ANIMAL INDUSTRIES RESOURCE CENTRE

STUDENT HANDBOOK

YOUR GUIDE TO STUDYING WITH AIRC

WELCOME...

The Animal Industries Resource Centre (AIRC) thank you for considering our company to fulfil your training needs. Whether you are considering the AIRC, about to enrol into one of our many veterinary nursing or animal care courses or are a current student, we encourage you to read our Student Handbook.

Provet Pty Ltd T/A Animal Industries Resource Centre have been delivering nationally recognised qualifications within the animal care industry since 1996. We are registered with the Australian Skills Quality Authority (ASQA) the National VET Regulator and operate within the principles and Standards for Registered Training Organisation (RTOs) 2025.

This includes:

- providing a consistent and reliable set of components for training, recognising and assessing peoples' skills, and may also have optional support materials

- enabling nationally recognised qualifications to be awarded through direct assessment of workplace competencies

- encouraging the development and delivery of flexible training which suits individual and industry requirements

- encouraging learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Its founder, Sue Crampton, a highly recognised veterinary nurse and now Director of Learning and Development and Business Consultant prides the organisation in offering the best study and assessment options for students and their employers. Our courses are offered via online and distance education correspondence with interactive webinars. Practical assessments are undertaken by a qualified Personal Training Consultant through a variety of methods including face to face assessment in the student's own workplace, Teams/ Zoom online assessment and video submission assessments.

The AIRC have Personal Training Consultants situated around Australia with the appropriate industry standard and training/assessment qualifications. We are proud to say that our trainers continue to work in the industry and attend continuing education to keep at the peak of their profession.

The AIRC Student Handbook has been developed as a complete guide for our students, so that you, your employer and our trainers can understand and fulfil the expectations set. This document will be reviewed regularly and updated as required. A current version can always be found at https://www.provetlearning.com.au/current-students/student-information-and-resources/or on the student portal.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the animal care industry or to enhance your career with further studies. During your time with us, you will be exposed to a variety of experiences and challenges. The course will provide a mix of theory and practical skill training. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for an exciting career. The quality of your experience at the AIRC depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our best to ensure that the benefit to you exceeds your expectations.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions which are not covered here.

Best of luck!

 Sue Crampton

AIRC/CCG Business Manager

Contents

ABOUT THE AIRC

Provet Pty Ltd T/A Animal Industries Resource Centre (AIRC) has been a Registered Training Organisation (RTO) since 1996. That makes us the longest practicing private animal care and veterinary nurse RTO in Australia. We've helped generations of veterinary nurses develop their careers, many of whom now operate in senior level positions in the most advanced veterinary facilities internationally and across Australia.

We continue to enable students by pairing experience and excellence with emerging best practices, online support, and in-demand, nationally recognised certifications.

Contact Information

Phone Number: (07) 3621 6005

Website: https://www.provetlearning.com.au

Postal address: Locked Bag 1003, Northgate, Qld, 4013

Licences: RTO code: 31424

Operating hours: 8:30am – 5:00pm, Monday to Friday (Brisbane time)

Scope of registration

Provet Pty Ltd deliver training, undertake assessments and issue certificates for the following nationally recognised qualifications in line with their scope or registration:

- ACM10121 Certificate I in Animal Care Industry Pathways
- ACM20121 Certificate II in Animal Care
- ACM40418 Certificate IV in Veterinary Nursing
- ACM50219 Diploma of Veterinary Nursing
- BSB50420 Diploma of Leadership and Management

Code of Practice

As a Registered Training Organisation (RTO), the AIRC has agreed to operate within the Standards for Registered Training Organisations 2025 of the National VET Regulator ASQA.

Access & Equity

Animal Industries Resource Centre (AIRC) is committed to practicing fairness and equal opportunity, for all current and potential students, to access and participate in learning and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Animal Industries Resource Centre ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Animal Industries Resource Centre will address access and equity matters as a nominated part of operational duties.

Upon induction into Animal Industries Resource Centre, all staff are provided with information on where to find the policies and procedures which they must adhere to throughout all their operations as an AIRC staff

member. Participants are made aware of the access and equity policy via the Animal Industries Resource Centre Student Handbook and informed of their rights to receive access and equity support and to request further information.

Animal Industries Resource Centre policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any participant who meets Animal Industries Resource Centre entry requirements will be accepted into any training programs. If any participant or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to AIRC's management for consultation.

National Recognition

In keeping with the requirements of the Standards for Registered Training Organisation 2025, the AIRC recognises Nationally Recognised Qualifications and Statements of Attainment issued by other Registered Training Organisations.

Quality Management Focus

The AIRC has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from all students, employers, staff and industry for incorporation into future education programs. Feedback is gathered by means of a combination of industry consultations, validations, industry conferences, staff retreats, staff meetings and student and employer surveys.

Client Service

We have sound management practices to ensure effective client services. In particular we have client service standards to ensure timely issuing of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with National Guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, Complaints and Appeal Policy, an Access & Equity Policy, also Student Welfare and Guidance Services referral. Where necessary, arrangements will be made for those clients requiring literacy and or numeracy support programs.

We will take every opportunity to ensure that this information is disseminated, understood and valued by our team and clients.

Our student information will ensure that all fees and charges are known to enrolling students before enrolment, course content and assessment procedures are explained and that vocational outcomes are outlined.

Legislation

The AIRC will meet all legislative requirements of State and Federal Government. In particular, Workplace Health & Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

The AIRC will at all times comply with relevant government legislation as it applies within each state. Relevant Federal and State Acts will be brought to the attention of students during their studies and will be aligned to those pertaining to the Animal Care and Management training package and the Business Services training package including but not limited to those within Appendix B.

The AIRC agrees to participate in external monitoring and audit processes required by the National Regulator ASQA or the relevant State Training Authority. This covers quality audits, audit following complaint, and audit for the purpose of re-registration.

