

About AWA

The Australian Window Association (AWA) is a not-for-profit national organisation. Its membership comprises manufacturers of and suppliers to the window industry.

Established in November 1991 and incorporated in January 1992, the AWA has grown to become the peak body in the window industry. It provides a national voice in discussions and negotiations with government, local authorities, business and trade association and organizations, and the private sector. The AWA has established strong links with the window industries in the United States of America, the United Kingdom and New Zealand and regularly exchanges information on the latest developments affecting the industry.

The AWA aims to promote and advance fenestration as a whole and, to this end, provides a range of education packages and technical support which is constantly reviewed and updated.

Our Mission and Vision

Our Mission is to provide superior vocational training and assessment services to the Fenestration and related Industries, with a clear focus on skills development. Our vision is to be the provider of choice for business, management and industry vocational training to the broader Fenestration industry.

Qualifications offered

AWA, trading as Australian Fenestration Training Institute (**AFTI**), offers accredited training in the following areas.

- Advanced Diploma of Management
- Diploma of Management
- Certificate IV in Frontline Management
- Certificate III in Business

Further information regarding these qualifications and the Training Package can be accessed at www.afti.edu.au

To earn a nationally accredited qualification, a learner must demonstrate competence in all of the prescribed core and elective units of competency. A Statement of Attainment in any of these qualifications can be issued if only one or more these units of competency are completed.

Industry Training (not nationally accredited)

AWA offers training courses which are not accredited that have been developed to meet specific industry needs. All these courses are listed on the AFTI website www.afti.edu.au

Enrolment Procedures and Criteria

Enrolment may be submitted up to 7 days prior to the commencement date of a course and must be completed in full before enrolment can be confirmed. A confirmation letter or email (if available) will be sent to the person who completes the enrolment form. However, if there is no vacancy in a course, contact may be made by telephone with the person who completed the registration form.

While late registrations will always be considered, guarantee of a place cannot be given prior to completing all enrolment procedures.

Before any enrolment is accepted, the prospective learner will first receive –

- An enrolment application
- A copy of AFTI's Learner's Handbook (this document)
- Full name of the qualification or non-accredited course
- Course outline and duration
- Prerequisite qualifications or work experience
- Training and assessment methods
- Facilities and equipment available
- Learning resources available
- Details of any other providers involved in the course
- An itemised statement of all fees payable

Code of Practice

AFTI endeavours to provide the highest standard of vocational education and training in the qualifications we offer. We:

- Conduct our business with honesty, integrity and diligence in all of our activities.
- Comply with all Commonwealth, state and territory legislation and regulations.
- Advertise and market our training and assessment services openly, honestly and accurately.
- Provide accurate, relevant and current information about our activities.
- Clearly outline all our fees and charges on enquiry.
- Clearly outline our fees refund policy at the time of application and prior to enrolment.
- Enrol learners into our courses on the basis of access and equity.
- Recognise qualifications and statements of attainment issued by all Australian Registered Training Organisations.
- Provide details of Recognition of Prior Learning (RPL) processes at the time of application and prior to enrolment
- Provide appropriate facilities, equipment and resources, in a safe and healthy environment.
- Do not accept any form of discrimination towards any group or individual.
- Employ only appropriately qualified and experienced staff, including trainers and assessors.
- Conduct fair, flexible, valid and reliable competency based assessments.
- Provide a transparent assessment appeals procedure and ample opportunities for re-assessment.
- Provide appropriate support to learners or referral to external agencies for additional learning support where appropriate.
- Encourage feedback and evaluation from our stakeholders to support our continuous improvement efforts.
- Maintain confidential, accurate, appropriate training and financial records.
- Provide timely and accurate information to government agencies and funding bodies.
- Analyse and review all training delivery and assessment procedures to ensure continued best practice.
- Ensure appropriate changes are documented and implemented in a timely manner.
- Recognise the cultural diversity of all Learners.
- Ensure equal treatment of all Learners.
- Encourage full participation and assist all Learners to achieve course outcomes.
- Provide equal access to resources.
- Refer Learners with specific learning problems to appropriate agencies.
- Provide flexible delivery when necessary and/or required.

Marketing and Promotion

AFTI's marketing and promotion to learners and, where appropriate, their employers is carried out in an ethical manner and in accordance with our Access and Equity policy.

Eligibility

All enquirers are provided with AFTI's Information Kit, which includes an enrolment application, Learner's Handbook and Information Brochure that includes details about the course(s) for which they enquired. Access to the courses is open to all qualified applicants, subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the Learner. There is a need for Learners to access company workplace information systems. Enrolment is on-going where places are available.

Once a Learner has enrolled in an AFTI program, they may not defer or suspend their program except on the grounds of illness, supported by a medical certificate, or other exceptional compassionate circumstances beyond the control of the Learner.

