

Information Handbook For Student and Employer



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SECTION 1 – GENERAL INFORMATION

Who is Ai Group Training Services?

Ai Group Training Services (AiGTS), is a nationally Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to deliver and assess nationally recognised qualifications. As an approved RTO, AiGTS must ensure compliance against the Vocational Education Training (VET) Quality Framework which clearly outlines how training and assessment is undertaken.

Ai Group Training Services is owned and operated by The Australian Industry Group (Ai Group), one of Australia's largest industrial organisations. Ai Group began as the Metal Trades Industry Association in 1873 and merged with The Australian Chamber of Manufactures in 1998 to form The Australian Industry Group.

Ai Group Training Services offers a comprehensive range of nationally recognised qualifications, tailored short courses and skill sets that provide a learning pathway.

Benefits of the Training Program

On completion of the requirements defined in the Qualification Training Package, you will receive a Nationally Recognised Diploma / Certificate and a Record of Results.

A Statement of Attainment will be issued if you complete one or more units of competency from a nationally recognised qualification but not the entire qualification.

Ai Group Training Services will issue your qualification within thirty (30) days of all required paperwork being signed off as competent and all course fees have been paid.

Re-issuing of qualifications is possible where a Certificate, Statement of Attainment or a Record of Results has been misplaced or damaged. Contact Ai Group Training Services via email at RTO.admin@aigroup.com.au to order a replacement. An administration fee of \$25 plus GST applies.

Government Incentives

For more information visit www.australianapprenticeships.gov.au or contact us to discuss further.

Qualifications we offer

Ai Group Training Services offers nationally recognised qualifications in the following sectors:

- Work Health and Safety
- Process Manufacturing
- Engineering (Mechanical and Fabrications)
- Competitive Systems and Practices
- Driving Operations
- Warehousing Operations
- Leadership and Management
- Customer Engagement
- Logistics

Duration of Accredited Training

The duration of training through a traineeship, apprenticeship or non-traineeship / apprenticeship program is outlined on the Course Information Sheet, RTO Website, your training plan and discussed at the information session.

Time management is essential in completing your training. It is important that you set aside time to work on gathering the required evidence which may include completing assigned written questions / answers, work related projects, portfolio of work related evidence. If you need help with planning your time, ask your trainer or supervisor.

On commencement of your course, your trainer in consultation with your workplace supervisor will assist you in establishing a study schedule.

If you are completing a traineeship or apprenticeship you are required to keep a Workplace Based Training Log and ensure it is up to date, signed and have it ready and for the trainer.

Participant Support, Welfare and Guidance

All participants enrolled through Ai Group Training Services will be allocated to a trainer who will support them through the training program.

Ai Group Training Services has the following services for students. To take advantage of these services please contact our friendly staff, whose details are provided in this document and we will outline the process for getting assistance with the following services:

- Disability support services;
- Language, Literacy and Numeracy assistance and referrals;
- Additional study support (in situations beyond the participants control);
- Mentoring; and
- Counselling services (in consultation with yourself and your employer, if required).

In the event that required support extends beyond Ai Group Training Services capabilities, then we will source / give referral information for relevant organisation/s that supply required support services.

Fees and Charges

Ai Group Training Services reserves the right to change or alter the course fees. For details please call 1300 134 756 to talk with our staff who can discuss fees and charges with you.

Please refer to our website <https://rto.aigroup.com.au/about/policies/> under Fees, Charges and Refunds Policy.

All fees include, unless otherwise stated:

- course materials
- training conducted on the job and access to trainer / assessor between training visits
- all assessments.

Concessions

If a participant is in receipt of a government benefit (concession or pension cardholder), a reduction of the government tuition contribution fee (applicable to all funded courses) is available. The concession fee will be the same as the minimum tuition fee for the relevant course.

Student Safety and Security

Once you've successfully enrolled in one of our courses, you will be provided information about safe and secure access to our office and training facilities for the conduct of your training and assessment. Our friendly staff will walk you through our safety and security procedures and help you get well versed with our training and assessment facilities.

