



Student Handbook 2027

Vocational Education and Training
Is all about you



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Avondale University Policy may impact the currency of information included. Avondale University reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Avondale University.

This handbook has been prepared as a resource to assist students in understanding their obligations, and also those of Avondale University. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Avondale University

582 Freemans Drive, Cooranbong

NSW 2265, Australia

T: +61 2 4980 2222

E: reception@avondale.edu.au



Acknowledgment of Country

Avondale University acknowledges our Sovereign God as Creator and Provider of all things. We respectfully acknowledge the Awabakal and Darramuragal people as the traditional custodians of the lands on which we live, work, study and worship across our Lake Macquarie and Sydney campuses. We pay our respects to Elders past, present and emerging, and extend that respect to all First Nations People.



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Important Details

Head Office: Avondale University

RTO: 91191

CRICOS: 02731D

582 Freemans Drive

Cooranbong, NSW, 2265

T + 61 2 4980 2377

E study@avondale.edu.au

W www.avondale.edu.au

Your Details: [to be completed by the student]

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer's name:	
My assessor's name:	

Employer Details (if applicable): [to be completed by the student]

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

Copyright Notice

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Welcome

Congratulations on your choice to undertake a qualification with Avondale University.



We're one of Australia's newest universities but our history of providing quality higher education that improves lives goes back more than 125 years.

Avondale University is known for quality educational experience, with The Good Universities Guide* and the federal government's QILT ranking** recognising the excellence of our courses and graduates.

Our courses are distinctive because of the quality of teaching and student experience, including opportunities for placements and practical experience embedded within our courses. This combination of practice with knowledge delivers work-ready graduates.

We focus on the creation of education opportunities that build on the aspirations, values, and capabilities of all students.

Our **PURPOSE:** To transform lives through Christ-centred higher education.

Our **WAY:** We engage students in authentic, faith-based learning and discovery.

Our **IMPACT:** Empowering graduates and staff to serve their world for good.

Our values enable students to have a transformational learning experience



* The Good Universities Guide 2024 **Quality Indicators for Learning and Teaching rankings 2024



About Us

A little about us

Like you, we believe values are important in shaping our identity and purpose. Avondale University is a not-for-profit higher education provider offering vocational, undergraduate, and postgraduate study options that was established by the Seventh-day Adventist Church in 1897.

As a Registered Training Organisation (RTO) we deliver nationally recognised courses in:

Full Qualifications	Accredited Short Courses
SIS40621 Certificate IV in Outdoor Leadership	HLTAID011 Provide First Aid
SIS50421 Diploma of Outdoor Leadership	HLTAID009 Provide cardiopulmonary resuscitation
	HLTAID012 Provide First Aid in an education and care setting
	HLTHPS006 Assist clients with medication

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 91191.

We have campuses in Cooranbong and Wahroonga, NSW. Our courses are delivered by appropriately qualified and experienced trainers, utilising a variety of teaching methods. Depending on the qualification or short course you are enrolling into, we offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- Online collaboration, and
- A combination of the above



Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any queries you may have regarding your learning experience with Avondale University.

Lake Macquarie [Campus Map](#):





Legislation

Avondale University is a dual provider and we are registered under TEQSA for higher education learning and ASQA for vocational education learning. Under our RTO registration with ASQA we are required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students (ESOS)

Additionally, Avondale University abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Avondale University is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- <https://www.legislation.gov.au/> - Australian Government website for legislation
- www.asqa.gov.au - regulator of Australia's vocational education and training (VET) sector



Code of Conduct

As a responsible member of the VET community, Avondale University follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Avondale University has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Avondale University's Student General Conduct and Discipline Policy:

Encourages and supports active and positive participation in the life of the institution. Avondale expects positive interaction for the Avondale student community in social justice, principles of freedom, respect, equity and consideration.

A copy of [student policies](#), which includes the students' charter and student misconduct policies, and [VET policies](#) can be found on the Avondale University website.

Other Policies, Procedures and Programs

The following Policies and Procedures underpin Avondale University's operations. Please contact Student Administration Services or see Policies on our [website](#) for more information:

- [Avondale Equity, Diversity and Disability Program](#)
- [Appeals Policy](#)
- [Learning and Assessment Policy](#)
- [Student Charter](#)
- [Privacy Policy](#)
- [Refund Policy and Procedure](#)
- [Academic Integrity Policy](#)
- [Tuition Assurance Statement](#)
- [Attendance Policy for On-Campus VET Students](#)

Privacy

Avondale University strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.