Fees and Charges

All details of fees and charges relating to training or assessment for any course are provided prior to enrolment. The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured in a safe location.

Refund Policy

1. AFTI reserves the right to cancel any enrolment prior to the date of commencement and should this occur, all fees will be fully refunded.
2. If AFTI defaults for one of the following reasons a full refund of all monies paid to the provider will be refunded within 14 days.
 - The course does not start on the advertised date
 - The course is not provided in full
 - AFTI is unable to deliver the course
3. No refunds will be made AFTER the course commences, other than in specific circumstances such as in point 4 and 5.
4. Requests for refunds must be made in writing and submitted with relevant documentary evidence. All refunds will be made to the person who paid the fee by cheque, credit card payment reversal or electronic funds transfer to the nominated bank account within 14 days.
5. For courses of three or fewer days.
 - Substitution of a participant may be made. A processing fee of \$25 will be charged.
 - Where an applicant cancels his or her enrolment more than 10 days prior to course commencement, all pre-paid fees are refunded less a \$50 administration fee.
 - Where an applicant cancels his or her course giving less than 10 days but more than 3 days notice prior to course commencement, all pre-paid fees are fully refunded less a \$120 administration fee.
 - Where an applicant cancels his or her course giving 3, or less, days notice prior to the course commencement, no refund will be given.
6. For courses of more than three days.
 - Where an applicant cancels his or her enrolment more than 10 days prior to course commencement, all pre-paid fees are fully refunded less a \$150 administration fee.
 - Where an applicant cancels his or her course giving less than 10 days notice prior to course commencement, no refunds will be given.
7. Exceptions may be made on compassionate or medical grounds, when this is confirmed in writing by a medical authority when written confirmation is received.
8. In the event of illness, death of a family member or unforeseen circumstances, the Learner may withdraw from the current class (once verification has been obtained), and re-enter at the next available class. A refund does not apply nor does re-invoicing for that particular Learner.
9. This agreement does not remove a learner's right to take further action under Australian Consumer Laws.

Attendance Requirements

All courses offered by AFTI are offered on the basis of workshop attendance, flexible workplace delivery, or distance learning basis. Learners enrolled in a workshop based program are required to actively participate in the specified learning and assessment activities in order to achieve competency in the qualification in which they are enrolled.

Learner Support

AFTI endeavours to provide learners who have learning difficulties, such as in language, literacy and numeracy, with the required level of support. However, if the level of assistance required is beyond our expertise, we will refer the learner to the most appropriate external specialist agencies for additional support.

The Training Manager, Trainers, Assessors and Facilitators are

all available to discuss and support learners with any concerns they may have during their learning. Learners should feel free to talk to them about their learning program or other associated problems. They will advise or refer learners appropriately. If not satisfied with their response, learners should raise the matter with AWA's Executive Director.

Computer, Internet and email Access

AFTI often employs computer, Internet and email technologies in its delivery and administration, so regular access by Learners to these services is a prerequisite to all enrolments where such access is stipulated by AFTI.

Recognition of Prior Learning (RPL)

RPL assessment is the process of collecting evidence and making judgments on progress towards satisfying the performance criteria set out in a standard or learning outcome. It is available for all accredited training. It is a process of acknowledgement and recognition for skills and knowledge obtained through:

- Formal training (Industry or Education)
- Work experience
- Life experience

Advantages of RPL include:

- Completion of training programs in shorter time
- Reduction in duplication of learning
- Fairer access to training and/or career paths
- Increased career and education options
- Cost reduction in education/training provision

If a learner believes they already have the skills and knowledge required to demonstrate competency they can request RPL. It does not matter whether skills and knowledge have been acquired through formal learning, work experience and/or life experiences. To request RPL/RCC learners will need to:

- Complete the Request for Recognition of Prior Learning form available from the AFTI office.
- Check skills and knowledge for each unit of competency. (Cross checked by the Learner against the Learning and Assessment Strategy Outline)
- Collect evidence to show competence. Evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (learners own work).
- List the types of evidence for each unit of competency.
- Present the evidence and the list of evidence to the Institute for assessment.

The AFTI assessor may ask learners seeking RPL to undergo a confirmation test. Learners will be provided with a written report on the outcomes of assessment of the application for RPL which must be counter signed. This report will be filed in the learner's personal file. Costs are associated with RPL.

If a Learner applies for, and is granted, formal recognition of prior learning (RPL) prior to course commencement, the duration of their program may be reduced by agreement.

AFTI's fee for RPL may be an amount up to the fee which would otherwise be charged for attendance at classes, so any application should proceed on that basis. This fee may be reduced by mutual agreement, depending upon the amount of work involved for AFTI, in which case any agreed refunds will be made within four weeks. Learners will be provided with the grievance/dispute resolution process on request.