Management and Administration

The AIRC has policies and management strategies, which ensure sound financial and administrative practices. The AIRC guarantees the organisation's sound financial position and safeguards students and trainee fees until used for training or assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and available for student perusal on request.

Insurance Requirements

The AIRC hold all relevant insurance necessary for the operational needs of the organisation.

Marketing and Advertising

The AIRC markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training

The AIRC team is equipped with the appropriate qualifications and currency to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the principles of assessment (including Recognition of Prior Learning). Equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

Confidentiality

The AIRC implements standards and procedures to ensure the safeguard of any confidential information as outlined in the standards for RTOs (2015 -current at time of print). Details, records and assessments are not

privy to third parties without the written consent of the student. Students may access their files at any stage. If you require this, please contact us so that we can arrange an appropriate time.

Sanctions

The AIRC will honour all guarantees outlined in the AIRC Code of Practice. We understand that if we do not meet the obligations of this practice or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Human Resources

The AIRC is committed to the provision of quality training and education services using highly qualified personnel who have been individually selected to deliver our courses to the highest possible standards. All of our Personal Training Consultants (PTC's) are experienced professionals in the animal care and veterinary industries. They hold the required nationally recognised trainer and assessor qualifications and continue to display the associated training and assessment competencies.

Our training personnel meet all requirements as specified in the relevant syllabus document for all other courses delivered or, where the syllabus document does not state instructional requirements, as required in the Minimum Human Resource Framework as endorsed by the Accreditation Council.

All Training and Assessing staff are provided with or are still working within the industry to ensure currency within the industry.

Child Protection Policy

The Animal Industries Resource Centre certifies that as an employer who engages people in a child-related employment, i.e., employment that involves direct contact with children where the contact is not directly supervised - we are registered according to the Commission for Children and Young People Act 2011.

STUDENT INFORMATION

Enrolment Requirements

The AIRC feels that students learn best when they can combine the theory study through their chosen course with paid employment in the animal care and veterinary industry. For this reason, it is AIRC policy that all students must comply with the below course requirements for the duration of their course.

Qualification Code	Qualification Name	Minimum Entry	Employment	Type of Facility
ACM10121	Certificate I in Animal Care Industry Pathways	Nil	Volunteer Or paid	Placement required in a facility with access to a range of 3 different species. (i.e.- pet store, boarding facility, vet practice etc)
ACM20121	Certificate II in Animal Care	Nil	Paid	Placement required in a facility with access to a range of 3 different species. (i.e.- pet store, boarding facility, vet practice etc)
ACM40418	Certificate IV in Veterinary Nursing	Certificate II in Animal Studies/Care	Paid	Veterinary Practice
ACM50219	Diploma in Veterinary Nursing – **General Practice Electives**	Certificate IV in Veterinary Nursing or other equivalent veterinary nursing qualification	Paid	Veterinary Practice working at a senior level
ACM50219	Diploma in Veterinary Nursing –**Emergency & Critical Care Electives**	Certificate IV in Veterinary Nursing or other equivalent veterinary nursing qualification	Paid	24 hour animal emergency facility or referral hospital. Veterinary Practice where extensive range of critical care & emergency procedures are regularly performed using specialised equipment, instruments & resources. The ideal practice would be an emergency centre or a referral practice.
ACM50219	Diploma in Veterinary Nursing –**Surgical Nursing Electives**	Certificate IV in Veterinary Nursing or other equivalent veterinary nursing qualification	Paid	Veterinary Practice with a registered surgical specialist [Member ANZCVS] in attendance who regularly performs advanced surgical procedures and uses specialised equipment, instruments & resources
BSB50420	Diploma of Leadership and Management	Nil	Paid Working in a supervisory or higher managerial level	Veterinary Practice.

Furthermore, as per the National Training Package, students must have regular access to a range of species in their workplace.

Should a student fall outside of these requirements at any stage they are asked to contact their AIRC support team immediately to discuss their options. The AIRC understands that circumstances change and will suggest some options to assist the student to complete their chosen qualification.

Unique Student Identifier Number (USI number)

As of 1st January 2015, all students enrolled or enrolling into nationally recognised training are required to provide their USI number to AIRC for reporting their results to the government. Enrolment will not take place if the student hasn't provided their USI number to the AIRC. For further information regarding the requirement and how to apply for a USI number please refer to this link. https://www.usi.gov.au/

Information on the USI must be exactly the same as the information provided on the enrolment form. It is the student's responsibility to ensure any name change is updated firstly with the USI register and then with AIRC providing certified evidence of the name change. (e.g. Marriage Certificate).

Keeping your details up to date

It is the student's responsibility to inform the AIRC of any change of information relevant to their enrolment. This includes personal contact information, employer and employment contact information and workplace mentor/supervisor contact information.

If we do not have your up-to-date personal details the progress of your study and completion of your course can be affected. All changes to the enrolment status of AIRC students should be made by visiting the online Change of Enrolment Status form accessed via the student portal. Changes to enrolment details are not accepted until the automated form has been received.

Where a change of name is requested, certified accompanying evidence will be required. Where changes to details are associated with a government traineeship, changes must first be made with the Apprenticeship Centre with whom the contract was initially signed.

Should a student whose course fees were paid for by their employer move to a new workplace, evidence must be shown that reimbursement or permission to continue their studies has been finalised by the previous employer. Newly appointed workplace mentor/supervisor's will have access to a Mentor Guide to assist them in their role.

Government trainees are reminded that they are studying under a contract with their workplace and change of employment status should be discussed with their Apprenticeship Network Provider.

Course fees are calculated prior to the student's enrolment being processed. Should further evidence be offered after this point (including RPL and CT) the AIRC is not obliged to offer credit or refund for units. For this reason, the AIRC asks that students discuss their study options with the AIRC enrolment team prior to submitting an application for their chosen course.

