



AUSTRALIAN INSTITUTE
OF VITICULTURE

Student Handout

Wright Viticulture Pty Ltd
Trading as

Australian Institute of Viticulture

Registered Training Organisation No. 21776

Welcome to the AIV Student Handout

The Student Handout will provide you with more detailed information on the Policies and Procedures related to enrolling in and completing a training course through Australian Institute of Viticulture.

1. Policies & Procedures

1.1. Access and Equity Policy

Australian Institute of Viticulture applies the principles of access and equity to all of its activities by providing non-discriminatory access to services and by seeking comparable education outcomes for all groups in the community.

Australian Institute of Viticulture seeks to improve the knowledge and skills of the community, having regard to the particular needs of individuals and groups. Students will be individually interviewed and assessed on their eligibility for the courses being provided.

Selection will comply with Equal Opportunity policy and legislation. Students will not be denied access to courses for which they are deemed eligible and where Australian Institute of Viticulture has the appropriate resources to conduct such courses.

As an Equal Opportunity advocate Australian Institute of Viticulture will treat every student fairly and without discrimination in the training environment and/or in the workplace.

Training services will be made available to all students (and potential students) regardless of race, gender, age, marital status, physical or intellectual impairment, or sexual orientation.

Staff will be professional and supportive at all times in their approach to students. Grievance procedures are in place to deal with any concerns.

1.2. Language, Learning and Literacy Policy

All clients / trainees will receive equal opportunities when inquiring, enrolling or participating in a course / workshop regardless of any LLN difficulties.

All trainers and facilitators will have the skills and knowledge to:

- Recognise where LLN skills are included in competency standards and how those skills relate to workplace tasks;
- Identify people who may have LLN difficulties;
- Identify when they need to seek help from a LLN expert.

Trainers will have the skills and knowledge to:

- Plan and deliver training programs appropriate for the LLN skills of participants;
- Plan and deliver training programs that integrate LLN skills;
- Select and develop training materials appropriate for participants;
- Explain ways a LLN expert can be used in the planning and delivery of training.

Assessors will have the skills and knowledge to:

- Plan and conduct assessment that are fair, valid and flexible;
- Consider participants LLN skills when developing and selecting assessment materials;

Explain ways a LLN expert can be used when developing assessment plans.

1.3. Privacy Policy

Australian Institute of Viticulture collects personal information for the purpose of coordinating its training courses and workshops. The use of personal information gathered is strictly for this purpose. The information collected is used for processing enrolment and assessment results, communication, including mail outs for other training opportunities, occasionally it will also involve telephone communication.

At times certain personal details will be provided to trainers and presenters for the sole purpose of involvement in a single course/ workshop. All trainers and presenters are briefed on the Australian Institute of Viticulture Privacy Policy and their individual obligation in ensuring the privacy of client personal information.

Personal information will only be used for the primary purpose for which it is collected or a related secondary purpose you would reasonably expect.

Personal details will be used for compliance and reporting to the Office of Training and Tertiary Education (OTTE). For any other purpose, written consent from the person will be sought.

Failure to provide details may jeopardise your acceptance into a course. All reasonable steps will be taken to ensure personal information is protected from misuse, loss, unauthorised access, modification or disclosure.

An individual can request access to their records in writing to the Systems Coordinator.

For general information on Privacy Victoria visit:

www.privacy.vic.gov.au

1.4. Disability Policy

Australian Institute of Viticulture supports the view that students with disabilities have the same rights as other students and that these rights include ‘the right to comparable access, services and facilities, and the right to participate in education and training unimpeded by discrimination, including on the basis of stereotyped beliefs about the abilities and choices of students with disabilities.’

Australian Institute of Viticulture supports the position in the *Disability Standards for Education (2005)* (the Standards) ‘that all students, including students with disabilities, should be treated with dignity and enjoy the benefits of education and training in an educationally supportive environment that values and encourages participation by all students’

Australian Institute of Viticulture encourages prospective students with disabilities to seek training. Australian Institute of Viticulture is to take reasonable steps to ensure that students with disabilities are provided with opportunities to realise their individual potential. Students and Australian Institute of Viticulture undertake to follow a process to assist decisions to offer enrolment.

The process includes:

- consultation with the student;
- consideration of whether an adjustment is necessary;
- if an adjustment is necessary, identification of a reasonable adjustment;
- making the reasonable adjustment.

Australian Institute of Viticulture is required only to make reasonable adjustments. Any decisions about admission and enrolment is on the basis that reasonable adjustments will be made where necessary so that the student with a disability is provided with opportunities and choices that are comparable with those available to students without disabilities.