Recognition of Qualifications / Statements from other RTOs

AFTI recognises AQF Qualifications and Statements of Attainment issued by other RTOs. We reserve the right to verify the authenticity of such documents and to determine the currency of the units of competency/modules indicated on the testamur.

Issuance of Qualifications

On successful completion of all the required units of competency the appropriate nationally recognised Qualification will be issued. If a learner completes some Units of Competency but does not complete the entire qualification, a Statement of Attainment will be



issued for the individual units of competency that have been successfully completed.

Induction

Before commencing an accredited course with AFTI, all Learners will have had the following information explained, which is also available on our website:

- Requirements for the award of the Nationally Recognised Qualification in which they have enrolled.
- Certification is issued on successful completion of the course
- Availability of recognition of prior learning (RPL) or recognition of current competency (RRC) and how to apply for it.
- The qualification or course content and how competency will be assessed
- How to appeal if not satisfied with the assessment outcome
- How to make a complaint or express a grievance if not satisfied with any part of the course or training
- How to seek extra help with learning if experiencing any difficulties
- The course delivery timetable and all venue details
- Learner obligations including attendance and performance requirements.

Facilitators, Trainers and Assessors

AFTI's Facilitators, Trainers and Assessors for accredited training have, as a minimum, the relevant qualifications specified in the AQTF and the training package. These include relevant and current qualifications, skills, knowledge and experience as appropriate and the required training and assessment qualifications.

Conduct of Assessment

Assessment is conducted in accordance with the Australian Quality Training Framework (AQTF) and is competency based against the requirements of the units of competency in the relevant qualification. It includes:

- Pre-assessment to determine individual training needs
- Ongoing observational assessment during the training to judge progress
- Assessment of performance at end of the units of training
- Recognition of prior learning (RPL) or recognition of current competency (RCC)

Assessments may be conducted in a simulated workplace and will involve the collection of sufficient evidence to demonstrate achievement of each unit of competency. This may include:

- Assessment of knowledge and understanding
- Assessment of skills where appropriate
- Observation of attitudes demonstrated.

Assessment Methods may involve:

- Demonstrating skills
- Producing a piece of work
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to a group
- Participating in a role play
- Solving a case study
- Submitting research assignments

Learners will be provided with self-assessment checklists and records of competencies for each unit of competency. Learners are encouraged to check the development of skills and knowledge and indicate to the trainer when ready for assessment. The outcome of assessment is either *Competent* or *Not Yet Competent*. During each course individual assessment records are maintained by the Learner on a summary of assessments form and by the trainer in both hard and soft copy.

Assessment Appeals

If a learner is found "Not Yet Competent" in a unit of competency they may be reassessed in that unit.

If a learner is dissatisfied with a Not Yet Competent decision for an assessment task, they can appeal that decision. In the first instance this involves speaking to the assessor to request a review of the evidence. Further evidence may also be requested.

If the learner is still dissatisfied with a Not Yet Competent decision, the Training Manager will arrange for an independent assessor to review the evidence.

Facilities and Equipment

AFTI uses only premises and venues that have facilities appropriate to delivering training in the qualifications and courses on our scope of registration.

All equipment is set-up, checked and maintained regularly to ensure effective and efficient operation prior to commencement of each session. Learners also have access to all the necessary instructional and assessment facilities, materials and equipment.

Evaluation

As part of our continuous improvement procedures learners will be asked to complete regular program evaluations. These are an opportunity to provide us with feedback on the course, facilitators, trainers and assessors, the course administration, training facilities, training and assessment activities and resources. These comments enable us to make sure that expectations are being met and will give us guidance in how we can improve our services.

Legislative and Regulatory Requirements

AFTI is bound to identify and comply with all relevant Commonwealth, and state legislative and regulatory requirements, including, but not limited to:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992 and NSW Disability Services Act 1993
- The NSW Work Health and Safety Act 2011
- Workers Compensation Act 1987
- Racial Discrimination Act 1995 and NSW Anti-Discrimination Act (NSW) 1977
- NSW VETA Act, 1990
- Apprenticeship and Traineeship Act 2001
- Sex Discrimination Act 1984
- Privacy Act 1998 and NSW Privacy and Personal Information Protection Act 1998
- Industrial and Commercial Training Act 1989 No 6

Copies of these Acts are available through AFTI and access can be requested at any time or they can be accessed online at <http://www.legislation.nsw.gov.au>

Occupational Health and Safety

AFTI has a duty of care to staff, learners and visitors to provide a healthy and safe environment in which to learn. An AFTI learner, is also responsible for:

- always conducting themselves in a safe and healthy manner
- ensuring the prevention of injury and disease to self, facilitators, trainers, assessors and fellow learners
- identifying and reporting to the facilitator, trainer or assessor any obvious hazards from equipment, facilities or the environment
- refraining from smoking
- refraining from drinking and/or eating in the workrooms.