In the event your training and assessment is taking place at your employers site, you will be required to follow all safety and security procedures outlined by your employer. Your employer will conduct a relevant security and safety induction for you.

To help us create a safe and secure environment we request that you follow all emergency, safety and security procedures and instructions relating to our training facilities always.

SECTION 2 – ENROLMENT PROCESS

Explanation of Enrolment

To enrol, prospective participants need to undertake a mandatory Pre-Training Review and Language, Literacy and Numeracy Assessment prior to completing an Enrolment Form.

In the event your employer is organising your training then your employer will work with our office and yourself to ensure all enrolment related documentation is completed. You the participant will then be required to sign off on enrolment related documentation to complete the enrolment process.

An Ai Group Training Services representative will assess your application along with evidence you need to provide and enrol you into one of our nationally recognised qualifications.

Student Privacy and Confidentiality

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all participants. Ai Group Training Services is required to submit aggregated statistical information to our regulatory bodies (for example, ASQA). Except as required by regulatory bodies, government contracts or by law, information about a participant will not be disclosed to any third party without the consent of the participant. More information is available on our website <https://rto.aigroup.com.au/about/policies/> under Terms of Use and Privacy Policy.

Pre-Training Review

The National Standards for RTO's 2015 and State Funding Contracts require each Eligible Individual, to complete a Pre-Training Review of current competencies including literacy and numeracy skills prior to enrolment in training. The Pre-Training Review must:

- a) Identify any competencies previously acquired (Recognition of Prior Learning (RPL) or Credit Transfer);
- b) ascertain the most suitable (as defined in the Quality Charter and at Clause the VET Funding Contract) qualification for that student to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
- c) ascertain that the proposed learning strategies and materials are appropriate for that individual.

Language Literacy and Numeracy

You may require language, literacy or numeracy support to achieve your learning goals. AiGTS is committed to providing training and assessment programs that cater to specific individual needs where required.

During enrolment, we work with you to identify any special requirements you may have to successfully complete the course and achieve your learning goals.

If you require further support, Ai Group Training Services will discuss with you and your workplace the options available. This may include:

- reasonable adjustment of assessment activities
- a workplace translator to provide assistance
- alternate delivery and assessment methods
- access to audio resources (available for a number of qualifications).

Recognition of Prior Learning (RPL)

RPL in simple terms involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of the qualification, in respect of both entry requirements and the outcomes to be achieved.

By removing the duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge, through structured education and training, towards formal qualifications and improved employment outcomes.

The RPL process consists of the following steps (further information and guidance will be given to you by your trainer/assessor):

1. Completing the section on the Pre-Training Review
2. Initial discussion with trainer / assessor
3. Identify and gather evidence required
4. Complete an application form and attach evidence
5. Submission and recommendation
6. RPL assessment / interview scheduled
7. Determination by assessor if RPL can be granted
8. Feedback to applicant
9. Appeal process available if appropriate.

Credit Transfer (CT)

Credit Transfer assesses the extent to which your previous qualification or unit of competency is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

For example; if you have completed a unit of competency in the same program at a different training organisation then you can apply for a credit in the unit/s that will be listed on a Statement of Attainment from the previous training organisation.

If you believe you have completed relevant units or other formal training, discuss with your trainer / assessor before training commences. You will be required to provide a certified copy of the original Certificate, Record of Results (Academic Transcript) and or a Statement of Attainment when applying.

Training Plan Information

A Training Plan is developed in consultation with the National Manager RTO, employer and student and mapped where possible against student's position description. A qualification Information Sheet is will be issued to assist in the selection of units.

All students enrolled in an AQF qualification must be provided with a Training Plan, and only on successful completion of the Pre-Training Review and LLN.

Resources and Facilities

Ai Group Training Services provides learning and assessment workbooks throughout the training. Additional resources from specialist bodies such as Safe Work Australia or state and territory specific are supplied to support learner guide / resources.