Elective Units

Students may be required to select elective units they wish to study in their chosen course prior to submitting their application to enrol. Students must remember that the units they are selecting may require ongoing workplace exposure to specific species of animals, equipment or processes in order to undertake assessments; therefore, choices should only reflect units where the workplace requirements can be met. Options should be discussed with the AIRC enrolments team prior to confirming your selection.

Students wishing to change elective during the course should contact the AIRC support team to organise this change and arrange payment of any fees that may apply. (government funded trainees discuss with AIRC).

Course Fees

Payment methods generally include:
- Bank Transfer
- Monthly direct debits through Ezypay (refer to Appendix C – Fees)
- Provet Plus Points
- Pay link Credit Card payment

These payment options are not available for all courses. Students should refer to the enrolment form provided for details of payment options available for their chosen course.

Student Payments

In accordance with the ASQA standards for RTO's 2015, All RTO's must comply with the standards to protect pre-paid fees by students. This means Students are not permitted to pay for course fees upfront unless the value is $1500 or less.

AIRC require an upfront fee at time of enrolment with the balance of fees to be paid via one of the approved payment plans over the duration of the course timetable. (See scheduled payments)

Employer Payments

AIRC are permitted to accept full course payment made by employers.

Ezypay

Ezypay is a payment plan using an external direct debit company (please refer to the enrolment form to see if available for chosen course). Please note this payment option is not available to students under the age of 18. A deposit of $500 is payable to the AIRC at time of enrolment, then monthly debits occur. The Ezypay contract signed at time of enrolment specifies the monthly debit amount. Enrolment will not happen until the course deposit is paid.

Tuition Fees

AIRC require a $500 for Australian based students and $1500 for offshore student's upfront fee at time of enrolment with the balance of fees to be paid over the duration of the course via scheduled payments.

Study modules are unlocked inline with the payment schedule, meaning you are only receiving access to the portion of the course that is paid for to that date. Payments will align with that provided timetable you receive at time of enrolment to allow you to know when you are due for payment and access to your next study modules.

Please note: Students paying the course fees via instalments are reminded that the full course fees are still payable during deferment of study and that deferment or cancellation of study **does not cease** promised payments and these will continue to be deducted as per the signed agreement until all outstanding fees are paid in full.

Students seeking credit transfers or are enrolling via recognition of prior learning (RPL) or a combination of learning and assessment pathways are asked to contact the AIRC enrolment team for an individual course cost and payment plan options.

Please refer to Appendix C – Fees, for information on this topic.

Superseded training package qualifications

The RTO Operations Supervisor and Online Education Supervisor subscribes to the following email updates to ensure the RTO is advised of any changes to the Training Product:

- ✓ ASQA
- ✓ Jobs and Skills Australia (JSA)
- ✓ Jobs & Skills Council [JSC]: Agribusiness, Fibre, Furnishings, Food, Animal Care and the Environment
- ✓ training.gov.au

When there is a change to the Training Product that impacts on the AIRC's Training and Assessment Strategy (TAS), the RTO Operations Supervisor and Online Education Supervisor will notify all staff affected as soon as possible. The RTO complies with clauses 1.26 & 1.27 of the Standards for RTOs 2015. When there are major changes to the Training Product, the RTO Operations Supervisor and Online Education Supervisor will review the changes made and create a plan to transition to the requirements of the new training product and cater for completion arrangements for students where possible.

This will include:

- Consultation with appropriate industry personnel to ensure relevance of learning and assessment materials.
- Revising and upgrading of existing assessment tools to the requirements of the revised qualification.
- Creation of new identified assessment tools.
- Revising and upgrading of existing learning materials to the requirements of the revised qualification.
- Creation and purchasing of new learning materials.
- Rewriting of this learning and assessment strategy to match the new qualification
- Training and or up-skilling of existing PTC's into the requirements of the new qualification
- Updating of the trainer assessor matrix, mapping tables and other relevant documents against the new qualification.

The AIRC may continue to deliver the training and assessment services for up to 12 months after the date of publication (or as directed by ASQA where extensions are granted). If after this date the student is unable to complete the superseded qualification, the student will be immediately issued with any eligible AQF statement of attainment and may be transferred to a new qualification. Additional costs may be applicable to transition students to new qualifications where new units of competency are introduced as mandatory.

All students will be notified in the event the qualification in which they are enrolled in has been superseded with a new qualification and provided with the relevant choices as stated above.

Government Funding

Enrolment process

Students wishing to enrol into an AIRC course through a government traineeship must first have an employer agreeable to this. The first step in enrolment via a traineeship is to contact the Apprenticeship Network Provider (ANP). ANP's are funded by the federal government and will visit your workplace and discuss the training contract and gain signatures with you and your employer. The ANP will then notify the selected RTO (SRTO) of your contract. The AIRC sign, accept and return the notification to the ANP and send you an email with information regarding your traineeship (i.e. a brief overview of what the course entails, adherence to traineeship timeframes, and guide to look out for upcoming emails for enrolment forms, LLND invites, ERA, etc). These documents must be completed in full to ensure you are enrolled without

delay. Further information regarding traineeships is available on request. Students studying under a government traineeship must meet the State government requirements if requiring an extension or deferment. Trainees are required to adhere to the terms of the traineeship contract.

Traineeship Course Fees

Trainees are charged as per the AIRC's state funding contract and reviewed bi-annually to ensure compliance with state government regulations and recommendations. Existing Worker Trainees are charged as per the AIRC's fee for service course fees, unless funded under a state funding agreement.

Please refer to Appendix C – Fees for information on this topic.

Fee Exceptions/Concessions

Government Trainees and other government funded students in priority groups should contact the AIRC enrolment team for information on course fees. Trainees that may fall into these categories include school-based trainees, trainees under 17 and no longer at school and concession card holders. Further information is available on the enrolment form for the qualification.

