



AUSTRALIAN
VIRTUS
INSTITUTE
TOWARDS EXCELLENCE

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VIRTUS
AUSTRALIAN
VIRTUS
INSTITUTE
TOWARDS EXCELLENCE



*Together
We Make
The Difference
We Achieve
The Extraordinary*

Content

AVI Courses

Certificate III Individual Support

Certificate IV in Ageing Support

Diploma of Community Services

Certificate IV in Kitchen Management

Diploma of Hospitality Management

Diploma of Project Management

Advanced Diploma of Program Management

Graduate Diploma of Management (Learning)

CHC33015 Certificate III in Individual Support

Course Code: CHC33015

CRICOS Code: 110295J

Duration: 52 weeks

Course Fee: \$8,600 which includes: *Enrolment Fee: \$250 + Material Fee: \$350 + Tuition Fee: \$8000*

Course Overview

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and well-being. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

Education Pathway

After completion of CHC33015 Certificate III in Individual Support, students may wish to undertake higher AQF level courses such as:

- CHC43115 – Certificate IV in Disability
- CHC43015 – Certificate IV in Ageing Support

If a qualification is only partly achieved, a Statement of Attainment is issued for successful achievement of a single or multiple unit of competency.

Career Opportunities

Students who complete this course may gain work as a:

- Personal care worker
- Personal care assistant
- Home care assistant
- Respite worker – facility or in-home



Entry Requirements

- Student must be 18 years of age on commencement of the course
- Completed Year 12 or equivalent
- A minimum of IELTS score of 5.5 with no band score less than 5.0 or equivalent **OR**
- Evidence of successful completion of at least five (5) years (full time equivalent) study taught and assessed in English. **OR**
- Completion of an Australian certificate III qualification or above.
- Work Placement Requirements (see Course Outline)

Delivery Method

Classroom based delivery (face-to-face) and 120 hours of work placement

Course Structure

Course Units

CHCDIV001	Work with diverse people
HLTAAP001	Recognise healthy body systems
CHCLEG001	Work legally and ethically
HLTWHS002	Follow safe work practices for direct client care
CHCCCS015	Provide individualised support
CHCCOM005	Communicate and work in health or community services
HLTINF001	Comply with infection prevention and control policies and procedures
CHCCCS011	Meet personal support needs
CHCAGE005	Provide support to people living with dementia
CHCAGE001	Facilitate the empowerment of older people
CHCGRP001	Support group activities
CHCCCS023	Support independence and well-being
CHCMHS001	Work with people with mental health issues

Total number of units = 13

- 7 core units and
- 6 elective units

CHC43015 Certificate IV in Ageing Support

Course Code: CHC43015

CRICOS Code: 110296H

Duration: 52 weeks

Course Fee: \$8,600 which includes: *Enrolment Fee: \$250 + Material Fee: \$350 + Tuition Fee: \$8000*

Course Overview

This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community-based environments. Workers will take responsibility for their own outputs within defined organisation guidelines and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery.

Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

Education Pathway

After completion of CHC43015 Certificate IV in Ageing Support, students may wish to undertake higher AQF level courses such as:

- CHC52015 – Diploma of Community Services
- CHC53315 – Diploma of Mental Health

If a qualification is only partly achieved, a Statement of Attainment is issued for successful achievement of a single or multiple unit of competency.

Career Opportunities

Students who complete this course may gain work as a:

- Aged Care Worker
- Residential Care Worker
- Respite worker – facility or in-home



Entry Requirements

- Student must be 18 years of age on commencement of the course
- Completed Year 12 or equivalent
- A minimum of IELTS score of 5.5 with no band score less than 5.0 or equivalent **OR**
- Evidence of successful completion of at least five (5) years (full time equivalent) study taught and assessed in English. **OR**
- Completion of an Australian certificate III qualification or above.
- Work Placement Requirements (see Course Outline)

Delivery Method

Classroom based delivery (face-to-face) and 120 hours of work placement

Course Structure

Course Units

CHCDIV001	Work with diverse people
CHCCCS023	Support independence and well-being
HLTAAP001	Recognise healthy body system
CHCLEG003	Manage legal and ethical compliance
HLTWHS002	Follow safe work practices for direct client care
CHCAGE002	Implement falls prevention strategies
CHCAGE001	Facilitate the empowerment of older people
CHCCCS011	Meet personal support needs
CHCAGE005	Provide support to people living with dementia
CHCCCS021	Respond to suspected abuse
CHCPAL001	Deliver care services using palliative approach
CHCCCS007	Develop and implement services programs
CHCCCS025	Support relationships with carer and families
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCADV001	Facilitate the interests and rights of clients
CHCAGE003	Coordinate services for older people
CHCCCS006	Facilitate individual service planning and delivery
CHCAGE004	Implement interventions with older people at risk

CHC52015 Diploma of Community Services (Case Management)

Course Code: CHC52015

CRICOS Code: 110297G

Duration: 104 weeks

Course Fee: \$16,650 which includes: *Enrolment Fee: \$250 + Material Fee: \$400 + Tuition Fee: \$16000*

Course Overview

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, coordinating and/or delivering of person-centred services to individuals, groups and communities.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals.