Workplace Resource Requirements for on the job training may include but are not limited to (dependant on the qualification):

- workplace projects to use for assessment activities
- access to workplace processes, policies and procedures
- access to third parties to complete on the job observation reports
- access to relevant equipment in relation to the qualification being studied.

Training Delivery

Program delivery is a combination of on-the-job and off-the-job. The training ensures that where possible organisational policies and procedures are integrated into the units of competencies that you are completing, and the participant is supported by workplace mentoring and coaching and regular meetings with the RTO trainer / assessor.

The Assessment Process

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. 'Competency' is demonstrated through the application of knowledge and skill to the standard of performance required in the workplace and the ability to transfer and apply skills and knowledge to new situations and environments, consistently over a period.

Methods of Assessment

On the Job Training:

- Observation of workplace performance
- Demonstration of specific skills/knowledge
- Work related projects
- Written questions
- Third Party report from qualified supervisor and or technical expert in the workplace.

The rules of evidence guide the collection of evidence to ensure that it is valid, sufficient, current and authentic.

Assessment Outcomes

Ai Group Training Services delivers competency-based training which means participants will be assessed as "Competent" or "Not Yet Competent". If a "Not Yet Competent" result is issued the assessor will:

- discuss any skill gaps
- implement further training required
- set a schedule to gather further evidence until you can demonstrate competency.

Feedback

Ai Group Training Services seeks opportunities for improvement through open communication and on-going feedback from participants. This gives participants the opportunity to be pro-active in ensuring the training and assessment outcomes are meeting their needs. Feedback forms are issued at enrolment, mid-way and at completion. The data is analysed and where required discussions are held to determine a solution to any issues raised in the feedback form.

Quality Indicator Employer and Quality Indicator Learner Surveys are issued near completion of training in line with Australian Quality Skills Authority requirements.

Enrolment Forms

All students enrolling with AiGTS must complete an enrolment form prior to enrolment or on the day of enrolment for all qualifications and accredited short courses.

Enrolment forms must be signed by the student and if under the age 18 must be signed by a parent or guardian.

Eligibility

Students accessing Commonwealth or State/Territory funding must meet eligibility criteria prior. These criteria will be provided to you prior to enrolment or information can be accessed via our website with links to relevant state / territory funding bodies.

Students not eligible for Commonwealth or state / territory funding will be advised of the fee prior to enrolment or this information can be accessed via our website.

Unique Student Identifier (USI)

All students enrolled in an AQF qualification or nationally accredited Unit of Competency, must provide their USI number at the time of enrolment or provide the USI number to Ai Group Training Services prior to issuance of a certificate or statement of attainment.

Where the student is unable to create their own USI, Ai Group Training Services can create a USI on their behalf. The student must complete ENFRM10B USI Application Form and provide the required documentation outlined in Part A - Personal Identification.

Where the student is unable to locate their USI, Ai Group Training Services can locate the students USI on their behalf. The student must complete ENFRM10B USI Application Form and provide the required documentation outlined in Part A - Personal Identification.

Student's Cancelling Training Sessions

Whilst it is understood that there may be times that students will need to cancel their training session we do ask that it is kept at an absolute minimum. Cancelling sessions can cause students to fall behind and lose momentum with their training. If a student does need to cancel a training session, they will need to contact the trainer at least 24 hours prior to the scheduled session.

Rights and Responsibilities

Student's Rights

All students have the right to:

- be treated fairly and with respect by Ai Group Training Services staff
- not be harassed, victimised or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- receive adequate withdrawal from routine work duties to undertake structured training activities
- have their personal details and records kept private and secure according to Ai Group Training Services' privacy policy
- timely access to any information Ai Group Training Services holds about them
- have their complaints dealt with fairly, promptly, confidentially and without retribution
- make appeals about procedural and assessment decisions
- receive training, assessment and support services that meet their individual needs
- be given clear and accurate information about their course, training and assessment arrangements and their progress
- access the support they may need to effectively participate in their training program
- provide feedback to Ai Group Training Services, on the client services, training, assessment and support services they received.