Completion Process

 Once the trainee has been deemed satisfactory for each piece of assessment within a unit, the unit is deemed competent. When all required units within the course have been deemed competent, the AIRC will issue a Certificate of Completion and Transcript of Result within 30 days if having been provided:
- Unique Student Identifier (USI),
- completion documents and
- no fees outstanding.

Volunteers

Students undertaking certain qualifications such as Certificate I can do so under voluntary work placement.

Certificate II, strict conditions apply, please contact AIRC for detailed information.

Please note, voluntary work placement for Certificate IV or higher-level qualifications is not accepted.

COURSE DELIVERY & ASSESSMENTS

Learning

AIRC delivers a blended course via distance education. Correspondence between Personal Training Consultants (PTC's) and students is conducted by phone, through e-mail, face to face and workplace visits, message boards or virtual learning systems including and not limited to live webinars and video recorded sessions.

Course materials are typically available to download. The student/trainee will have access to an online student portal, where they can access all learner guides, support and other resources such as videos, handouts, templates and supplementary learning materials.

The AIRC delivers regular training webinars on specific skills topics relevant to the qualification. The sessions are interactive with the trainer leading discussion and Q&A sessions.

In accordance with state requirements, trainees are visited in their workplace by AIRC trainers for the purpose of skills training and for practical tasks assessment.

The student/trainee and supervisor will be provided with a timetable showing all assessments to be completed, as well as due dates.

Online Delivery

The AIRC offers courses via online delivery, otherwise known as distance education. This allows our students to remain being employed while studying. It also means our courses are accessible to those located outside of metropolitan areas. The courses offer flexibility so that students can schedule their study around work & family commitments.

Students are required to have reliable internet access and a personal email address prior to enrolling in their chosen course.

Although each course includes slightly different materials, the AIRC supplies all students' e-books course materials as well as access to our online learning system student portal. The student portal allows students to view course materials, be notified of updates within the course and industry, submit assessments online and gain results and feedback from assessors. All students are provided with a timetable that shows due dates for assessment materials, gives a framework for study plans and clearly shows course end date.

Assessments will vary between courses but will include activities such as online learning activities, quizzes, examinations, written assessments or reports, 3rd Party Reports/activity logs and practical skills assessments.

Further information regarding what is included in the course you choose to study can be gained by speaking with the AIRC enrolments team.

Credit Transfer (CT)

Credit Transfer is a process that provides students with credit outcomes for units that are deemed 100% equivalent units of study from previous qualifications. Specific evidence such as a certified Certificate with Academic Transcript and / or a Statement of Attainment from an authorised Australian RTO must be provided prior to commencement of the course. The student will not be required to study or be assessed on these units if they are deemed equivalent/Credit Transfer units.

Evidence may also be provided via the Unique Student Identifier [USI]. To provide evidence in the form of an authentic Academic Transcript you can go online at https://www.usi.gov.au and provide us access. To

permit this you will be required to allow the RTO to access and download your transcripts. Once this is completed, please email enrolments@provet.com.au and let us know and please remember to provide your USI number.

If you wish to give a training organisation or other eligible organisation permissions, select Add Organisation.

You will be able to search for the organisation from a list of eligible organisations. A training organisation may be registered under a different name to the one you know. You can ask them for their Organisation Code to make the search easier.

To add Animal Industries Resource Centre to your access permissions, search using the following details:

- **Organisation name: Animal Industries Resource Centre**

- **Organisation Code: 31424**

Setting up access is your choice and can be time limited. You can update the existing permissions or set new permissions.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process used to evaluate and acknowledge the skills and knowledge an individual has acquired outside formal education systems. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. The primary goal of RPL is to provide a pathway for individuals to gain formal qualifications, thereby facilitating career advancement, further education, or personal development. It also helps in reducing redundancy in learning, saving time and resources by recognizing what the individual already knows.

In order to grant RPL, the PTC must be confident that the participant is currently competent against the endorsed industry or enterprise competency standards or outcomes, specified in Australian Qualifications Framework accredited courses. RPL assessments typically involve documenting and demonstrating one's competencies through various means such as evidence of continuing education, work samples, interviews, and practical demonstrations. The PTC must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Animal Industries Resource Centre appreciates the value of workplace and industry experience and recognises that participants will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Potential RPL candidates will undertake an initial assessment to determine the type of evidence that can be gathered against their skills and knowledge. Participants who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competency for which they intend to attain, should apply for RPL at the time of enrolment. The participant's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged.

When approached by a participant seeking RPL our team will:

- provide the participant with copies of an RPL initial interview application form
- provide the participant with information about the types of evidence that can be used to support an RPL application including: self assessment forms, resume, job description and certified copies of any formal qualifications (if applicable)

Once initial documentation is received, our PTC will:

- assess participant's information
- contact participant and discuss what meaningful evidence can be produced
- notify participants of the outcome of the initial interview

Once the initial interview is complete, formal RPL enrolment can commence. Following completion of the RPL process, the participant will either be granted a RPL granted or a not competent outcome.

- Please note all participants applying for admission into the Recognition of Prior Learning (RPL) Program must meet the entry requirements as determined by the relevant training package.

Live Webinars

The AIRC provides additional learning support to students via live webinars. The AIRC encourages all students to attend these live webinars to enhance their learning experience. Government trainees should also consider these as part of their routine learning commitments and attend wherever possible.

Information on Live Webinars and dates are available on the student portal and will be emailed to students throughout their course.

Video Recordings

Should you not be able to attend the live webinars, video recordings of all webinars are made available to students on the student portal.

Theory Assessment

As much of the written assessment for the courses offered by the AIRC are online, for written assessments, students will receive online feedback within 6-8 weeks (course dependant), however, please account for the timeframe of up to 10-12 weeks (course dependant) to cater for holiday periods and unforeseen delays that may occur.