Workers may also have responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities.

Education Pathway

After completion of CHC52015 Diploma of Community Services (Case Management), students may wish to undertake CHC62015 Advanced Diploma of Community Sector Management or a pathway to higher education such as:

- Bachelor of Social Work
- Bachelor of Human Services

If a qualification is only partly achieved, a Statement of Attainment is issued for successful achievement of a single or multiple unit of competency.

Career Opportunities

Students who complete this course may gain work as a:

- Community Services Coordinator
- Community Case Manager
- Team Leader
- Case Manager



Entry Requirements

- Student must be 18 years of age on commencement of the course
- Completed Year 12 or equivalent
- A minimum of IELTS score of 5.5 with no band score less than 5.0 or equivalent **OR**
- Evidence of successful completion of at least five (5) years (full time equivalent) study taught and assessed in English. **OR**
- Completion of an Australian certificate III qualification or above.
- Work Placement Requirements (see Course Outline)

Delivery Method

Classroom based delivery (face-to-face) and 200 hours of work placement

Course Structure

Course Units

CHCDIV003	Manage and promote diversity
CHCLEG003	Manage legal and ethical compliance
HLTWHS004	Manage work health and safety
CHCCOM003	Develop workplace communication strategies
CHCMGT005	Facilitate workplace debriefing and support processes
CHCCCS007	Develop and implement service programs
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
CHCCCS004	Assess co-existing needs
CHCDIS008	Facilitate community participation and social inclusion
CHCPRP003	Reflect on and improve own professional practice
CHCCSM004	Coordinate complex case requirements
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCPRT001	Identify and respond to children
CHCCSM006	Provide case management supervision
CHCADV002	Provide advocacy and representation services
CHCMGT003	Lead the work team

SIT40521 Certificate IV in Kitchen Management

Course Code: SIT40521

CRICOS Code: 11064H

Duration: 76 weeks

Course Fee: \$16,250 which includes: *Enrolment Fee: \$250 + Material Fee: \$1000 + Tuition Fee: \$15,000*

Course Overview

This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops, or to run a small business in these sectors.

This qualification is suited to individuals that want to enhance their knowledge of management in the hospitality industry, learning the skills to become a qualified cook, commis chef, manager, or owner operator. It is for students that want to obtain cookery skills through training across a range of cuisines and techniques.

Education Pathway

After achieving the qualification, students can progress to study SIT50422 Diploma of Hospitality Management.

If a qualification is only partly achieved, a Statement of Attainment is issued for successful achievement of a single or multiple unit of competency.

Career Opportunities

Students who complete this course may gain work as a:

- Sous Chef
- Breakfast Chef
- Chef de Partie
- Chef



Entry Requirements

- Student must be 18 years of age on commencement of the course
- Completed Year 12 or equivalent
- A minimum of IELTS score of 5.5 with no band score less than 5.0 or equivalent **OR**
- Evidence of successful completion of at least five (5) years (full time equivalent) study taught and assessed in English. **OR**
- Completion of an Australian certificate III qualification or above.
- Work Placement Requirements (see Course Outline)

Delivery Method

Classroom based delivery (face-to-face) and 120 hours of work placement

Course Structure

Course Units

SITHCCC023	Use food preparation equipment
SITHCCC027	Prepare dishes using basic methods of cookery
SITHCCC028	Prepare appetisers and salads
SITHCCC029	Prepare stocks, sauces and soups
SITHCCC030	Prepare vegetable, fruit, egg and farinaceous dishes
SITHCCC031	Prepare vegetarian and vegan dishes
SITHCCC035	Prepare poultry dishes
SITHCCC036	Prepare meat dishes
SITHCCC037	Prepare seafood dishes
SITHCCC041	Produce cakes, pastries and breads
SITHCCC042	Prepare food to meet special dietary requirements
SITHCCC043	Work effectively as a cook
SITHKOP010	Plan and cost recipes
SITHKOP012	Develop recipes for special dietary requirements
SITHKOP013	Plan cooking operations
SITHKOP015	Design and cost menus