Student Responsibilities

All students have the responsibility to make every effort to acquire the skills and knowledge needed to successfully complete their training. Your responsibilities include:

- accepting instruction and training in the vocation given by the employer or by a workplace supervisor
- notifying your trainer if you are unable to attend any scheduled training assessment session
- attending and actively participating in scheduled training delivered by your trainer assessor
- completing assignments, projects and other assessment tasks set by your trainer /assessor in a timely manner
- giving the Third-Party Report to your supervisors at the commencement of a unit of competency to ensure they have sufficient time to observe tasks relevant to the unit prior to next training visit
- seeking from your workplace supervisor and trainer, the knowledge and skills in relation to the training and your organisation
- maintaining the Workplace Based Training Log issued to you
- notifying Ai Group Training Services if there are changes to your personal details such as name, home address, postal address or if you have any concerns about completing your course
- discussing any concerns with your workplace supervisor and / or trainer / assessor.

WHS Responsibilities

To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.

To not wilfully nor recklessly interfere with, or misuse anything provided by Ai Group Training Services in the interests of health, safety and welfare.

To cooperate with health and safety directives given by Ai Group Training Services trainer / assessors.

To ensure that you are not, by the consumption of drugs and / or alcohol, in such a state as to endanger your health and safety or that of others.

Must not meet with trainer / assessor outside of your work location.

More information is available on our website <https://rto.aigroup.com.au/about/policies/> under our WHS Policy

Employer / Supervisor Responsibilities

- Will ensure your workplace has the appropriate facilities and equipment available, so you can complete training and assessment activities.
- Will participate in the development of your training plan.
- Will provide you with the coaching / mentoring support required to develop your skills and on the job knowledge.
- Will allow Ai Group Training Services access to you at agreed times.
- Will assist in linking the training done off the job to your current job role.
- Will complete third-party reports to verify you're on the job application of the skills and knowledge.
- Will ensure that you have sufficient time to gather the required evidence as required by the training / assessor.
- Will inform you trainer/assessor of any concerns or issues that may arise during the program, as soon as possible.
- Will participate in regular feedback sessions with Ai Group Training Services.

Trainer / Assessor Responsibilities

- Will outline the holistic outcomes of the qualifications and the relevance to your role.
- Will outline the training and assessment process including Recognition of Prior Learning.
- Will help you identify your current skills and knowledge.
- Will deliver structured training according to the training plan.
- Will discuss relevant work-related projects against the competencies.
- Will schedule regular visits throughout the training program (every 4 to 6 weeks).
- Will be available via e-mail, SMS or phone to clarify questions you may have between visits during working / business hours
- Will assess you in a fair and flexible manner.
- Will provide you with feedback on your progress throughout the course.
- Will check your progress and ensure you are ready for assessment.
- Will provide you with the opportunity to re-assess if you are deemed not yet competent.
- Will ensure the evidence you provide is in line with the rules of evidence gathered, i.e. the evidence is sufficient, current, authentic and valid.
- Will discuss with your supervisor any skill gap that requires further development and re-assessment.
- Will not meet with you outside of work hours unless approved by National Manager RTO and where approved, meetings must occur in Ai Group Training Services office.

Ai Group Training Services Responsibilities

- Ensure trainer / assessors hold the relevant training and current vocational qualifications and current experience.
- Provide training and assessment resources.
- Record in the student management system your progress throughout the training program.

SECTION 3 - PRIVACY

Who will see your information?

Ai Group Training Services aims to meet all legislative requirements of the State and Commonwealth Government.

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry for which we are conducting training.

