

1. Introduction

AUSTSWIM is a RTO and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government registering authority monitors AUSTSWIM and subjects it to regular external audits to verify adherence to these standards.

2. Provision of Training and Assessment Services

AUSTSWIM:

- 2.1 has policies and management practices which will maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of candidates;
- 2.2 will maintain a learning environment that is conducive to the success of candidates;
- 2.3 has the capacity to deliver and assess units of competency within its 'scope of registration', and provide adequate facilities and use methods and materials appropriate to the learning needs of candidates. This includes the provision of language, literacy and numeracy assistance as specified under point 2.4;
- 2.4 will modify assessment strategies to meet candidate's needs provided it does not dilute the assessment standard. AUSTSWIM will not be able to supply or pay for translators or interpreters but will make provision for such people to attend the training sessions and assist candidates where required and arranged by candidates.
- 2.5 will monitor and assess the performance and progress of its candidates;
- 2.6 will ensure that training staff have the competencies at least to the level being delivered and are sensitive to the cultural and learning needs of the candidates;
- 2.7 will ensure that assessments comply with all relevant assessment guidelines and also comply with the particular training package or accredited course;
- 2.8 will allow candidates two attempts to demonstrate competence against a unit of competency learning outcome (a fee may apply to the second attempt). Further attempts to demonstrate competence will be at the discretion of AUSTSWIM and may incur additional fees.
- 2.9 is committed to access and equity principles in the delivery of training programs.
- 2.10 AUSTSWIM understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.

3. Marketing of training and assessment services

AUSTSWIM will market its training services with integrity and accuracy, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course.

4. Provision of information

AUSTSWIM will supply accurate, relevant and up-to-date information to prospective candidates.

5. Payments and Refunds

5.1 Payments to be made via an invoice must be made within 14 days of the invoice being issued by AUSTSWIM. Failure to do so AUSTSWIM will have rights to pass all collection charges to the customer. Currently this is 3% per month outside the trading terms unless otherwise agreed with AUSTSWIM.

5.2 Request for refunds must be received in writing at least 48 hours prior to the course commencement date. Candidates will receive a refund less an administration fee.

An appropriate administration fee is set by the **AUSTSWIM Course Provider**.

5.3 For a candidate who withdraws from a course after the commencement date, no refund will normally be payable.

5.4 In the event of the course being cancelled due to insufficient enrolments candidates will be offered a full refund or may elect to transfer to another course.

6. Transferring enrolment

Candidates enrolled in a course or workshop can transfer or re-schedule their enrolment. An appropriate administration fee may be set by the **AUSTSWIM Course Provider**.

Candidates must contact the course provider in writing at least one working day prior to the course commencement date outlining their request to transfer or re-schedule their enrolment.

7. Qualifications to be issued

AUSTSWIM will issue an AUSTSWIM Certificate and Statement of Attainment to candidates who meet the specified learning outcomes of the training program. Where a candidate feels they can no longer meet the requirements of the assessments it is recommended they advise AUSTSWIM of this to note on their file.

8. Support services

AUSTSWIM will provide adequate and appropriate support services in terms of personal counselling/mentoring for candidates.

9. Complaints Appeals Mechanism

AUSTSWIM will ensure that candidates have access to a fair and equitable process for dealing with complaints and provide an avenue for candidates to appeal against a decision which may affect their progress and final assessment outcomes.

10. Financial Standards

AUSTSWIM will ensure that the financial relationship between the candidate and AUSTSWIM is properly recorded by the AUSTSWIM state branch or course provider on the AUSTSWIM database.

AUSTSWIM will guarantee that training and/or assessment provide to the candidate will be completed by the organisation once the candidate has commenced the chosen course. AUSTSWIM is an ASIC registered company and has appropriate business insurances in place.

11. Access to Records

AUSTSWIM holds complete and accurate records of the attendance and progress of its candidates. These records are available to candidates upon request.

AUSTSWIM is committed to protecting personal information and complies with the private sector National Privacy Principles set out in Privacy Act (Cth) 1988.

12. Quality Assurance

AUSTSWIM continually monitors training operations to seek feedback from candidates regarding their satisfaction with the service provided.

13. Recognition of Prior Learning

Candidates who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL) or credit transfer. Contact **AUSTSWIM** to discuss the options available to you.

14. Dispute Resolution Procedure

AUSTSWIM has a dispute resolution procedure to provide candidates with a fair and equitable process for resolving any disputes or complaints they may have.