**Australia Open Polytechnic (AOP)**

**Pre- Enrolment Information**

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**2024 Course Fees**

BSB50420 Diploma of Leadership and Management - $1,500 (after 40% scholarship)

BSB50820 Diploma of Project Management - $2,100 (after 40% scholarship)

BSB50320 Diploma of Human Resource Management - $1,500 (after 40% scholarship)

**Our courses are offered via online and self-directed learning so that you can access your learning any time of the day or night, as long as you have access to the research you are compiling, and the learning resources and instructions we provide you. Refer to our marketing flyer for specific details on your selected course. Each course has a theory and practical component that is required for successful completion. You can also complete the qualification via RPL by collecting evidence to prove you already have the skills and knowledge and wish to formalise them. Each student is awarded with a Certificate of Completion upon successful completion, or a Statement of Attainment for a part-completion of the qualification.**

**Refund Policy.** In the case of cancellations, AOP will refund full amount paid if 14 days’ notice [before work is due to commence] is provided, otherwise a cancellation fee of $500.00 will apply.

All information regarding fees to be paid by the student will be supplied individually upon course enquiry and prior to enrolment.

Students will be notified of any schedule of payments on enrolment. Students are required to pay a deposit of $500 at the time of accepting the offer and the tuition fees of the number of unit(s) of study they are undertaking in teaching term. The $500 is part of the total tuition fees. If the total course fee is less than $500, then the total of the course fee is to be paid at the time of accepting the offer to secure a place within the course.

Students will be notified of any additional equipment costs prior to enrolment.

Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment. Your qualification will not be issued until fees are paid in full.

All fees collected will be retained by Australian Open Polytechnic.

**Consumer Protection Policy**. Please refer to our Student Handbook for more information regarding AOP’s fees and charges, and Complaints and Appeals Process. AOP has a Consumer Protection Policy. This includes the current Complaints and Appeals Policy and the following procedure.

 Procedure:

- Every attempt will be made to resolve any student complaints using the AOP Complaints Policy.

- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint and Grievance Policy.

- Our CEO is the designated Consumer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.

- Contact details are as follows: studyataop@gmail.com

- If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/forstudents/consumer-protection-for-students>

**Consumer Rights and Obligations**

AOP has adopted the following code of practice for all students enrolled.

All students have the right to:

* expect that the education and training they receive will be of a quality consistent with ASQA regulations.
* be informed about personal information that is collected about them and the right to review and correct that information
* access AOP’s Consumer Protection and Complaints system

All students have obligations including but not limited to:

* provide accurate information to AOP
* behave in a responsible and ethical manner

Provider Obligations

AOP has obligations, including but not limited to:

* provide the training and support necessary to allow the consumer to achieve competency
* provide a quality training and assessment experience for all consumers
* provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
* maintain procedures for protecting consumers’ personal information

**Reasonable Adjustment.** Reasonable adjustment is designed to ensure that all students are treated equally in the assessment process – this means that, where possible, “reasonable” adjustments are made to the assessment process to meet the individual needs of students.

Reasonable adjustment may mean

* making learning materials and methods accessible
* adapting the physical environment and equipment
* making adjustments to the procedures for conducting assessment
* making adjustments to the evidence gathering techniques

In the event that you have difficulties understanding the requirements for assessment due to language or any other difficulties, AOP will attempt to make reasonable adjustments to the assessment in order to afford you every opportunity to achieve competency. This may include oral questioning or demonstration of skills and knowledge in another format. If you believe you have a case for your needs to be adapted, please discuss with your trainer/assessor.

All students will be interviewed at enrolment to ensure any required adjustments are included in their Training Plan.

**Student Support.** AOP provides the support for students to assist them to successfully complete their training. Where we cannot provide specific support for a student, we will refer to you an appropriate agency or service. Our Student Handbook details the support options available and a list of contacts that may be helpful.

**Recognition of Prior Learning.** Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

Unit submissions may include any of the following:

* Performance, demonstration, or skills test/assessment
* Workplace or other pertinent observation
* Oral presentation
* Portfolio, logbook, task book, projects or assignments
* Written presentation
* Interview and questions
* Simulations
* Video, photographic (endorsed) evidence
* Competency conversations (focusing on key points to look for in responses)

 **All submissions must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.**

**Credit Transfer.** AOP will always recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisation. If your certificate or statement of attainment contains the NRT logo, we are bound by mutual recognition obligations under our registration as a registered training organisation. Credit Transfers are granted for individual units that are equivalent to those in the qualification you are completing with AOP. You are welcome to contact us at any time if you have any queries in this regard as training and assessment of individual needs is a key part of our business.

**Deferral or Withdrawal from Training Deferrals.** If for any reason you wish to defer your involvement in training and assessment please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements of to the Consumer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

**Withdrawals.** If you decide to withdraw from/discontinue a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements. If you still to decide to withdraw then the following applies:

* you should give formal notice, preferably in writing, of the date and reasons for your withdrawal
* you will be refunded any outstanding fees in line with the Fee and Refund Policy
* you will be required to pay outstanding fees up to the point of withdrawal.
* you will be issued any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation
* you will be given the results of any assessments submitted for marking.

**Note: Your Statement of Attainment will not be issued until fees are paid up to date.**

**Unique Student Identifier Student Information**

From January 2015 it is a requirement that all students in Australia have a Unique Student Identifier (USI).

The USI will be a lifelong number which will enable your records and results obtained after January 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before an RTO can issue a Certificate or Statements of Attainment.

You will be required to provide AOP with a USI when you enrol.

If you don’t already have one, you can create one on the USI website: [www.usi.gov.au](http://www.usi.gov.au)

To create a USI, you will be required to provide:

* Personal Information – name, date of birth etc.
* Contact information – at least one method of contact: email, phone or mail
* Form of ID: options are: Driver’s license, Medicare card, Australian Passport, Visa (with non-Australian passport). A colour copy of photo ID is always preferred.

**Protection of Student’s Privacy.** Your USI contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

The personal information that you provide to the Student Identifiers Registrar (SIR) is collected, used and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The SIR’s Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the SIR and how to make a complaint about a breach of your privacy and how such complaints are handled.