Practical Skills Assessment

The AIRC adopts a quality policy of integrating workplace assessments to ensure fair and equitable outcomes for the student and the profession. All students must provide evidence of their skills as well as their knowledge in order to be deemed competent in a unit. Although each course may differ slightly, generally skills are assessed in a range of ways.

- **ACM10121 Certificate I in Animal Care Industry Pathways**

    1. **Video assessments** – students will be requested to record their practical skills in their workplace and submit via the student portal for AIRC assessment processes.

    2. Student's workplace mentor/supervisor is asked to sign a 3rd Party Report/Training Record after sighting the student completing required tasks satisfactorily on a minimum of 3 occasions. This will show consistency in the student's skills. A 3rd Party Report / Training Record is included online via the student portal.

- **ACM20121 Certificate II in Animal Care**
- Practical tasks cover sustainability, workplace health and safety, general animal care and treatment areas plus your electives.
- Practical assessments may be undertaken in a variety of ways:

    o **Via video submission:** submissions as you complete them throughout your course inline with your study timetable.

    o **Via Zoom/Teams**: One assessment at the end of your course covering all areas.

    o **Face to face in practice:** One assessment at the end of your course covering all areas. This will also depend on an AIRC PTC being in your area at the relevant time.

       o   **Combination assessment:** a combination of these methods.

■ **ACM40418 Certificate IV in Veterinary Nursing**

- Practical Tasks cover Medical, Surgical & Dental areas plus your elective and are scheduled towards the end of your course

- Practical Assessments may be undertaken in a variety of ways and at different stages of your course.

  - **Via Zoom/Teams**: Two assessments, halfway through your course and at the end of your course.

  - **Face to face in practice:** One assessment at the end of your course covering all remaining areas. This will also depend on an AIRC PTC being in your area at the relevant time.

  - **Via video submission:** submissions as you complete them throughout your course inline with your study timetable.

  - **Combination assessment:** a combination of these methods.

- The assessment method should be discussed with your AIRC PTC to determine your best options.

- Some practical tasks will require video submissions [Anaesthetic induction & Intubation, anaesthetised dental prophylaxis, elective unit].

- Practical assessments are conducted by the PTC during standard business hours Monday – Friday 9am – 5pm. The cost of the practical assessment is included in the course fees.

- Practical assessments via teams or Face to face in practice are done in groups, these are not undertaken unit by unit.

- Written assessments including Training Record Books must be submitted before practical assessments are scheduled.

- Fees will be charged if gap or repeat practical assessments are required. Please refer to Appendix C – Fees.

- Cancellation Fees will be charged if a scheduled practical assessment is cancelled within 48 hours.

- In the event of unforeseen circumstances occurring during a practical assessment that requires stopping/cancelling the practical assessment and further workplace assessment being required, reassessment fees will be reviewed on a case-by-case basis.

- Student's workplace mentor/supervisor is asked to complete and sign a 3rd Party Report/ Training Record after sighting the student completing required tasks satisfactorily on a number of occasions. Each Training Record details the required species to be covered and the number of hours in which the tasks should be demonstrated, once the skill has been learnt. This will show consistency in the student's skills. A 3rd Party Report / Training Record is included for each unit via the student portal.

■ **ACM50219 Diploma of Veterinary Nursing**

- **Face to Face:** Practical skills assessments are conducted by qualified AIRC PTC's for most units in the student's own workplace during normal business hours. (Monday – Friday from 9am – 5pm). The cost of a practical assessment is, in its initial phase incorporated into the course fees. The AIRC allows 1 practical assessment for Diploma in Veterinary Nursing. Should a student require further practical assessment blocks or cancels a scheduled practical assessment block, additional fees will be charged. Please refer to Appendix C – Fees. In the event of unforeseen circumstances during a workplace assessment eventuating in a requirement for further workplace assessments this can be reviewed on a case-by-case basis.

- **Video assessments:** students may be requested to record certain practical skills in their workplace and submit via the student portal for AIRC assessment processes.

- Student's workplace mentor/supervisor is asked to sign a 3rd Party Report/ Training Record after sighting the student completing required tasks satisfactorily on a minimum of 3 occasions. This will show consistency in the student's skills. A 3rd Party Report / Training Record is included for each unit via the student portal.

- ■ **BSB50420 Diploma of Leadership and Management**

Diploma of Leadership and Management students will complete a workbook for each unit of competency and an implementation guide to support the undertaking and implementation of the skills and knowledge covered in the units of competency. No in clinic practical assessment required.

Course Schedule Amendments and Progression

Timetable Extensions (Assessment/Unit)

Students are provided with an individual timetable. The timetable clearly shows the units that have to be completed, what is required of each unit and due dates. It is important that students adhere to their timetable due dates.

Students must ensure they give their mentor a copy of this timetable.   If at any stage, students are unable to meet the due dates for an extended period, please contact your PTC to discuss. It is acceptable to take a bit of extra time on Section/ cluster dates but does mean that students will have to catch up further down the track in order to meet the course end date deadline.

The course end date is the final date by which all work must be submitted. The Training Record Books and Practical Assessments do not have to be completed within the section dates but do have to be completed by the course end date.

Additional time will only be approved at the discretion of the AIRC and employer where applicable. Repeated applications for extra time due to heavy workload are not acceptable and the student's workplace mentor/supervisor may be contacted prior to additional time being approved.

Applying for extra time will affect the end date of the course and therefore may incur additional charges if the course requires extending to complete studies.

Deferment of Studies (Fee For Service Students Only)

Students are required to apply for deferment via the Change of Enrolment Status form located on the student portal. Once your application has been received and your reasons for deferment assessed, AIRC will reply to both student and mentor by email.

