors and communities.

The AILC has a strong commitment to the principles of Equal Opportunity and aims to protect both prospective students and students already enrolled in courses at the AILC.

The AILC offers training of nationally accredited training courses in Indigenous leadership to Indigenous Australians and accepts responsibility to deliver these in a fair and equitable manner.

The AILC courses are designed for Aboriginal and Torres Strait Islander Australians who are active or becoming active in Indigenous affairs, through employment or voluntary participation in Indigenous community organisations, government departments or corporations at local and regional levels.

Student Code of Conduct

This policy outlines what the AILC expects from students whilst on course, or when representing the AILC. Students are expected to behave in a considerate, respectful and courteous manner when dealing with staff, other students and members of the general public, so that learning and teaching can take place freely, safely and without interference due to the misconduct of others. Students are expected to respect the property of the AILC, their fellow students and staff. All students are to maintain high standards of honesty and integrity to maintain equality and validity of their work.

Student Misconduct

Plagiarism: The AILC considers plagiarism, cheating or to otherwise act dishonestly a serious offence. Students who have been deemed to intentionally plagiarise, cheat or act in a dishonest manner may be suspended or immediately removed from the course.

General misconduct: The following indicates the kinds of behaviour which constitute as general misconduct and can have you removed from the course immediately.

- Breaches in any state or commonwealth law
- Breaches of any of the AILC's policies
- Breaches of any policies and procedures of an external organisation
- Behaving in a disruptive manner such as using offensive language or misbehaving in the classroom
- Bullying, intimidation, harassment or acts of violence towards themselves, other students or staff; including causing other students or staff to fear for their own safety, security or wellbeing, whether face to face, by telephone or by the use of technology. This includes prejudice and discrimination because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- Misuse of information technology communication whilst on course via the internet, emails and social media
- Drunken behaviour will not be tolerated on course and students will be immediately removed from course
- The use of drugs on course will not be tolerated. Students caught with any illicit substances may be reported to authorities and immediately removed from course
- Students who damage the property of the AILC or another organisation's will be required to cover all replacement costs

Student Responsibilities

- Respect the dignity and values of other students, the training environment, staff and workplace
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules
- To monitor your own progress by ensuring that assessment deadlines are observed
- Report all injuries and accidents to staff
- Are not to be under the influence of drugs or alcohol whilst on course
- Dressing appropriately and respectfully
- Respecting the privacy and space of the other students and staff on course

Positive Learning Attitude

- Interact fully and share your knowledge and ideas
- Respect and value the diversity of culture, experience and age of other students
- Listen to others and help to create a safe environment for people to share their opinions
- Challenge yourself and your peers
- Engage with learning tasks and ask questions
- Make time to complete your studies
- Establish a good rapport with trainers, program leaders and other students

RTO Responsibilities

Students can expect the AILC to:

- Provide quality training and assessment
- Give clear and specific instructions and feedback in regards to delivery and assessment
- Adhere to the compliance of the Standards and relevant legislations
- Treat people fairly and in a non-discriminatory way
- Be professional and lead by example at all times
- Respect people's privacy and confidentiality
- Respect the rights of others
- Be supportive and provide assistance

Privacy

The AILC is committed to protecting the privacy of your personal information and we treat any information collected and retained with the respect and importance it deserves. The AILC will be honest and transparent in relation to the way we manage your information.

We collect personal information in order to provide you with access to our training and associated services and to better understand how we can improve our provision of services to you now and into the future.

Additionally, a large component of what we do as an RTO, requires us to collect personal information for mandatory statistical data as prescribed by government regulators.

You have the right to not provide us with personal information if you so choose, but if you decline to provide your personal information, AILC may not be able to:

- provide the product or service you requested; or
- enter into a business relationship with you

You also have the right as a student and client to request access to your personal information at any stage, including to obtain copies of any completed assessment work.

Workplace Health and Safety

The AILC is committed to providing you a safe environment in which to participate in training and assessment.

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

- Observe and note details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others
- Be responsible for your own actions
- No smoking at training and assessment facilities or offices
- Report all potential hazards, accidents and near misses to the RTO staff
- No consumption of alcohol within training and assessment facilities or during contact hours
- Keep training and assessment areas neat and tidy at all times
- Observe hygiene standards particularly in eating and bathroom areas

Any concerns with health and safety matters should be raised with your Program Leader. All accidents, incidents or near misses must be reported.

Complaints and Appeals

The AILC has a defined Complaints and Appeals Policy that will ensure all complaints and appeals are addressed fairly, effectively and efficiently and in accordance with the outlined procedures.

The AILC will manage and respond to all allegations involving the conduct of The RTO, trainers, assessors, staff members, third parties providing services on the behalf of the AILC and learners' of the AILC.