SITHPAT016	Produce desserts
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXFSA008	Develop and implement a food safety program
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXINV006	Receive, store and maintain stock
SITXMG004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices
SITHCCC026	Package prepared foodstuffs
SITHCCC038	Produce and serve food for buffets
SITHCCC032	Produce cook-chill and cook-freeze foods
SITXCCS014	Provide service to customers
SITXCCS015	Enhance customer service experiences
SITHPAT012	Produce specialised cakes



SIT50422 Diploma of Hospitality Management

Course Code: SIT50422

CRICOS Code: 110883M

Duration: 104 weeks

Course Fee: \$16,750 which includes: *Enrolment Fee: \$250 + Material Fee: \$500 + Tuition Fee: \$16,000*

Course Overview

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafes, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage, and gaming.

Education Pathway

Students who have successfully completed SIT50422 Diploma of Hospitality Management may progress to a SIT60322 Advanced Diploma of Hospitality Management or any higher AQF level course in Hospitality.

If a qualification is only partly achieved, a Statement of Attainment is issued for successful achievement of a single or multiple unit of competency.

Career Opportunities

Students who complete this course may gain work as a:

- Banquet or function manager
- Bar manager
- Café manager
- Kitchen manager
- Motel manager
- Unit manager catering operations
- Club manager
- Executive housekeeper
- Front office manager
- Restaurant manager

Entry Requirements

- Student must be 18 years of age on commencement of the course
- Completed Year 12 or equivalent
- A minimum of IELTS score of 5.5 with no band score less than 5.0 or equivalent **OR**
- Evidence of successful completion of at least five (5) years (full time equivalent) study taught and assessed in English. **OR**
- Completion of an Australian certificate III qualification or above.
- Work Placement Requirements (see Course Outline)

Delivery Method

Classroom based delivery (face-to-face) and 200 hours of work placement

Course Structure

Course Units

SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety practices
SITHIND005	Use hygienic practices for hospitality service
SITHIND008	Work effectively in hospitality service
SITHASC021	Prepare Asian appetisers and snacks
SITHASC027	Prepare Asian cooked dishes
SITHCCC035	Prepare poultry dishes

SITHCCC036	Prepare meat dishes
SITHCCC037	Prepare seafood dishes
SITHCCC029	Prepare stocks, sauces and soups
SITXHRM012	Monitor staff performance
SITHFAB024	Prepare and serve non-alcoholic beverages
SITHFAB025	Prepare and serve espresso coffee
SITXHRM010	Recruit, select and induct staff
SITHKOP013	Plan cooking operations
SITXINV008	Control stock
SITHFAB027	Serve food and beverage
SITHCCC031	Prepare vegetarian and vegan dishes
SITHCCC023	Use food preparation equipment



BSB80120 Graduate Diploma of Management (Learning)

Course Code: BSB80120

CRICOS Code: 110300F

Duration: 104 weeks

Course Fee: \$21,650 which includes: *Enrolment Fee: \$250 + Material Fee: \$400 + Tuition Fee: \$21,000*

Course Overview

This qualification reflects the roles of individuals who apply highly specialised knowledge and skills in the field of organisation learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organization. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.

Education Pathway

- Master of Business Administration
- Other relevant Master's degree

Key Learning Outcomes and Skills

- Generate innovative thinking and creativity
- Identify change requirements and opportunities
- Model and cultivate collaborative thinking
- Establish reporting mechanism for partnership program
- Plan, develop, and monitor mentoring program
- Implement career development services strategies
- Develop and implement change management strategy
- Research strategy



Entry Requirements

- Student must be 21 years of age on commencement of the course
- Completed a bachelor's degree (In Australia or Overseas)
- A minimum of IELTS score of 6.0 with no band score less than 5.5 or equivalent

Delivery Method

Classroom based delivery (face-to-face)

Course Structure

Course Units

BSBHRM613	Contribute to the development of learning and development strategies
BSBLDR811	Lead strategic transformation
TAELED803	Implement improved learning practice
BSBINS603	Initiate and lead applied research
BSBLDR812	Develop and cultivate collaborative partnerships and relationships
BSBSTR802	Lead the strategic planning processes for an organisation
BSBSTR801	Lead innovative thinking and practice
BSBSTR803	Establish business continuity management strategies

Resources

Students are required to bring a notepad to every training session and may bring their own laptop or tablet. AVI will provide you with all other resources such as Wi-Fi internet connection and books that are course included in the fee.

Assessment

Assessment methods vary and may include written assignments, knowledge tests, research tasks, projects, case studies, observations, practical tasks and role plays, and demonstrations.