During the deferment period students do not receive correspondence from the AIRC support team (unless the current qualification they are studying is transitioned) and will not have access to or be able to undertake or submit assessments though the student portal. Should a student not be ready to continue study at the end of the maximum deferral time, the course will be cancelled, and the student will be required to re-enrol. It is the responsibility of the student to reinstate their studies by completing the Change of Enrolment Status form to re-instate their studies.

Acceptable reasons for deferral are:

- **Medical reasons:**
  - Prolonged Illness (Medical certificate required)

- o   Parental leave
- o   Primary care giver leave

- **Personal reasons:**
  - o   Death in family etc.
  - o   Extended overseas travel where study is not possible, written confirmation from employer required.

Deferral requests are **not** accepted within **3 months** of the student course end date.

Deferral periods available:
- Certificate I and certificate II qualification allow a 3 month maximum deferral period.
- Certificate IV and Diploma qualifications allow a 6 month maximum deferral period.

The only exception to this is for students applying for maternity/paternity leave where a deferment period of up to 12 months' can be applied for.

Students who leave the workplace are permitted a maximum of 3 months' deferment to find suitable employment; if after this time the student does not have a suitable workplace AIRC will cancel the student's enrolment, no refunds are applicable. If the student secures employment at a suitable workplace within the next 6 month period a fee of $300[1] will be charged to re-activate the enrolment.

Please read the section on superseded qualifications as your qualification may be superseded during this period and this may necessitate you to either re-enrol or to complete your current qualification with shorter timeframes.

Failure to make Reasonable Progress

Students, who continually fail to submit assessments by their due dates and neglect to communicate with the AIRC support team, will be contacted by their PTC to discuss options for their course. This may be in the form of requesting submission of assessments within a set timeframe, payment of extension of course fees or cancellation of the course. This correspondence will also be issued to your workplace employer, mentor/supervisor and state training authority (for Government Trainees). Should the requirements not be adhered to, and a reasonable explanation not offered, the AIRC has the right to cancel your enrolment.

Extensions to End Dates (Qualification/Course)

Should a student require additional time to complete their chosen qualification/course the AIRC will offer further course time and support for an additional fee per study block (i.e. 3 months) from the end of the nominated course end date (refer to Appendix C for fees). Students are reminded that this is for extenuating circumstances only and should not be looked upon as an option instead of adhering to the timetable provided.

The AIRC support team can supply you with the appropriate form to complete and return. The AIRC support team may contact your workplace mentor/supervisor prior to an extension being approved.

Should the student not organise an extension to the qualification/course within two months following the course completion date[2], the AIRC will assume you do not wish to complete the course and will cancel the enrolment. All students receive a reminder of their course end date 1 month prior to end of course.

Requirements for course extensions:
- Extensions of course are only granted upon progression of work leading up to course expiry.

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[1] Fees are subject to change; at time of print are true and correct. Please contact the AIRC team to confirm and discuss current fee structures.
[2] Fees will apply from the course expiry date and not the date the extension form is received.

- A maximum of 2 extensions may be granted for students studying Certificate I and Certificate II level courses.
- A maximum of 4 extensions for Certificate IV and diploma level courses.
- Requests for subsequent extensions are only granted if work has been submitted during the 1st or prior extension. In some cases, the PTC will assign specific assessment tasks to be completed. If students have had prior extensions which already exceed the above maximums the AIRC management will review on a case-by-case basis.
- Government trainees are reminded that an extension to the nominal completion date of the traineeship must be organised through their Apprenticeship Network Provider at least 3 months prior to the nominal completion date of the traineeship.

Course Completion

After achieving all competencies for a Nationally Recognised Qualification or AIRC course, students will be awarded with the relevant qualification (i.e. Certificate / Diploma), providing they have supplied the AIRC with a USI number, are financial and have signed the relevant course completion documents/ agreements.

The relevant qualification or statement of attainment will be issued to the student within 30 days of being deemed competent, or upon cancellation of the course.

Where the student is studying under a Government Traineeship their employer will also be issued with an electronic copy for their records.

Should the student achieve only some of the competencies from the course, they will be awarded a digital copy of their Statement of Attainment identifying the units of competency that have achieved in full.

Students requesting a replacement copy (hard copy or electronic) of their Certificate of Achievement, Statement of Results or Statement of Attainment will be requested to pay an administration fee. Although the AIRC will attempt to reissue the document promptly, the usual 30-day timeframe may be applicable. Refer to Appendix C for fees.

Cancellation of Course

Students wishing to cancel their studies are requested to do so after first considering the option of deferment (where applicable). Students are requested to cancel their course via the Change of Enrolment Status form via the student portal. Should your workplace have paid for your chosen course, the AIRC student services team may contact your workplace mentor/supervisor prior to the cancellation being processed.

The AIRC has the right to cancel a student's course after first advising the student in writing. This may be done if the student does not do one of the following:
- complete their course within the timeframes required
- does not respond to student contact on a continuous basis
- fail to progress in their course and not communicate with their PTC
- fails to pay tuition fees as agreed to at enrolment, or
- does not comply with the AIRC policies as set out in the Student Handbook.

In the event of any of the above cases, the AIRC are not obliged to offer credit/refunds to the student, however the AIRC do impose a 6 month cooling off period for future enrolments.

Change of Course

The AIRC understands that a student's interests within the animal care industry may change. Should a student wish to change the course they are studying to better suit their current interests or study needs

they are asked to discuss their options with their PTC. An individual plan will be suggested, including any credit available for the newly chosen course.

Government trainees are reminded that a change of course must first be organised through the appropriate State Training Authority or Australian Apprenticeship Support Network.

Protecting Fees

AIRC will ensure that participants prepaid fees (including enrolment fees, tuition fees and any other fee component that is a mandatory payment for the course) are protected in an appropriate manner.

AIRC will not collect more than $1500 in advance from any individual student. Where less than $1500 is collected prior to the commencement of training or where the total course fee is less than $1500, a fee protection process is not required. These fees are paid/charged to the participant, a government agency or the participants employer.