The legislation that particularly effects your participation in Vocational Education and Training includes, but is not limited to:

Commonwealth Legislation

- The Racial and Religious Tolerance Act 2001 (Cth)
- Age Discrimination Act 2004
- Equal Employment Opportunity (Cth Authorities) Act 1987
- Child protection legislation in Australia and New Zealand 2009
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Work Health and Safety Act 2011
- Sex Discrimination Act 1984
- Privacy Act and National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- National Vocational Education and Training Regulator Act 2011
- Australian Consumer Law (set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth))

State Based Legislation

- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Children and Young Persons Act 1989
- Equal Opportunity Act 1995
- Workers Compensation Act 1987
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Sex Offenders Registration Act 2004
- Occupational Health and Safety Regulations 2017 (OHS Regulations)
- Education Training Reform Act 2006 (Vic)
- Disability Act 2006 (Vic)
- Working with Children Act 2005 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children Regulation 2013

Gaining Access to your Records

You can access your own records at any time by forwarding a written request to RTO.admin@aigroup.com.au (Records that have been securely archived may take longer to access). With regard to other people having access to your records please read the important paragraph on privacy and confidentiality outlined in this document.

In the event your employer has organised your training and assessment with us then your employer will by default have access to your records, if you do not want this to occur please speak either to your employer or contact our office on the details provided in this document and we will discuss this request with you. We will outline relevant requirements that relate to your training and assessment records kept and managed by Ai Group Training Services and help you address any queries or requests you may have about your records.

Record Keeping

Ai Group Training Services manages a hard copy file for individual current trainees/participants. These files are stored in a locked storage area and are maintained on site for a period of two (2) years and off-site for another five (5) years or as required by external reporting bodies.

An electronic version of individual trainee / participant/s is created in a Student Management System (VETTRAK) which is compliant with AVETMISS reporting requirements.

SECTION 4 – ISSUING QUALIFICATIONS

Certification Issuance

We will at no additional cost, issue you a formal Certificate, Statement of Attainment and Record of Results on completion, withdrawal, cancellation or transfer to another RTO, provided you or your employer have paid in full the fee related to the qualification or units of competencies you have successfully completed and which are to be shown on the Statement of Attainment and Record of Results.

Recognition of AQF Qualifications Issued by other Registered Training Organisations

Ai Group Training Services will always abide by the mutual recognition agreements formed between all states / territories of Australia, in the recognition of other RTO's training and certification therein awarded.

Ai Group Training Services will recognise Nationally Recognised Training through the provision certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and communicate with the issuing RTO'S for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

Withdrawals

If for any reason a participant wishes to withdraw from the course, it is essential that the participant notify Training Administration or their trainer / assessor to obtain the relevant Participant Withdrawal Form, to amend their course records.

SECTION 5 - REFUNDS

Ai Group Training Services will refund a participant who officially withdraws within four weeks of the course / unit commencement less the administration fee of \$300. Withdrawals after four weeks will attract a pro-rata fee which will be calculated on the number of completed units of competency.

Participants who withdraw after the first four weeks or withdraw from their course within four weeks of course commencement AND do not complete a Withdrawal form until after four weeks, WILL NOT receive a refund. In some circumstances, a pro-rata fee may apply, you will need to contact RTO administration to clarify if you are eligible.

It is the responsibility of the participant to complete a Withdrawal form. These forms are available from your trainer/assessor or by contacting RTO.admin@aigroup.com.au

Please refer to our website <https://rto.aigroup.com.au/about/policies/> under Fees, Charges and Refunds Policy.

SECTION 6 - RELEVANT RTO POLICIES

Access and Equity

Ai Group Training Services in line with obligations under State and Commonwealth legislation is committed to promoting a fair and equitable environment for staff and clients that is free from discrimination, harassment and vilification.

Ai Group Training Services encourages people with disabilities to apply. Participant selection decisions comply with Equal Opportunity legislation. All participants complete a mandatory pre-training review to determine their capacity to meet the pre-requisite and requirements of the qualification.

Appropriately qualified staff assesses the extent to which the applicant is likely to achieve the stated competencies of the courses, based on qualifications and experience.

More information is available on our website <https://rto.aigroup.com.au/about/policies/> under Access, Equity and Discrimination Policy.