BSB50820 Diploma of Project Management

Course Code: BSB50820

CRICOS Code: 111646E

Duration: 76 weeks

Course Fee: \$13,750 which includes: *Enrolment Fee: \$250 + Material Fee: \$300 + Tuition Fee: \$13200*

Course Overview

This qualification reflects the role of individuals who apply project management skills and knowledge in a variety of contexts, across a number of industry sectors. The job roles that relate to this qualification may include Project Manager and Project Team Leader.

Individuals in these roles have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

Education Pathway

- Bachelor of Project Management
- Bachelor of Business

Career Opportunities

Students who complete this course may gain work as a:

- A project manager.
- General manager.
- Operations manager.
- Business manager
- Or any other management role.



Entry Requirements

- Student must be 21 years of age on commencement of the course
- Completed a bachelor's degree (In Australia or Overseas)
- A minimum of IELTS score of 6.0 with no band score less than 5.5 or equivalent

Delivery Method

Classroom based delivery (face-to-face)

Course Structure

Course Units

BSBPMG530	Manage project scope
BSBPMG531	Manage project time
BSBPMG532	Manage project quality
BSBPMG533	Manage project cost
BSBPMG534	Manage project human resources
BSBPMG535	Manage project information and communication
BSBPMG536	Manage project risk
BSBPMG540	Manage project integration
BSBCMM511	Communicate with influence
BSBPMG538	Manage project stakeholder engagement
BSBWHS521	Ensure a safe workplace for a work area
BSBOPS501	Manage business resources

BSB60720 Advance Diploma of Program Management

Course Code: BSB60720

CRICOS Code: 111647D

Duration: 88 weeks

Course Fee: \$17,250 which includes: *Enrolment Fee: \$250 + Material Fee: \$300 + Tuition Fee: \$16,700*

Course Overview

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in program management across a range of enterprise and industry contexts. The job roles that relate to this qualification include Program Manager.

Individuals in these roles are responsible for managing or directing a program to achieve organisational objectives. A program is defined as a set of interrelated projects, each of which has a project manager.

Education Pathway

- Bachelor of Project Management
- Bachelor of Business

Career Opportunities

Students who complete this course may gain work as a:

- A project manager.
- Senior manager.
- Operations manager.



Entry Requirements

- Student must be 21 years of age on commencement of the course
- Completed a bachelor's degree (In Australia or Overseas)
- A minimum of IELTS score of 6.0 with no band score less than 5.5 or equivalent

Delivery Method

Classroom based delivery (face-to-face)

Course Structure

Course Units

BSBPMG630	Enable program execution
BSBPMG634	Facilitate stakeholder engagement
BSBPMG635	Implement program governance
BSBPMG636	Manage benefits
BSBAUD601	Establish and manage compliance management systems
BSBCRT611	Apply critical thinking for complex problem solving
BSBLDR601	Lead and manage organisational change
BSBPMG631	Manage program delivery
BSBPMG632	Manage program risk
BSBPMG633	Provide leadership for the program
ICTICT612	Develop contracts and manage contract performance
BSBPEF502	Develop and use emotional intelligence