We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

Certain general, non-specific information, such as location, sex, age, and results, may be shared with agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not disclose your information to any person or agency without your permission, unless required to do so by law.

Further information regarding your privacy while studying at Avondale can be found under the [VET Privacy Notice](#) and Avondale Privacy Policy.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to Student Administration Services.

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. All Avondale enrolments are completed online. The enrolment process includes submission of any previous qualifications, identification, requests for credit transfer, and Language Literacy and Numeracy testing to ensure that the course you are enrolling into is right for you. A copy of our Student Handbook will be supplied for you to read and understand. It is also available on the Avondale website. Digital literacy is assessed as part of the students application process which includes the use of online tools, uploading of documents and completion of forms online.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon. Students applying for a loan through VET Student Loans (VSL) should read that particular section in this Handbook.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Enrolment dates are advertised for each qualification on the [VET Calendar](#). Avondale University has some qualifications that operate on an academic year and others on a system of rolling start dates. This means you can enrol into selected courses and start studying straight away. For students studying through the VET Student Loans scheme, you should be familiar with your census dates. Read the 'VET Student Loans' section in this handbook and if you have further questions, please direct them to Student Finance via email: studentfinance@avondale.edu.au or call +61 2 4980 2108



Entry Requirements

Entry requirements for each qualification may vary. Please see each qualification web page on the [Avondale website](#) for specific course entry requirements, or contact Avondale University to confirm entry requirements and any prerequisites that are required for entry into the course in which you are interested. Entry requirements may relate to things such as:

- Entry age
- Previous workplace experience
- Previous completion of another qualification that is specified as a prerequisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also for effective performance in the workplace in the specific job role
- Access to a relevant workplace and job role where the required competencies can be learned and practised
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course-specific materials, such as personal protective equipment (PPE) or other tools of trade
- Existing injuries that may impact your ability to participate in activities that include rigorous and/or repetitive physical movement, practicals and/or work placement

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained, regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Avondale University cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, [please click here to apply for one](#). You will also find more information regarding USIs and instructions on how to apply.



Training and Support Plan

As part of the overall enrolment process, Avondale University will work with you to develop a customised learning plan that addresses course requirements and your personal circumstances. Training and support plans (also known as delivery and assessment schedules) may apply to a cohort or an individual. This includes incorporating the results of your Language, Literacy and Numeracy (LLN) indicator to identify any areas where additional support may be required.

Pathways

All VET qualifications provide pathway opportunities. While Avondale cannot guarantee employment or admission to other areas of study, we can provide further information to all students.

Certificate IV or higher qualifications can provide university entry into bachelor's level learning. For further information regarding education pathways, please contact Student Administration Services. For information about employment pathways, please contact your trainer.





Your Wellbeing

Your well-being is important to Avondale as you study with us. Avondale has several support options available to all students.

Access and Equity

Avondale University fosters an inclusive learning culture and makes provision for students who need academic and personal assistance (including indigenous, disability, welfare, finance and language support) at Lake Macquarie and Sydney campuses. We work to meet the needs of the community and of individuals and/or groups who might otherwise be disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Avondale University prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Avondale University will work to ensure all participants have the right resources to successfully complete the course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Avondale University to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact our [Equity office](#) for further information.

Support and Wellbeing

Avondale University students are provided with academic and non- academic support to adjust to study and life, to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of their chosen course of study. Avondale University's quality Christian education experience is based on a number of underlying [values](#) in order to maintain a safe environment conducive to learning for all students.

Chaplaincy Support

Chaplains on the Lake Macquarie and Sydney campuses support students' spiritual and personal development journeys. From Bible studies to prayer groups, from spiritual emphasis weeks to weekly worship programs, our chaplains will enable you to have a rich and positive experience at Avondale.



Counselling Services

It is important that students have access to a range of support mechanisms during their studies. Qualified counsellors provide support, free of charge, to students on all campuses. Counselling support is available to distance students via video and call technology. If students require assistance or [counselling](#) related to study or personal difficulties, they should speak initially with their trainer or the Student Services Officer.

The Student Support Officer can suggest access to specialised support for those who may need further external help. All discussions regarding this are strictly confidential.

At all times Avondale is concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations that are well-equipped to offer help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Hillview Community Counselling – [Book online](#) - located in Morisset

Academic Support

Students have access to academic tutoring services on both campuses and remotely. Our tutors will support you with essay writing, referencing, numeracy, literacy and more. Avondale University also provides students with access to a range of learning resources in its Learning Hub (Canvas), which contains a variety of additional materials to support the students' learning experience and through our [Learning Resource Centre](#).