Australian Institute of Viticulture may seek professional advice where necessary to determine what constitutes a reasonable adjustment.

A review mechanism is maintained via grievance procedures.

Further information is available at <http://www.ag.gov.au/DSFE>

Professional development of all staff includes ongoing education in relation to discrimination.

1.5. Skills Recognition Assessment Policy

RPL (Recognition of Prior Learning) is a form of assessment used to determine whether a person has achieved, through formal or informal learning and experience, the required performance outcomes of a unit or units of competency. Direct Credit Transfer (DCT) is the recognition of successfully completed modules or competencies from one program being the same or equivalent to those of another program.

Australian Institute of Viticulture will ensure that all prospective trainees are provided with a copy of the skills recognition assessment policy and procedure. Skills recognition assessment (including RPL) shall be available to all prospective candidates.

Applications for skills recognition assessments will be managed and assessed efficiently by a person or persons with appropriate expertise.

Skills recognition assessment processes will be valid, reliable, flexible and fair. Evidence collected to support this process will be valid, sufficient, reliable and authentic.

The RTO will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired.

Candidates may apply for recognition of their learning and skills by supplying evidence of:

- Previous accredited training undertaken – Statements of Attainment from accredited training organisations will be needed as evidence;
- Work and life experiences;
- Non-formally recognised training undertaken.

Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

Australian Institute of Viticulture recognises the Australian Qualifications Framework qualifications and Statements of Attainment issued by any other RTO.

1.6. Skills Recognition Procedure

1. Candidates will be informed of these skill recognition procedures via promotional/enrolment material for the course, through acceptance procedures and during the introduction to the training session/s;
2. Prior to enrolment please compare the competency units with your prior/existing skills and knowledge. Information and advice on making an application for skills recognition assessment can be obtained from the Systems Coordinator.
3. If a candidate believes that they have relevant competencies they may make an application, by filling out a Recognition of Skills Assessment Form prior to commencement of the course and should lodge their application with the Systems Coordinator. The cost for the administration and assessment of skills recognition assessment application is available upon request.
4. Applications should include personal details, competency details and evidence of their prior skills.
5. No applications for skills recognition will be accepted without payment of course fees;
6. Candidates may be invited to attend an interview process to discuss the application. Further information/documentation may be requested.
7. An assessment and verification of the application will be undertaken. Applicants will be notified of the assessment decision. Where applicable, exemptions/credits will be given and recorded, and qualifications/Statements of Attainment issued.
8. Where recognition is approved then the candidate can apply for a refund;
9. The Assessor may seek the assistance of a subject expert to conduct the assessment. If this person is not a member of staff, an external expert may be sought and the costs borne by the applicant;
10. Candidates may appeal a decision. Appeals should be lodged with the Systems Coordinator.

Note: Competency units relevant to training course are found on the enrolment form.

1.7. Quality of Training & Assessment Policy

Australian Institute of Viticulture maintains a Risk Management System that incorporates Quality Assurance, Occupational Health, Safety & Welfare, Environmental Management and Social/Community commitments and procedures.

In addition to the above, the Risk Management System also addresses Australian Institute of Viticulture's obligations under the Australian Quality Training Framework- Standards for Registered Training Organisations. These obligations include:

- Trainers must have all of the competencies in the Certificate IV from the Training Package for Assessment and Workplace Training (or has demonstrated the equivalent competencies) or be under the direct supervision* of a person with these competencies and is able to demonstrate vocational competencies at least to the level of those being delivered;
- Assessors must have the relevant competencies from the Training and Assessment Training Package or have demonstrated equivalent competencies and relevant vocational competencies at least to the level being assessed, this may be a combination of several Assessors.

** Direct supervision is achieved when a person delivering training on behalf of the RTO has regular guidance, support and direction from a person designated by the RTO who has the competencies in AQTF Standard 7.4 (i) and who monitors and is accountable for the training delivery. It is not necessary for the supervising person to be present during all training delivery*

Australian Institute of Viticulture maintains systems to ensure the continual improvement and relevance of the training it provides.