Anti-Discrimination

AFTI is committed to providing a fair and equitable environment for its learners and visitors. Any discrimination or harassment of staff, learners or visitors because of their age, gender, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital



status, physical or intellectual or psychiatric disability or, sexual preference, will not be tolerated.

All Learners are responsible for:

- ensuring there is no discriminatory or harassing behaviour towards other Learners, staff or visitors.
- reporting any discriminatory behaviour or harassment to the Facilitator, Trainer or Assessor.

Equal Employment Opportunity

When recruiting staff, AFTI will ensure that the principles of EEO will be implemented.

AFTI is committed to its operatives remaining up-to-date with current trends in business, commerce and industry and in Training and Assessment. Operatives are encouraged to identify their training needs and to negotiate arrangements to address these needs. This policy directly benefits our Learners.

Access and Equity

AFTI provides equal access to training and assessment services for all our learners and where possible, conducts flexible training to meet their specific needs. Our commitment is to:

- comply with all Commonwealth and state anti-discrimination, including the Disability Discrimination Act (1992), the Human Rights and Equal Opportunity Act (1986), the Racial Discrimination Act (1975) and the Sex Discrimination Act (1984)
- operate in an ethical manner in accordance with established Access and Equity principles
- recognise the cultural diversity of all learners and accept no discrimination of any sort
- provide all learners with access to their training records and related files
- ensure appropriate wheel-chair and disabled person access to facilities, where necessary, noting that AWA frequently hires third party premises to conduct many of its courses
- ensure equitable treatment of all learners including time provided by trainers and assessors
- encourage full participation by and assist all Learners to achieve course outcomes
- provide fair and equitable access to resources and information within appropriate timeframes
- identify and support learner's with specific learning difficulties and if necessary refer them to the appropriate agencies
- provide all learners with the opportunity to provide input into the continuous improvement our training, assessment, resources, processes and other services
- ensure that all our trainers, assessors, support staff and learners comply fully with both the letter and the spirit of these principles.

Student Contact

AFTI may communicate regarding the course with enrolled learners using the contact details provided during enrolment. This can include phone calls, text messages and emails.

English Language

Our courses are all conducted in English.

Learner Code of Behaviour

A professional standard of behaviour is required of all AFTI learners and the trainer reserves the right to ask any Learner in breach of this standard, to leave a class.

Suspension

AFTI will do all in its power to ensure all Learners receive fair and equal treatment. If a Learner is unable to abide by AFTI rules and regulations then they may requested to not return to Institute premises for a specified duration of time stated by the Institute. AFTI reserves the right to suspend Learners for:

- Non-payment of fees
- Non-attendance at prescribed classes
- Failure to submit prescribed work
- Disruptive behaviour
- Not abiding by the AWA Learners' Code of Behaviour

Records Maintenance

AFTI is required to keep records of each learner's full name, current contact address (as supplied by the Learner), commencement and completion dates of the learner's course, and competency outcomes.

All records are confidential and available to individual learners on request and all records are kept accurately, current and secure. We are required to keep copies of learner records for a period of 30 years. Learners and certain third parties may request Learner records subject to compliance with the AFTI Request for Access to Learners Records procedure. There is an administrative cost for re-issue of records and awards.

Complaints and Appeals

AFTI welcomes feedback and suggestions on our services. We endeavour to respond to suggestions and/or complaints promptly and with courtesy. If learners have any problem, complaint or grievance with their Facilitator, Trainer or Assessor, the course content, the facilities or any component of the course or any other learner, they should lodge a complaint, using the complaints procedure, which details how the complaint will be handled, and the appeal process which is available in the event that learners are not satisfied with the outcome. Please ask the Facilitator, Trainer or Assessor, or any staff member, for a copy of the Complaints / Appeals Policy document and lodgement form which should be completed and handed to any staff member. AFTI will provide a written statement of the appeal outcome detailing the reasons for the outcomes decision made.

If learners are still dissatisfied with the response they can appeal the decision further by requesting the matter be referred to the Australian Skills Quality Authority. This gives the opportunity to formally present the case.

Business Office

The business address and contact details of the AWA, trading as AFTI, are:

Address: Ground Level, 71 Ridge Street
Gordon, NSW, 2072
Phone: 02 9498 2768
Fax: 02 9498 3816
Email: training@awa.org.au
Web: www.afti.edu.au

The office is open from 9 am to 5 pm Monday to Friday.