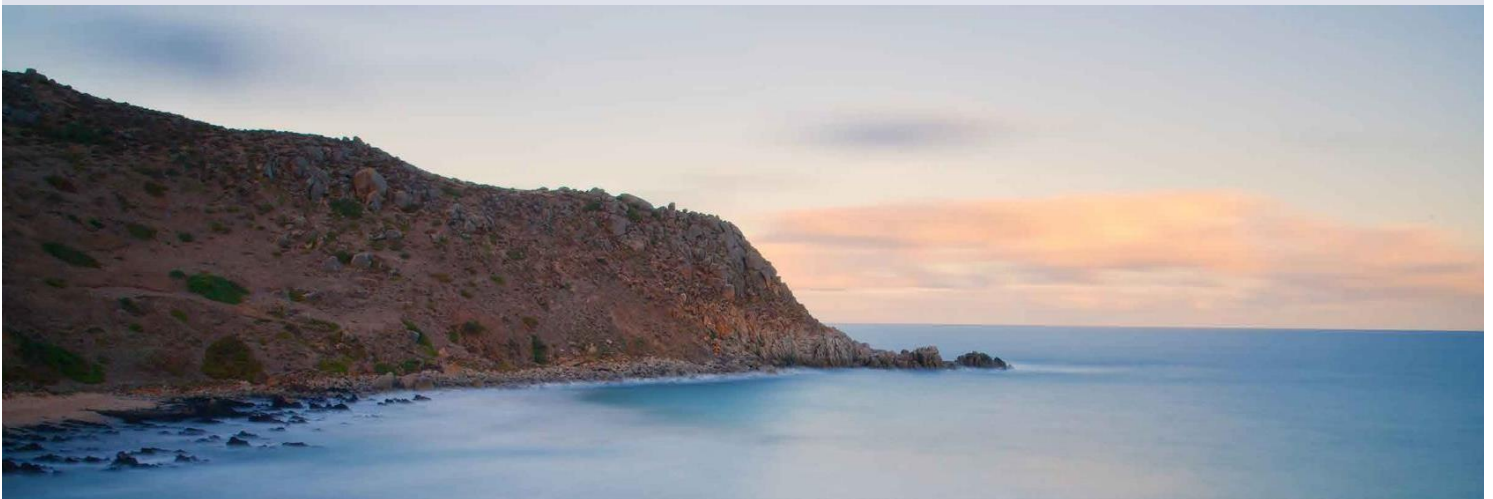
Adelaide Information

Adelaide is the capital city of the state of South Australia, and the fifth-most populous city of Australia. Adelaide is situated on the Adelaide Plains north of the Fleurieu Peninsula, between the Gulf St Vincent in the west and the Mount Lofty Ranges in the east. Its metropolitan area extends 20 km (12 mile) from the coast to the foothills and stretches 96 km (60 mile) from Gawler in the north to Sellicks Beach in the south. Adelaide is the seat of the Government of South Australia. The State Parliament's Capital City Committee is also involved in the governance of the City of Adelaide, being primarily concerned with the planning of Adelaide's urban development and growth.

Early colonial Adelaide was shaped by the diversity and wealth of its free settlers, in contrast to the convict history of other Australian cities. Until the post-war era, it was Australia's third largest city. It has been noted for its leading examples of religious freedom and progressive political reforms and became known as the "City of Churches" due to its diversity of faiths.

Adelaide was founded on a vision of religious tolerance that attracted a wide variety of religious practitioners. Today, Adelaide is noted for its many festivals and sporting events, its food and wine, its coastline and hills, and its large defence and manufacturing sectors. Adelaide's quality of life has ranked consistently highly in various measures through the 21st Century.

As South Australia's government and commercial centre, Adelaide is the site of many governmental and financial institutions. Most of these are concentrated in the city centre along the cultural boulevards of North Terrace and King William Street.



Studying at Australian Virtus Institute

Our obligation to you

Australian Virtus Institute is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the institution is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency.

Course Assessment

A number of approaches to course assessment are taught by experienced industry professionals at Australian Virtus Institute. Assessment approaches may be undertaken by practical tasks, case studies, projects, assignments, presentations, roleplays, written tests, quizzes, verbal questioning, observations, and research tasks.



USI – Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the institution preferable at the time of enrolment.

Australian Virtus Institute will issue a certificate, a Statement of Attainment, or an Academic Transcript when a Unique Student Identifier has been provided.

For details on USI go to www.usi.gov.au

Course Delivery

A number of approaches to course delivery are used by our experienced professional trainers. Course delivery approaches may include teacher led classroom delivery, workshops, practicals, seminars, tutorials, and supervised study. During class time, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations, and roleplaying situations. The duration of the course specified in the course information includes only formal training. Students may be required to spend up to 20 hours per week for individual study (including self-paced learning, research, learning activities, and assessment activities) in addition to their scheduled timetable. Please refer to individual course information to see any work placement requirements.

Legislation Policy

There are some legislations that governs our obligations as a Registered Training Organisation (RTO), our obligations to you as our client and relates to the industry that we are conducting training for.

The legislation that particularly affects Vocational Education and Training includes:

- State & Commonwealth Legislation
- Education and Training Reform Act 2006
- Vocational Education and Training Act 1990
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act (2006)
- Working with Children Act 2005
- Work Health and Safety Act 2011
- Racial and Religious Tolerance Act 2001
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Privacy Act 2014
- Standards for RTO 2015

Australian Virtus Institute is responsible to:

- Identify relevant legislation
- Obtain and maintain a copy of the legislation and links to legislation and regulations
- Provide staff with a list of appropriate legislation and the availability of the legislation
- Ensure that staff acknowledges that they are aware of the legislation
- Conduct professional development sessions for staff on relevant legislation and regulation and how it impacts on their work
- Include information about relevant legislation in staff and student induction material

Training Definitions

Our training programs are predominantly based on the principles of Competency Based Training. Some of the common training terms you will discover are described below:

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance with the Australian Skills Quality Authority (ASQA) to deliver, assess, and issue qualifications for nationally recognized training within a defined scope of registration that identifies the services and products that an RTO can provide.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry enterprise competency standards or the learning outcomes of an accredited course.