The AILC strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all learners have access to rigorous, fair and timely complaints and appeals processes. All complaints and appeals will be reviewed as part of the continuous improvement process.

Learners, trainers, assessors, other RTO staff and stakeholders will have a public access to complaints and appeals forms, policies and procedures. Complaints and appeals forms along with policies and procedures are also available on the AILC's website: www.ailc.org.au

Marketing and Advertising

The AILC advertises its training and assessment products and services to the general public and industry stakeholders.

The AILC is committed to ensuring ethical marketing and advertising of training and assessment products and services are implemented and that clients are properly informed and protected by providing accurate information.

The AILC will not use images or testimonials of students without receiving written permission.

Important Contact Numbers

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

ABSTUDY

Telephone: 1800 132 317

Website: <https://www.humanservices.gov.au/customer/services/centrelink/abstudy>

Relationships Australia

Telephone: 02 6122 7100

Website: <http://www.relationships.org.au/what-we-do>

Lifeline Australia

Telephone: 13 11 14

Website: <https://www.lifeline.org.au/>

Disability Services Australia

Telephone: 1300 372 121

Website: <http://www.dsa.org.au/Pages/Home.aspx>

Australian Consumer Law

Telephone: Please see website for contact details

Website: <http://consumerlaw.gov.au/>

Australian Skills Quality Authority

Telephone: 1300 701 801

Website: <http://www.asqa.gov.au/>

Complaints and Appeals Policy

| | |
|----------------|--|
| Purpose | The purpose of the current policy is to provide clear and practical guidelines to ensure that the complaints and appeals of students can be resolved in accordance with the Standards for Registered Training Organisations 2015. Concurrent with Standard Six of the RTO Standards, the policy has been designed to implement a transparent complaints and appeals policy that enables students and clients to be informed of their rights and the AILC's responsibilities under the Standards. |
| Scope | This complaints and appeals policy applies to all students enrolled with the AILC. |
| Policy | <p>The Australian Indigenous Leadership Centre has a defined complaints and appeals policy that will ensure all complaints and appeals are addressed fairly, effectively and efficiently and in accordance with the outlined procedures.</p> <p>The AILC will manage and respond to all allegations involving the conduct of The RTO, trainers, assessors, staff members, third parties providing services on the behalf of the AILC and learners' of the AILC.</p> <p>The AILC strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all learners have access to rigorous, fair and timely complaints and appeals processes. All complaints and appeals will be reviewed as part of the continuous improvement process.</p> <p>Learners, trainers, assessors, other RTO staff and stakeholders will have a public access to complaints and appeals forms, policies and procedures. Additionally, all learners will be provided appeals forms in the "Student Handbook" to ensure access to the necessary forms to appeal against assessment decisions and procedural matters. Complaints and appeals forms along with policies and procedures are also available on the AILC's website.</p> |

Procedures

Informal Process

Where possible, all non-formal attempts shall be made to resolve a complaint. This may include: discussions and general mediation in relation to the issue.

- Students may submit a complaint verbally or in writing directly to the RTO staff.
- The RTO staff will acknowledge they have received the complaint verbally or in writing.
- Through discussion or general mediation, the RTO staff and the student will come to a mutual agreement on how to resolve the issue. If necessary, the learner may bring a third party along to the mediation.
- All non-formal complaints will be reported to the RTO's management for further review and consideration for continuous improvement, regardless of the resolution outcome.
- If the informal complaint has not been resolved, the student may follow up with the formal complaints procedure.

Formal Process

Any student, potential student, or third party may submit a formal complaint to the AILC 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 complaints form can be found on the [AILC website](#), at the back of the Student Handbook, or by contacting enquiries@ailc.org.au
- Once the form has been submitted to the RTO's management team, the complainant will receive a formal response to the complaint within ten working days.
- If a complaint is recognised as requiring more than 60 calendar days to resolve, the complainant will be notified in writing as to why the process requires more than 60 calendar days. The complainant will be updated regularly on the progress.
- Once a decision has been made, the complainant will be notified in writing proposing a resolution to the complaint, including information and the process of appealing the decision made.
- All formal complaints, resolved or not, will be discussed by management for further review and consideration for continuous improvement actions.

External Appeals

All students have the right to appeal the decisions made by the RTO. The student will be advised that if an independent party is used in the appeals process, then the student will be required to cover any costs associated.