Ethical Marketing and Advertising

It is our policy to always market and advertise our services in an ethical and accurate manner, we do this by:

- developing and implementing our marketing and advertising materials based on feedback from our stakeholders;
- ensuring our marketing and advertising materials on our website and other mediums we use will only sell and market what we are registered to deliver. We also ensure that we do not mislead our stakeholders through any marketing and advertising mediums we use; and
- we constantly review and update our marketing and advertising materials and modes to ensure they meet consumer protections laws and our regulating and funding body requirements.

We endeavour always to have ethical and accurate marketing practices which transparently show what and how we offer our courses. Your rights as a consumer are protected always.

If you would like to discuss or help us improve our marketing and advertising materials, please contact us on the details provided at the back of this booklet.

Complaints and Appeals

For the successful operation of Ai Group Training Services and for your own successful development, it is important that we are aware of any complaints you or your employer may have. Informal complaints are encouraged to be discussed with your Trainer or the National Manager RTO.

Should you feel your complaint is not being resolved adequately, you may wish to approach the National Manager RTO of Ai Group Training Services by seeking an appointment. Ai Group Training Services has adopted a fair and responsible complaint procedure, which aims to resolve any problem or perceived problem from within the workplace.

This may range from the information session conducted before enrolling, the enrolment process, resources, program content, assessments, trainer / assessor or other Ai Group Training Services staff, issuing of qualification or statement of attainment or the way in which you have been treated.

Please refer to our website <https://rto.aigroup.com.au/about/policies/> under Complaints and Appeals Policy

Disciplinary Procedures

Ai Group Training Services adheres to the principles of adult learning and the learning environment shall facilitate the learning of all students without interference or disturbance from others and encourage students to respect and protect the rights of others.

Students will uphold the standards of Ai Group Training Services and their employers (where relevant) when they are engaged in training and assessment activities. Misconduct means any conduct that is prejudicial to the good order and discipline.

These forms of misconduct will not be accepted: wilful damage or removal of property, assault or harassment (physical or verbal), cheating or attempting to cheat or assisting any other participant to cheat by any means, negligent or disorderly conduct towards a staff member or participant, being under the influence of alcohol or drugs, smoking in the building, infringing copyright and consistently attending classes late. Students who are caught cheating, plagiarism, stealing and / or will face disciplinary action

APPENDIX 1

ENGD11 Student Referencing Guide

This Referencing Guide should be referred to when citing sources when submitting written work where information has been sourced from other authors.

Two types of citations are included:

In-text citations are used when directly quoting or paraphrasing a source. They are located in the body of the work and contain a fragment of the full citation.

Depending on the source type, some Reference in-text citations may look something like this:

"After that I lived like a young rajah in all the capitals of Europe..." (**Fitzgerald, 2004**).

Reference Lists are located at the end of the work and display full citations for sources used in the assignment.

Here is an example of a full citation for a book found in a Reference list:

Fitzgerald, F. (2004). *The great Gatsby*. New York: Scribner

Reference List Overview

Reference lists are created to allow readers to locate original sources themselves. Each citation in a reference list includes various pieces of information including the:

Name of the author(s)

Year published

Title

City published

Publisher

Pages used

Generally, Reference List citations follow this format:

Last name, First Initial. (Year published). *Title*. City: Publisher, Page(s).

Citations are listed in alphabetical order by the author's last name.

If there are multiple sources by the same author, then citations are listed in order by the date of publication.

Reference List Citations for Books with One Author

The structure for a Reference List citation for books with one author includes the following:

Last name, First initial. (Year published). *Title*. Edition. (Only include the edition if it is not the first edition) City published: Publisher, Page(s).

If the edition isn't listed, it is safe to assume that it is the first addition and does not need to be included in the citation.

Example: One author AND first edition:

Patterson, J. (2005). *Maximum ride*. New York: Little, Brown.

Example: One author AND NOT the first edition

Dahl, R. (2004). *Charlie and the chocolate factory*. 6th ed. New York: Knopf.

Reference List Citations for Books with Two or More Authors

When creating a citation that has more than one author, place the names in the order in which they appear on the source. Use the word “and” to separate the names.