Competency is a broad concept that describes a person's ability in a range of areas. Competency covers:

- Task skills (performing individual tasks)
- Task management skills (managing several different tasks within a job)
- Job or role environment skills (dealing with the responsibilities and expectations of the workplace)

Competency Based Training is aimed at providing learners with the knowledge, understanding and skills to demonstrate competence against nationally endorsed industry standards.

Competency Standards reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace. Standards are developed by industry parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are regularly reviewed to ensure their continuing relevance to the workplace.

Competency Based Assessment is a process of collecting evidence and making judgment on whether competence has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed. Australian Virtus Institute applies four basic principles to the assessments we undertake. Our assessment methods need to be valid, reliable, fair, and flexible. Our trainers will work with you to find the best methods in which you can demonstrate your competence in the areas requires.

Flexible Learning means an approach to training which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, interests, and needs.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Training Plan means a program of training and assessment which is required under a traineeship training contract. The traineeship training contract is registered with the appropriate state government department or agency as may be required by state legislation.

Workplace Training is a training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.

Guarantee of Service

Australian Virtus Institute guarantees to deliver the agreed training and assessment services to students upon commencement of their course. In the event that Australian Virtus Institute withdraws the qualification due to extenuating circumstances, we will ensure that students are transferred to another Registered Training Organisation to enable them to complete the studies at no additional cost or alternatively Australian Virtus Institute will issue a refund of course fees that relate to training not yet delivered to the student. Australian Virtus Institute will issue students with a Statement of Attainment for any units completed within their course of study.

Australian Virtus Institute incorporates adult learning principles throughout the delivery of its training programs. You are encouraged to take responsibility for your learning and to actively participate in the learning and assessment process.

Australian Virtus Institute encourages you to:

- Prepare for training sessions by completing the subject reading prior to scheduled classes
- Participate appropriately in all training sessions
- Undertake all work requirements in line with designated deadlines
- Speak with your trainer or workplace supervisor regarding any problems or issues you may experience during your course
- Participate in evaluation activities and offer constructive feedback regarding your course
- Expect that Australian Virtus Institute will treat you with politeness and respect and reciprocally treat trainers in the same manner

Use formal complaints procedures if you experience any difficulties with Australian Virtus Institute staff once all informal avenues have been exhausted.

NOTE: Australian Virtus Institute does not guarantee that a learner will successfully complete the training products on its scope of registration. And does NOT guarantee that a learner will obtain particular employment where this is outside the control of the RTO.

Training Delivery

Your training program is delivered through the utilisation of a number of training strategies. The flexibility in training delivery incorporates options that best suit your needs. Learning may take place in:

- Classroom
- Workplace (subject to the course requirements)
- Simulated environment
- Self-paced
- Any combination of above

Accredited Programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard. The specific skills and knowledge required for a particular workplace application are set out in Units of Competency. Nationally recognized qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

It is important to note that the rules and requirements of a Unit of Competency and qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following:

- Specific task set by your Trainer/Assessor
- Observation/Demonstration
- Written assessments and exams
- Workbook activities
- Examples of work completed or special projects
- Group discussions
- Role plays
- Third party reports
- Oral and/or Written presentations
- Case Studies
- Research tasks
- Work-placement assessment
- Any combination of above



Making the Most of the Training Program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend the training sessions and complete all required learning and assessment activities
- Prepare well in advance of each training session
- Be a willing participant
- Work with fellow students
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Make copies of assessments for yourself before submitting original
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Consequences of Misconduct

The consequences of misconduct will vary and be dependent upon a range of circumstances. Examples of the consequences of misconduct can include:

- Informal notice by a trainer, assessor or other staff member of the need to comply with the required standards of behaviour
- Re-assessment or re-submission of assessment activities
- Formal meeting with Australian Virtus Institute's Management Staff to discuss the misconduct
- Formal written warning
- Request to provide a show cause as to why they should be allowed to continue in the course
- Suspension of an enrolment when no response received from student by the given time-frame
- Suspension of an enrolment until the misconduct is resolved
- Full cancellation of enrolment without a refund of fee



Transfer between Registered Providers

The National Code restricts the capacity of students to transfer to other providers prior to completing six (6) months of their principal course. Australian Virtus Institute will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them as detailed in their application.

The students must apply in writing if they wish to transfer to another training provider. There is no cost associated to applying for a letter of release; however students will need to contact the Department of Home Affairs (DHA) to seek advice on whether a new visa is required. All plan and declaration submitted by the students in their application.

Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application.

Deferral, Suspension and Cancellation

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the provider.