Refunds

Prior to course commencement (Cooling off period)

All enrolments come with a cooling off period of 5 business days prior to course commencement. When cancellation takes place prior to the course commencement date students are eligible for a credit or refund based on the following criteria being met:

- Notification of cancellation made in writing no later than 5 business days prior to course commencement date. This cancellation will incur a $25 admin fee, and refund of balance of funds in accordance to cooling period.

After course commencement

- No refunds after course commencement
- Students utilising a payment plan must continue to pay until the course is paid in full

Requests for refunds outside of these timeframes must be made in writing and addressed to:

RTO Operations Supervisor
Locked Bag 1003
Northgate Qld 4013

A response will be made back in writing within 6 weeks of the request being received. During this review period, payments will continue as scheduled until a decision is made and response provided.

Administration of refunds/credits

■ Fee For Service Students

In the event approval is provided by the RTO Operations Supervisor for a refund after course commencement, refunds will only be credited to the original credit card or account used for payment, courses funded by Provet allocation or Provet points will not be refunded. Refunds will only be made after the final management decision and then within 21 days of the student providing account details.

Any refunds or credits will have a $250 enrolment fee and $175 administration fee deducted prior to refund.

■ **Government Trainees**

Government trainees are reminded that cancellation of the course must be completed through the appropriate State Training Authorities or Apprentice Connect Australia Provider (Providers), and refunds of trainee's contribution vary dependent on state funding regulations.

Queensland Government Funded

Career Boost and Career Start Traineeships

■ **Full Refund**

In the event a trainee either cancels their training contract or nominates to change to another SRTO, Provet Pty Ltd will pay a full refund to the trainee for student contributions charged for training delivery not commenced at the time of the cancellation of enrolment.

■ **Partial refund**

Provet Pty Ltd will proportionally refund where the student withdraws from a unit of competency on a case-by-case basis. Provet Pty Ltd will determine the rate of fees to be refunded or any unit of competency commenced but not fully completed. For further details please contact enrolments@provet.com.au.

Career Boost General Training

■ **Full Refund**

In the event that a Higher level Skills student cancel or withdraws from a HLS funded course, Provet Pty Ltd will pay a full refund to the student for co-contribution fees charged for training delivery that has not commenced at the time of cancellation or withdrawal.

■ **Partial refund**

Provet Pty Ltd will proportionally refund where the student withdraws from a unit of competency on a case-by-case basis. Provet Pty Ltd will determine the rate of fees to be refunded or any unit of competency commenced but not fully completed. For further details please contact enrolments@provet.com.au.

MISCONDUCT & APPEALS

Assessment Feedback

Assessments submitted in an incorrect/ not listed file format will not be accepted. It is asked that submissions made follow the correct file naming and file format convention provided within the course. Students will be notified and asked to re-submit the assessment once changes have been made and their submission is resubmitted and labelled correctly.

All unit quizzes are marked instantly, students are invited to contact the AIRC support team for additional support for incorrect answers if needed.

Students will receive feedback for written assignments and video submissions within the specified marking turnaround time[3].

Where a student's written assessment or video assessment requires a resubmission, the student will receive feedback with details on the additional information required. Students are encouraged to contact an AIRC support team member to discuss the requirements of the assessment piece prior to resubmitting. Students must follow the resubmission guidelines located within their student portal.

Feedback on a student's practical skills via virtual or face to face assessment will be given at the time of the practical assessment. If the workplace mentor/supervisor is not available during this time, the PTC will contact them via phone or email to discuss the student's progress and assessment outcomes.

Resubmissions of written submissions and video assessments

The AIRC allows all students the opportunity to resubmit one further assessment when feedback indicates the submission does not cover the criteria as set out in the guidelines. If the submission remains unsatisfactory a 2nd resubmission maybe required, this will be reviewed by the Marking Manager and costs will be applied as outlined in Appendix C-Fees.

Misrepresentation

Students are reminded that misrepresentation of themselves through any of their assessment items is unacceptable. The AIRC utilise academic integrity software within their student portal to verify student submissions.

Should the AIRC suspect misrepresentation is occurring the AIRC support team will prepare a written report on the alleged academic misconduct and attach it to the student's assessment item. The student, student's parent (where under 18 years), employer and workplace mentor/supervisor will also be contacted.

All misconduct matters will be referred to the AIRC management team for appropriate action. Action may include resubmitting the same assessment item or a similar assessment to prove their knowledge and skill, or in certain circumstances where a student has received three formal notifications of plagiarism, the student will be cancelled from the course and notified of such in writing.

Misrepresentation includes but is not limited to:

- copying others work
- plagiarism
- Using AI software to compile assessments

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[3] Refer to marking turnaround times (page 17-theory assessment).

- imitating workplace mentor/supervisor's signature for the purpose of submitting assessments
- working with other students and colleagues to produce work in groups that has not been agreed to by the AIRC support team
- making up or falsifying data in experiments or other research
- altering the record of any grade or result
- giving untrue information in order to obtain exemption from program requirements
- bribery in any form, including offering or giving AIRC team member's money or any other benefit as a means of influencing them or their decisions
- copying published or unpublished material without proper acknowledgement
- using or developing another person's ideas without acknowledging them
- using the work of other students (with or without their permission) and claiming it as your own

Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority. Where students are undertaking study as a Government Trainee, any disciplinary action or recommendations will be made with due regard to the provisions of the Vocational Education, Training and Employment Act 2000. Where students are less than 18 years of age, a parent/guardian will be notified.

Complaints and Appeals

Should a student, employer, workplace mentor or supervisor require additional information regarding the feedback of an assessment, or does not agree with the outcome given, they are asked to contact the AIRC support team within 14 days of receiving the feedback.

In these circumstances an AIRC PTC will contact the caller to discuss their concerns, review the assessment and feedback before offering further advice and feedback. This will be done in a prompt manner with the most appropriate PTC responding.