Avondale also has large and extensive [libraries](#) across both the Lake Macquarie and Sydney campuses, providing access to an incredible range of information both in person and online.

Student ID Card

All students enrolling into a full qualification course at Avondale University (Avondale) are required to have a Student Identification Card (ID card).

ID cards are used for identification, building access, photocopying and printing, accommodation and parking (if applicable), and transactions such as borrowing books from Avondale libraries. Your ID card is current for the duration of your enrolment at Avondale.

NOTE: If you already have an ID card, you may not require a new card. Email Reception to confirm before applying for a new card - reception@avondale.edu.au. All enrolled students are eligible for a student ID card. Please check that all your personal details are correct before your card is issued. There is a \$20 fee to replace lost or damaged cards.

For further information regarding Student ID cards, please see the [Avondale website](#).



Fees

Information about fees and charges is documented clearly on our website, or can be obtained by contacting Avondale University. Several factors will determine how much your course will cost. This includes things like:

- Which course will you study
- Course duration
- Study load and mode (full-time, part-time, face-to-face, online, etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed with you and/or the third party (such as your employer or school) who will be paying the tuition fees prior to enrolment. All fees are advertised on the Avondale website and are subject to change. Avondale University reserves the right to offer discounts to advertised fees throughout any calendar year. Please contact Avondale University if you have any questions related to course fees.

Course Fees

Avondale University publishes all VET fees on our website; in addition, each course advertised has links to the relevant fees. For further information and fees specific to [VET courses, click here](#).

Other Fees

Students may incur additional costs while they are studying at Avondale

Details on additional fees applicable to students are available on the Avondale website. The following attract additional costs:

- **Replacement of ID Card** - Avondale charges \$20 to replace your ID Card. Please contact the reception office to organise a replacement card.
- **Re-issue of Transcripts** - An administration fee of \$10 applies (plus postage) for Avondale University to re-issue a copy of your Certificate or Statement of Attainment.
- **Cancellation Fee** - A cancellation fee may apply for withdrawing from a course following census dates. Students using a VET Student Loan will not be charged a cancellation fee if they withdraw correctly from a course prior to the census date.
- For more information about conditions associated with VET Student Loans, please see the 'VET Student Loans' section in this Handbook and the [VET Student Loans information page](#) and [VET Student Loans Information Booklet](#) on the Australian Government website.
- Avondale does offer students intermission options where they would need to take a break from study, but will return within a defined time period. This needs to be discussed with the course convenor before making an intermission request.



- **Graduation Costs** - Graduation costs include regalia hire, photography, class gift, and additional tickets (if available) for details regarding graduation costs, please see [Prepare for Graduation](#) on the website
- There are no additional graduation costs when graduating in absentia.
- **Parking costs** – Students are required to park their vehicle in the designated parking areas. These parking areas use a boom gate that requires parking payment. Each campus operates slightly differently for parking:
 - **Lake Macquarie Campus:** The Lake Macquarie campus offers many parking options for students, as highlighted on the campus map. **On-campus parking is currently free (subject to change).** Details for parking costs are located on the [website](#)
 - **Sydney Campus:** Parking for all students, staff and visitors across the entire Hospital estate is on a user pays basis. Further details are on the [website](#).
- **Printing and Photocopying** – Students can purchase printing credit online via the Avondale library. See the [website](#) for details.

Payment Options

Payment of course fees can be made to Avondale University via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date indicated on your invoice, which is sent to you after your application and supporting documents are reviewed. If a discount is being applied to your fees, ensure you are clear on the terms and conditions.

Please note that outstanding fees may result in cancellation of your enrolment and/or Avondale University withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us at studentfinance@avondale.edu.au to discuss options.

Students enrolled under the VET Student Loan scheme must refer to the 'VET Student Loans' section of this handbook to obtain information relevant to them.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Avondale University may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

*If you are experiencing financial difficulty, please contact **Avondale University Student Finance** as early as possible to discuss options.*



Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. The information below outlines some of the circumstances under which a refund may be granted. Please contact Avondale University on studentfinance@avondale.edu.au to discuss individual circumstances.

Note: Students enrolled under the VET Student Loans scheme must read the 'VET Student Loans' section for information related to refunds.

A full refund will be provided for students who cancel their application for any reason before the commencement date of a teaching period.