Personal illness
(e.g. you are going into hospital)



Bereavement
(death to an immediate member of family)



Serious illness to an immediate member of family

If you know that you will not be attending classes during the study period, you should contact the provider and arrange an appointment to discuss your circumstances. Subsequent to your meeting and providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to formally apply for the deferral or suspension.

The provider may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to Department of Home Affairs (DHA) by the provider and this may affect the status of a student visa.

Withdrawal from the course

Where written notice of withdrawal is received before the start date of the course/term, Australian Virtus Institute will refund the fees as per AVI Policies and Procedures (refer to Student Handbook for more information).

Recognition of Prior Learning (RPL)

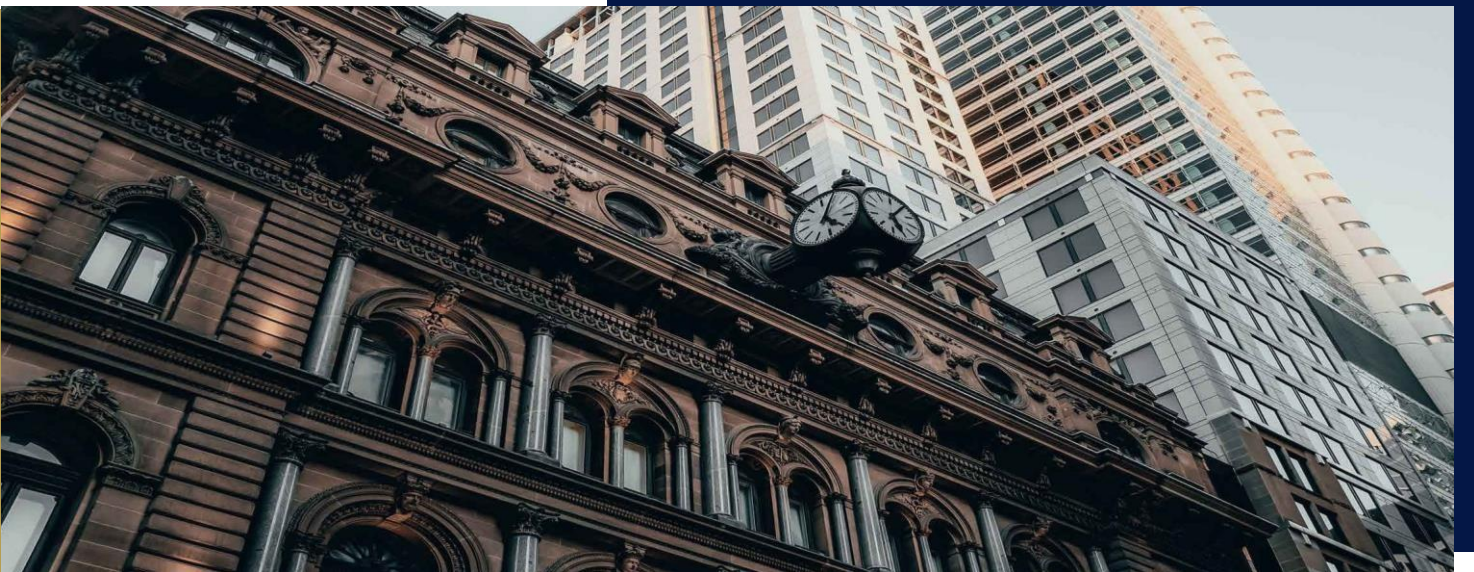


Students who believe they already have some of the competencies in the course they wish to study may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof competency.

This may involve providing copies of your resume and/or work performance appraisals, job/position descriptions, and any certificates of informal or formal training. You may be asked for contact details of people who can vouch for your skill level; supervisors from current or previous workplaces, clients, or some character references from the community.

Examples of other useful records include letters from employers and records of your professional development sessions. To apply for RPL, complete the RPL application form:

This Students who have completed identical units from their course or other Registered Training Organizations (RTO) will be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing.



Credit Transfer(CT)

Students may be able to shorten the length of their chosen qualification by taking into account previous studies. Australian Virtus Institute recognise Australian registered training organizations for credit transfers. Credit Transfers will be granted upon the receipt of sufficient evidence to support the application.

Plagiarism

Acts of plagiarism, collusion, and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the institution.

Attendance and Course Progress Monitoring

Australian Virtus Institute ensures that schedules training and assessment sessions do not exceed 8 hours in one day for all delivery modes. If you are unable to attend, please notify your trainer or telephone our office as soon as possible. All participants are required to maintain a high level of attendance. The trainer/assessor will record your attendance on an Attendance Sheet for each training and assessment session. If any participant leaves a class early or arrives late, this will be recorded as well. The attendance sheet allows us to ensure that students are safe if there is any need for emergency evacuation of the building, etc.