1.8. CONDITIONS OF ENROLMENT

Full Fee Paying Courses– by completing a Registration and Enrolment Form you are committing yourself to the course, and the following conditions subsequently apply in all cases:

- Payment via cheque or direct debit MUST accompany the enrolment form;
- Forms without payment are not processed and attendance is not permitted until payment is received;
- Refunds (in full) will only be given if notification of cancellation is received at least five working days prior to the course;
- It is YOUR responsibility to contact the Systems Coordinator and notify them of your cancellation;
- If notification of cancellation is received less than five working days prior to the course, you will be liable for 50% of the course fee;
- The full amount may be credited to another course for yourself or a replacement participant of your choice;
- All courses are subject to a minimum number of enrolments;
- Should cancellation of the course be necessary we will either refund the full amount or transfer you to another course;
- Fees are charged to cover the cost of the trainer and/or facilitator time, hire of venue, catering, course materials and administration;

Exemptions:

- A participant who has completed a similar unit will receive an exemption for that module against a course qualification;
- A participant who has a Statement of Attainment for a nationally recognised unit of competency can have that unit recognised towards a national qualification;

- The Systems Coordinator will provide you with an application form if exemptions are requested.

Recognition of Prior Learning/ Recognition of Current Competency participants may apply to have their prior learning, work experience, formal training or life experience recognised against the learning outcomes of a module or against a national unit of competency. A fee of \$60 per unit of competency will be charged for this service.

The Systems Coordinator can provide you with further information.

1.9. Refund Policy

All course fees are payable in advance. All monies received are placed in a separate account and are not accessed until the course starts. When courses are longer than one day, a proportion of fees paid for that course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible applicants.

An initial non-refundable administration fee/deposit of 15% will apply to all courses, payable 2 weeks before course commencement unless otherwise stated on the Enrolment Form. This does not apply to fees and charges paid by apprentices or trainees training under a user choice or competitive purchasing program contract.

If a refund is requested 14 days before the course commences, a full refund, minus the administration fee will be given.

If a refund is requested between 14 days of course commencement and the day of commencement, 65% of the fee will be refunded, minus the administration fee.

Once training has commenced in the (course/competency/period), no refund is available to participants unless the student can provide a medical certificate or show extreme personal hardship. In that case, fees may be fully refunded. However, should participants wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards that course within six months of initial payment. A student should request an "Application for Refund Form" from the Systems Coordinator.

Should Australian Institute of Viticulture cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/ future course. In this event, students will be given their preferred option.

1.10. Complaint Policy

If you have a complaint about the way the training is delivered or assessed, the quality of the training, the student amenities, discrimination or harassment, or any other matters, you can request a copy of Australian Institute of Viticulture Customer Complaint Form.

Australian Institute of Viticulture undertakes to deal with any grievance in a constructive and timely manner. Each complaint, grievance, appeal and its outcome will be recorded in writing. Each appeal will be heard by an independent person or panel. Each appellant will be given the opportunity to formally present their case. Australian Institute of Viticulture will provide the appellant with a written statement of the appeal outcomes, including reasons for the decision.

1.11. Complaint Procedure

1. Request a Customer Complaint Form from the Systems Coordinator;
2. Complete the form with as much detail as possible;
3. Submit the completed form with any supporting information attached;
4. The Systems Coordinator will indicate when a response will be provided;
5. The Systems Coordinator may request additional information from you.

1.12. Client Selection

An interview process will be initiated when an application is received for a program of greater than one month duration.

The interview will be used to assess the appropriateness of the course for the applicant's career path.

1.13. Course Information & Induction

Course information such as- dates, times, venue details, content, vocational outcomes, fees and charges can be found on the Enrolment Form.

Induction and an explanation of flexible learning and assessment procedures will be provided at the commencement of the program.

Any client support arrangements (including external support where necessary) will be discussed with you prior to commencement.

1.14. Welfare & Guidance Services

Australian Institute of Viticulture is committed to maintaining the policies outlined in this Handout.

If you would like assistance with your learning experience please contact either your trainer or the Systems Coordinator.

1.15. Disciplinary Procedures

Students at all times must maintain appropriate behavior and follow these rules. Penalties for breaches of rules or unsuitable or disruptive behavior will be imposed depending on the nature and severity of the breaches. In case of major or repeated breaches, penalties may be imposed immediately.

The following apply to all persons, staff and students:

Major Rules

- An individual's property is to be respected and not interfered with, without prior consent;
- Nobody has the right to willfully interfere with another's ability to learn through disruption of classes or harassment of any kind;
- No aggressive physical contact is to occur between any persons, staff or students.

Regulations (Not Exhaustive)

- No smoking inside the building;
- No drinking of alcohol during class;
- No eating in classrooms;
- Clothing should be appropriate and not cause offence to anyone.

If you have any further queries before commencing a Australian Institute of Viticulture course
please contact:

The Systems Coordinator

Ph: 03 59776780