If a student withdraws from enrolment after the commencement of the teaching period but before the census date or cooling off period, Avondale will refund to the student all paid tuition fees received for units of study from which the student has withdrawn

If a student withdraws from enrolment after the relevant census date or cooling-off period, Avondale will NOT refund/re-credit or remit.

For further details regarding refunds, see the Avondale [Refund policy](#) on the website.

Course Withdrawal

If you wish to withdraw from a course, you must advise Avondale University in writing using the [Intermission or Withdrawal from course](#) form available on the website. Students are advised to discuss their intention to withdraw with their Course Coordinator, Trainer, and Assessor prior to submitting the form. Students are also advised to refer to the Course Withdrawal Policy and the Unit Enrolment Policy to ensure they make an informed decision. Where applicable, you may also need to submit for a refund for remaining fees already paid – contact studentfinance@avondale.edu.au if you need any assistance or information.

Your withdrawal application will be reviewed, and you will be advised of the outcome within 7 working days.

Withdrawal Prior to Commencement of Course

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made.

Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Census date: If a student withdraws from the course before the census date, no fees will be charged. If a student withdraws on or after the census date, any invoices issued will remain payable.
- Any co-contribution fees paid for government-subsidised training will be refunded for the units not trained



Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee of \$200 will be deducted from any eligible refund
- Any refund will be at the discretion of Avondale University

Cancellation of Course by Avondale University

If a course is cancelled by Avondale University for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units.



VET Student Loans (VSL)

Avondale University recommends that you read the following information in conjunction with the [VET Student Loans information booklet](#) by the Australian Government.

For further information, review the government website: [VET Students Loans](#)

What is the VET Student Loans scheme?

The VET Student Loans scheme is a loan available to eligible students. The loan is provided by the Australian Government to assist with tuition fees for higher-level vocational education and training qualifications at Diploma level and above. Not all RTOs are registered to provide courses under the VET Student Loans scheme, however Avondale University can offer VET Student Loans to eligible students.

Who is Eligible for VET Student Loans?

Please see the VET student loans [manual](#) for eligibility and further information on VSL.

What is a Census Date?

A census date is literally the date on which a count will be taken. In terms of studying under a VET Student Loan, a census date is the date on which a count is taken of who is enrolled in a course. Those enrolled in a course on the census date are liable for fees for that course.

Why is the Census Date Important?

The census date is so important because it is the date on which your enrolment status will be recorded. If you are enrolled on a census date, the next portion of your loan will be funded, which means you will incur that debt.

The census date is also important, as it is the deadline to withdraw from a course without incurring any further debt on your VET Student Loan. VET Student Loan students will be provided with the census dates applicable to their individual course enrolment.

Census Date and Refunds

If you withdraw from a unit of study prior to the census date, you will not incur a VET Student Loans debt.

If you withdraw after the census date, no refund will be applicable, and you will be liable for the course fees, which will be added to your VET Student Loan debt.

Be aware of the census dates for the course you are enrolled in and ensure any required action is taken before the deadlines.

Contact Avondale University if there are any questions regarding course enrolment under the VET Student Loans program.

Avondale University advertises all VET census dates on the VET Calendar



Course Information

After enrolment, and when the course starts, access will be provided to training materials in either hard copy and/or digital format, depending on the course you are enrolled in and the mode of study. Textbooks may be required depending on the course; this is outlined for each course. You will need to supply your own stationery and any device (laptop or computer) for use while studying. A welcome email will be sent with login details so you can access the student portal and the online learning platform.

All students will be required to complete the VET Academic Integrity Module (AIM) at the start of their course.

- You will be given an outline for training appointments, which may be:
- One-to-one meetings with your trainer
- Workplace visits / off-campus practicals
- Classroom sessions
- Online modules
- A combination of the above

Duration

The duration of your course depends on several factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Furthermore, the level of qualification being undertaken will impact the course duration. The Australian Qualifications Framework (AQF) summarises the criteria for different qualification levels and indicates the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to attain a qualification at that level.

The AQF expresses the time expected to gain a qualification as equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

The volume of Learning statements indicates the amount of time a full-time student is expected to need to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification is currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.



The Volume of Learning for qualifications in the VET sector is:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Source: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

More information on Volume of Learning can be accessed at [Volume of learning v2 2014 | AQF](#)

Competency-Based Training (CBT)

Competency-based training (CBT) is an approach to teaching that focuses on allowing students to demonstrate their ability to perform tasks. Used in the VET sector, CBT is designed to develop concrete skills and is typically based on the performance standards expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge necessary to perform effectively in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work when using CBT?