If a student is more than 30 minutes late for a session, the trainer has the right to refuse entry to the classroom. This may result in the student failing to progress with their training. Entry to the classroom or session will be influenced by:

- A risk assessment of any assessment activities being undertaken at that time
- The potential of disruption to other students
- Whether this is an ad-hoc or regular occurrence

Students who have access to online resources must complete all units/assessments on or before the due dates. Regular contacts are made and course progress is monitored by trainers and assessors.

Students who are identified as being a risk of failing to maintain satisfactory course progress are invited to engage in a review of course progress process. Australian Virtus Institute defines students who are at risk of failing to maintain satisfactory course progress as those who:

- Do not attend classes regularly (especially without notification);
- Do not participate actively and regularly;
- Do not submit assessments on or before the due date without formally applying for an extension;
- Fail two or more units within a study period of the same unit more than once.

All students are appointed a trainer/assessor who is responsible for the delivery and monitoring of training and assessment activities. If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age, or other perceived barriers, you should first discuss this with your trainer. Review and evaluation processes may occur over the duration of your course. You are encouraged to provide feedback to assist us for our Continuous Improvement. This will be conducted at least once throughout the duration of your training and/or at the completion of your course of study.

Course Disciplinary Procedure

Australian Virtus Institute is committed to ensuring that fairness and equity considerations are incorporated in the provision of training delivery and assessment. This means that all of our students and staff have the right to study and work in a positive environment which values diversity. If your behaviour impacts on the performance of others within your group, the trainer will discuss the situation directly with you, and will try to sort out the problem. If there is no improvement, a written notification will be issued to yourself/your employer detailing the issues.

If there is still no improvement, then, in conjunction with your employer (if applicable) the following may occur:

- You may be taken out of group training for one-on-one session
- You may choose not to continue with the training
- Your employer may choose to withdraw you from your training program

Assessment Requirements

Students are required to submit all assessment by the due date set by your trainer/assessor. An Assessment may not be accepted if the following information is missing or incorrect:



- Student's signature and date submitted

Students must keep a copy of their assessment before submitting an original.

Students will be provided with a feedback on their assessment and the determination of them being “Competent” or “Not Yet Competent” in a Unit of Competency. All required assessments/exams within a unit of competency are assessed as Satisfactory or Not Satisfactory and the final result for a unit is marked as Competent or Not Yet Competent.

Competent – a student is deemed ‘Competent’ in a Unit of Competency only when all the required assessments / exams etc. are satisfactorily completed.

Not Yet Competent – a student is deemed ‘Not Yet Competent’ in a Unit of Competency when he/she did not satisfactory attempt one (1) or more required assessments.

Withdrawn – a student is considered ‘Withdrawn’ from a Unit of Competency when he/she did not attempt at all and/or submit by the due date, one (1) or more required assessments.



Completion of Assessment

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend the training session and complete all required learning and assessment activities
- Prepare well in advance of each training session
- Be a willing participant
- Work with fellow students
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Make copies of assessments for yourself before submitting original
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Access to Files

Students have access to their personal records. You may require information on your student file through Australian Virtus Institute administration staff.

In line with Privacy Act 2014, information about a student, (except as required by law and/or as required under the Standards for RTOs), is not disclosed to a third party without the student's written permission and that of their parents or guardian if the student is under 18 years of age. Where a student consents to disclosure of information, this consent is kept on the student's file.

To maintain confidentiality of student records only authorised staff will have access. Student records may only be accessed by trainers, administrators, and Australian Virtues Institute's management. Some records are required by Commonwealth/State government bodies for reporting and compliance purposes.

Language, Literacy and Numeracy (LLN) Assistance

At Australian Virtus Institute, all courses are delivered in the English language with a number of written assessments and research assignments.

Australian Virtus Institute makes every effort to ensure that all students have equal understanding of the assessment requirements. In regards to LLN, Australian Virtus Institute will ensure that:

- Appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing
- The assessment does not involve a higher level of LLN skills than the tasks being assessed actually requires
- Existing LLN skills are taken into account
- In case where you may need further assistance with LLN, your trainer will endeavour to guide you to the most appropriate service and/or resource that may be assistance to you.



THE END

Contact Details:

CEO - shayma@avi.edu.au
RTO Manager - maria@avi.edu.au
Marketing - adelina@avi.edu.au
Accounts - accounts@avi.edu.au
Student Services and Admissions - admissions@avi.edu.au

Phone Number : 08 7093 2414
Website: www.avi.edu.au
Address: Level 9 West, 50 Grenfell Street, Adelaide SA 5000

RTO CODE: 45858 | CRICOS CODE: 04023E