- The selection of the independent party shall be communicated with the learner.
- The RTO will make contact with the independent third party and provide all documentation including the student's details.
- If an appeal is recognised as requiring more than 60 calendar days to resolve, the student will be notified in writing as to why the process requires more than 60 calendar days. The student will be updated regularly on the progress.
- The independent third party will contact RTO management and the student to arrange a time for further discussions.
- Once a proposed solution has been made, the independent third party will contact the RTO management and the student in writing and will require immediate implementation by both parties. All proposed solutions made by the independent third party are final.

Assessment Appeals

Where a student wishes to appeal assessment results, they are required to notify the RTO within ten days of receiving the competency decision.

- Students will need to submit an appeal using the appeals form. The appeals form can be found on the [AILC website](#) and at the back of the Student Handbook, or by contacting enquiries@ailc.org.au
- Once the form is received by the AILC, a meeting will be scheduled with the student and the RTO to discuss the reason for the appeal.
- The assessment appeal will be processed within ten days of the RTO management meeting with the student.
- As required, student files will be adjusted and all appeals will be kept on the student's file.

Staff delivering training on behalf of the AILC will be required to:

- Clarify all aspects of assessment prior to commencement to ensure students understand the requirements.
- Provide all relevant information to students on their right to appeal an assessment decision and the accompanying appeals procedure.

Record Keeping

The AILC will maintain all records of complaints and appeals and their outcomes. Records of all informal, formal complaints and appeals will be recorded in the student file and kept on the AILC's Complaints and Appeals Register. The AILC will use this information to review processes and practices to ensure there is no likelihood of a reoccurrence.

Review

The information and record management policy and procedures will be revised and updated annually. The next review date is 1st December 2017.

Authorisation

The information and record management policy and procedure has been approved by the Chief Executive Officer of the Australian Indigenous Leadership Centre

Complaints Form

(This form may be used by internal & external parties, including students, staff members and third parties)

Name:

Contact number:

Course:
(If course related)

Complaint Details

Reason for complaint (Please tick)

- Staff member
- Services
- Other (Please specify):

Outline the reason for your appeal:

Date of events/s:
Please list any evidence you will be submitting with your application.

Acknowledgement/ Privacy

All the information provided is true and correct to the best of my knowledge

| | | |
|-------------|-------------------|--------------|
| Name | Signature: | Date: |
|-------------|-------------------|--------------|

The information provided on this form will be used to resolve your appeal. None of the information provided on this form will be disclosed to anyone outside of the AILC without your permission.

OFFICE USE ONLY

Received by staff member: Date:

Appeal Outcome:

- Successful Date:
- Unsuccessful Date:

Appeals Form

(This form may be used by internal & external parties, including students, staff members and third parties).

Name:

Contact number:

Course:

(If course related)

Complaint Details

Reason for Appeal (Please tick)

- Assessment outcome
- Disciplinary action taken against you
- Other (Please specify):

Outline the reason for your appeal:

Date of events/s:

Please list any evidence you will be submitting with your application.

Acknowledgement/ Privacy

All the information provided is true and correct to the best of my knowledge

Name

Signature:

Date:

The information provided on this form will be used to resolve your appeal. None of the information provided on this form will be disclosed to anyone outside of the AILC without your permission.

OFFICE USE ONLY

Received by staff member: Date:

Appeal Outcome:

- Successful Date:
- Unsuccessful Date:

General Feedback Form

We would love to hear your thoughts, concerns or problems with anything, so we can improve.

Describe your feedback:

Name: (Optional)

Date:

Incident Report

All accidents and incidents will need to be reported and provided to the AILC.

RTO Details:

NAME OF BUSINESS: **AUSTRALIAN INDIGENOUS LEADERSHIP CENTRE**

Phone: **02 6251 5770**

FAX: 02 6251 6312

EMAIL: ENQUIRIES@AILC.ORG.AU

ADDRESS : **LADY DENMAN DRIVE CANBERRA ACT 2611**

Details of individual completing this form

Name:

Title: mr mrs ms
miss

Date of birth:

Gender: m f

Address :

Contact number:

Email:

Details of incident:

Date:

Time:

Names of the individual/s involved:

List any Details of injury (if applicable)

Describe the incident: (attach additional info if more space is required)

Outcomes:

Follow up (IF required)

| Action | By whom | By when |
|--------|---------|---------|
| | | |

Actions completed:

Signed (manager/supervisor):

Date:

Feedback given to injured/involved person

Date:

| Version | Created/reviewed | Reviewed & Changes | By whom |
|---------|------------------|---|--|
| 1 | 07/10/2016 | Created to replace original student handbook | Katrina Prgomet |
| 2 | 13/02/2017 | Logo updated | Mitchell Smith |
| 3 | 06/09/2017 | RNLD Information removed, mentoring information added, RNLD taken out, new message from Chair added in. | Katrina Prgomet Alinta Batten Mitchell Smith |