Unlike the traditional school system, which grades assessments on a scale from A to F, CBT assessment determines whether you have the required skills and knowledge or not yet.

Assessment is conducted to determine whether a student can deliver essential outcomes aligned with the performance criteria for each Unit of Competency. This means an assessment is conducted to determine whether a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance on the assessment does not meet the requirements, the student is marked as 'Not Competent', while successful performance results in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project



- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Avondale University has a Training and Assessment Strategy for each qualification we deliver, and we outline our approaches to conducting assessments in those strategies.

For information regarding academic support for assessments, your first point of contact should be your trainer. You can also visit the [Learning Advisor Service](#) for additional support.

Training and Assessment Strategies

Avondale University staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct an assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course where this may be the case.

Our training and assessment methodologies aim to ensure our processes meet national assessment principles, including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC), and Credit Transfer (CT).

Flexible Learning and Assessment

Our training and assessment strategies include practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs and that maximise learning outcomes and access to learning activities.

Training and Support Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Avondale University. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document', and any changes are agreed and noted by all involved parties.



Recognition Processes

Avondale University offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the full training and assessment processes. You will still need to provide evidence, though, upon which your assessor can base their judgment. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills, i.e. from the present or the very recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact your trainer to discuss your options.

Credit Transfer

Avondale University recognises verified AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications previously studied, provided the unit code is listed as current on training.gov.au and is part of the training package you are enrolling in.

To apply for a direct credit transfer, you will need to supply a certified copy of your documentation (certificates and/or statements of attainment transcripts). For full details on the requirements for credit transfer applications, please contact Student Administration Services on +61 2 4980 2377.

Foundation Skills

All training and assessment delivered by Avondale University contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include communication skills, literacy skills (reading, writing, and numeracy), interacting with others, and skills for effective participation in the workplace, such as teamwork, problem-solving, and self- and time-management.



Assessment Information

Avondale University implements assessments that comply with the training package or VET-accredited course requirements and are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Principles of Assessment:

The assessment meets the requirements of the unit of competency and the associated assessment requirements; a training provider provides assessments that are:

- Fair
- Flexible
- Valid
- Reliable

Rules of Evidence

A training provider ensures that the assessments provided to learners demonstrate that they collect information that demonstrates competency, which is:

- Valid
- Sufficient
- Authentic
- Current

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you. All submissions should be uploaded to Avondale's nominated learning management system, unless otherwise stated

Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean redoing some of the theory questions, adding more relevant information to your portfolio, or demonstrating a task again. Avondale University does not charge a fee for resubmission of assessments. If, after two (2) resubmissions, your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in and re-do the work for the unit, to achieve the full qualification.

Talk to Student Administration Services (SAS) for more information. All staff at Avondale University will take every reasonable effort to help you succeed in your course.



Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Academic Integrity

Avondale aims to develop graduates who embody principles of honesty and integrity in every aspect of their lives, particularly in their academic pursuits. Please refer to the [academic integrity](#) for further information

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Avondale University. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas, etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Avondale University uses software that scans all submitted assignments for forms of plagiarism.

Referencing

When it comes to properly acknowledging where information comes from, students should be aware of and able to use referencing protocols. Avondale University expects that you use the APA style of referencing when writing your assessments. More information on how to do this is available on the website and at the Avondale Library. Additional sites that you can refer to for referencing assistance are:

APA:

- <http://libguides.jcu.edu.au/apa>
- http://guides.is.uwa.edu.au/ld.php?content_id=17350815

Harvard:

- https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Turabian:

- [Turabian-referencing-guide-with-EndNote-2020.pdf \(avondale.edu.au\)](#)



Appeals

Whilst as a student, you can lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Avondale University's [procedure for lodging an appeal](#).

Where to Get Help

Consult with your trainer and/or assessor for assistance in understanding how to complete your assessments. They are happy to support you. Your trainer's contact information is provided to you and is also available on your course Canvas site. Alternatively, you can contact any of the following people to get help:

- VET Coordinator
- Academic Support Services
- Student Life Services
- Student finance
- Student Administration Services





Student Conduct

Just as Avondale University has a responsibility to meet expectations of students, legislation, and regulations, and so too do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Avondale University views student misconduct seriously. We expect our students to behave in an honest, respectful manner appropriate to a learning environment and to uphold Avondale's integrity. Consequences for student misconduct range up to and include expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct, including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and well-being of others
- Intentionally damaging equipment and/or materials belonging to Avondale University and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have the right to lodge an appeal under our Appeals Procedure (Academic) or the Student General Conduct and Discipline policy.