Last name, First initial. and Last name, First initial. (Year published). Title. City: Publisher, Page(s).

Example:

Desikan, S. and Ramesh, G. (2006). *Software testing*. Bangalore, India: Dorling Kindersley, p.156.

Vermaat, M., Sebok, S., Freund, S., Campbell, J. and Frydenberg, M. (2014). *Discovering computers*. Boston: Cengage Learning, pp.446-448.

* remember, when citing a book, only include the edition if it is NOT the first edition!

Reference List Citations for Chapters in Edited Books

When citing a chapter in an edited book, use the following format:

Last name, First initial. (Year published). Chapter title. In: First initial. Last name, ed., *Book Title*, 1st ed.* City: Publisher, Page(s).

Bressler, L. (2010). My girl, Kylie. In: L. Matheson, ed., *The Dogs That We Love*, 1st ed. Boston: Jacobson Ltd., pp. 78-92.

* When citing a chapter in an edited book, the edition is displayed, even when it is the first edition.

Reference List Citations for Multiple Works by The Same Author

When there are multiple works by the same author, place the citations in order by year. When sources are published in the same year, place them in alphabetical order by the title.

Example:

Brown, D. (1998). *Digital fortress*. New York: St. Martin's Press.

Brown, D. (2003). *Deception point*. New York: Atria Books.

Brown, D. (2003). *The Da Vinci code*. New York: Doubleday.

Reference List Citations for Print Journal Articles

The standard structure of a print journal citation includes the following components:

Last name, First initial. (Year published). Article title. *Journal*, Volume (Issue), Page(s).

Examples:

Ross, N. (2015). On Truth Content and False Consciousness in Adorno's Aesthetic Theory. *Philosophy Today*, 59(2), pp. 269-290.

Dismuke, C. and Egede, L. (2015). The Impact of Cognitive, Social and Physical Limitations on Income in Community Dwelling Adults with Chronic Medical and Mental Disorders. *Global Journal of Health Science*, 7(5), pp. 183-195.

Reference List Citations for Newspaper Articles Found on a Database or a Website

To cite a newspaper found either on a database or a website, use the following structure:

Last name, First initial. (Year published). Article title. *Newspaper*, [online] pages. Available at: url [Accessed Day Mo. Year].

Example:

Harris, E. (2015). For Special-Needs Students, Custom Furniture Out of Schoolhouse Scraps. *New York Times*, [online] p.A20. Available at: <http://go.galegroup.com> [Accessed 17 Apr. 2015].

When citing a website, use the following structure:

Last name, First initial (Year published). Page title. [online] Website name. Available at: URL [Accessed Day Mo. Year].

When no author is listed, use the following structure:

Website name, (Year published). *Page title*. [online] Available at: URL [Accessed Day Mo. Year].

Example:

Messer, L. (2015). *'Fancy Nancy' Optioned by Disney Junior*. [online] ABC News. Available at: <http://abcnews.go.com/Entertainment/fancy-nancy-optioned-disney-junior-2017/story?id=29942496#.VRWbWJwmb50.twitter> [Accessed 31 Mar. 2015].

Mms.com, (2015). *M&M'S Official Website*. [online] Available at: <http://www.mms.com/> [Accessed 20 Apr. 2015].

About Ai Group

Ai Group is a highly respected peak industry association founded 140 years ago. Our reputation is built on:

- Our close relationship with our members who, with our affiliates, represent over 60,000 Australian businesses
- Our ability to influence government policy on behalf of our diverse group of members
- Our deep expertise in the areas of Workplace Relations, OHSE and critical skills development

Our Workforce Development Services

The Ai Group's Workforce Development Services team provides a wide range of high impact solutions that build workforce capability, including:

- Workforce planning services
- Accredited (RTO) and non-accredited workforce skills development programs
- Tailored leadership development programs that enable organisational strategy
- Targeted individual and team coaching
- Graduate employment and mentoring services
- Apprentice and trainee centre

All services can be scaled, blended and customised, including the development of new programs specifically designed to meet your workforce development needs.

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