Course Attendance

Students enrolled in face-to-face classes at a designated Avondale campus or those with off-site practicals are required to attend and maintain at least 80% attendance. Students whose attendance falls below 80% will be formally notified and identified as at risk. Students who receive notification that their attendance is below 80% for any identified training session will be asked to show cause to progress their studies in the next training session.

Some courses may include required online attendance. These will be treated the same as face-to-face requirements.



An intervention strategy may be implemented where a student is identified as 'at risk'. The intervention strategy is an individual student plan developed by the Trainer in conjunction with the VET Coordinator to improve a student's academic progress and attendance. Intervention strategies may include additional learning support, make-up classes, counselling, and training to develop study habits or to adjust to the study program. Avondale University will do everything it can to assist students who want to learn and progress.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. Avondale uses Turnitin Software to scan for plagiarism. See the [Academic Integrity Policy](#) for further information.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Avondale University. All staff, students and visitors have a responsibility to ensure the workplace/learning areas are safe and that their own actions do not put others' health and safety at risk.

Please report any incident or hazard immediately.

Each building, including classrooms include an evacuation plan with identified muster areas in the case of an emergency. Each Faculty/School has designated first-aid officers. Please see the reception within your faculty/school, Student Life Services or Reception.

Security is available 24 hours and can be contacted on +61 2 4980 2333

Emergency numbers for police, fire and ambulance are – 000

Smoking, Vaping, Drugs and Alcohol

Avondale University provides a smoke, vape, illegal drugs and alcohol-free learning environment. Smoking, vaping and alcohol are not permitted on any campus. This includes when training and/or assessment providers by the nominated trainer/assessor is undertaken off campus.

Any student under the influence of drugs and/or alcohol is not permitted on Avondale University premises, needing to use Avondale University facilities or equipment, or to engage in any Avondale University activity.

People taking prescription medication have a duty to ensure that their own safety and that of others is not affected.



Student Feedback

Avondale University is dedicated to continually reviewing its practices to achieve the best possible outcomes. This approach to continuous improvement relies on student input about their learning experiences during their course. We welcome feedback at any time, but we will also specifically ask for it annually and/or upon completion of your study.

Avondale University may request additional feedback from students about life at Avondale or the Avondale experience to ensure we are providing a student-centred and holistic learning environment.

Issuing Certificates

Upon successful completion of your coursework, provided all fees are paid, and you have registered a verified USI with Avondale University, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Avondale University and other RTOs under the Standards for RTOs 2025.

If for some reason Avondale University ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Avondale University')



Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Avondale University for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Avondale University.

Verification

I have received a copy of the Avondale University Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as they apply under state and/or federal law.

Student's full name	
Student signature	
Date	



Appendix A

Information from the Standards for RTOs 2025

The following information has been taken from <https://www.asqa.gov.au/for-students>. As the government regulator for registered training organisations, ASQA also explains student rights to ensure that students can make informed choices about study.

For Students

Choose a course and provider

Studying is an investment in your future. When considering a qualification, a student should ask the following questions:

- Does the course support your career goals or allow you to apply for a license needed to work in a career?
- Looking for in-person training or online / distance?
- What support will be needed to successfully complete the course?

There are many providers that offer the same course. A good provider will include:

- Clear pre-enrolment information
- State what resources are provided and what students need to provide
- Be clear about the location
- Have clear payment terms and refund policies

Credit transfer and recognition of prior learning

When enrolling in a VET course, you can get credit for previous study or work experience. Please note that ASQA has the power to cancel a student's qualification if there is evidence that it was issued without proper training and assessment.

Student rights and responsibilities

Students have certain rights and obligations; for example, a provider must give students clear information about the course, support services, and the complaints process. The student is obligated to meet payment terms, follow course requirements, and meet loan obligations



Support for students

ASQA is available to help students understand their rights e.g. show how students can choose a course provider or explain student and provider obligations.

Student records

There are various ways for student to access their records. One way is to check the USI transcript service.

When Providers Close

Training providers may close due to a number of reasons. If a provider does close unexpectedly, students can contact ASQA.

Qualification Integrity Regulatory Action

ASQA wants to ensure that students are obtaining their learning from quality providers. As such, ASQA operates an ongoing program of regulatory action against non-genuine and bad-faith providers. If a student has any concerns, they can contact ASQA.