Should the student, employer or workplace mentor/supervisor not be satisfied with this process, the AIRC would ask that the feedback be directed to AIRC Marking Manager via studentsupport@provet.com.au. The assessment will be reviewed by a different PTC, and a written response will be offered.

Where the student, employer or workplace mentor/supervisor request, the AIRC is able to offer independent review of the assessment by an external appeal consultant as agreed upon by both parties. The consultants engaged to conduct the appeal process is to hold a recognised qualification that meet the National Training Package requirements for the relevant course. Where participants wish to use an external consultant who is not approved by the AIRC they will be responsible for the payment of all costs associated with the use of the external consultant in the appeal process. In all cases, students will be provided with the decision in writing including the reasons for the decision within 14 days of the decision being made. All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 2000, the decision of an external consultant conducting an appeal will be final.

Should a student, employer or workplace mentor/supervisor wish to appeal the AIRC's concerns in regard to a student's misconduct, this should be notified to the AIRC management team in writing within 5 days of the incident. The AIRC, following receipt of the appeal will determine appropriate action. Action may include modification or dismissal of charges, suspension from using all facilities and/or services, computer access rights, or cancel the student from the course. Any action to be taken will be notified to the student in writing. The AIRC deems misrepresentation and misconduct claims very seriously and action will be taken swiftly.

Should a student be found guilty of misrepresentation or misconduct they can appeal the decision or the decision process in writing to the AIRC – General Manager. The appeal will be referred to the misconduct review panel and a meeting date will be set as quickly as possible. The student will be notified of the time,

date and location in writing. If required, the AIRC will provide an interpreter to assist during the meeting. The misconduct review panel members include the AIRC General Manager, an AIRC team member from an unrelated teaching area and a member of the AIRC management team. The student also has the right to be accompanied by a representative, and witnesses where applicable. Should the student not wish to attend, the AIRC encourages them to offer a written submission. However, if this is not supplied, the panel may assess the matter and where necessary impose a penalty as if you had participated. All decisions will be advised to the student within 2 working days of the decision date, in writing. The decision of the misconduct review panel shall be final.

The AIRC will record all correspondence in the students' Student Management Software file notes and recorded in the AIRC complaints register for reference when reviewing 'continuous improvement'.

Any student, employer or workplace mentor/supervisor who has a complaint involving AIRC personnel, services or other aspects of the training, should take this complaint up with the **RTO Operations Supervisor** in the first instance.

RTO Operations Supervisor

Locked Bag 1003

Northgate Qld 4013

Should the student, employer or workplace mentor/supervisor not be satisfied with the result, a written submission should be lodged with the AIRC – **General Manager** within 10 days of the event. All submissions received will be acted on and a written reply will be sent as expeditiously as possible.

General Manager

Locked Bag 1003

Northgate Qld 4013

ADDITIONAL SUPPORT

All students are offered additional consultations with personal training consultants (PTC), one-on-one coaching, face to face training, phone, chat and email (fees for coaching may be charged at an hourly rate).

Language, Literacy and Numeracy (LLN)

Prior to enrolment , AIRC provide a LLN online test for all students, which must be completed prior to enrolment commencing. Students requiring flexible learning and assessment due to learning disability/LLN concerns are requested to discuss their needs in confidence with the AIRC support team, as well as your employer and workplace mentor/supervisor. AIRC have a holistic approach to assessment and alternative measures can be arranged for the student depending on the level of LLN assistance that is required. The AIRC will provide assistance to students by working through a specialist LLN support agency (Additional fees may be applicable for FFS students).

Digital Skills

AIRC provides an online digital literacy screening for all students, which must be completed prior to enrolment commencing. The digital skills assessment is conducted through Digital Robot and is designed to identify a student's capability to engage with online learning platforms, digital tools, and technology-enabled assessment requirements.

Students who may require additional support, flexible learning arrangements, or reasonable adjustments due to digital literacy concerns are encouraged to discuss their needs in confidence with the AIRC support team, as well as their employer and workplace mentor/supervisor where applicable. AIRC adopts a supportive and inclusive approach to digital capability development, and alternative strategies or additional support may be arranged depending on the level of assistance required. Where specialist digital skills support is required, referrals to external support services may be provided (additional fees may be applicable for fee-for-service students).

Physical Disability

Students requiring flexible learning and assessment due to physical disability are requested to discuss your needs in confidence with the AIRC support team, as well as your employer and workplace mentor/supervisor.

For additional assistance students are requested to contact Centrelink or www.dsa.org.au.

Financial

The AIRC offers students the option to pay course fees via monthly instalments through an external finance company where possible. Additional financial assistance cannot be offered.

Students are requested to contact Centrelink for assistance and advice.

Other support

The AIRC recognises that caring for animals care be a challenging job. As such, we believe emotional healthcare is an important part of career development. Should any student require a counselling service, the AIRC recommend the following organisations:

- Lifeline – ph. 13 11 14
- Kids Helpline (for those under 25 years of age) – ph. 1800 55 1800
- The Australian Counselling Association to seek a registered counsellor in your area – ph. 1800 784 333
- Members of the Veterinary Nurses Council of Australia (VNCA) counselling and wellbeing resources- (03) 9586 6022
- Member of Australian Veterinary Association (AVA) telephone counselling- 1300 687 327.
- Black dog institute- https://www.blackdoginstitute.org.au/about/

Workplace support

Workplace Mentor/Supervisor

As much of the learning is of a practical nature, it is important to have the support of your employer and workplace mentor/supervisor. It is a requirement that students select a workplace mentor/supervisor when enrolling with the AIRC. As per the National Training Package companion volume, we require that this person either holds the qualification the student is enrolling into, or higher. For example, a student enrolling into Certificate IV in Veterinary Nursing may choose a workplace mentor/supervisor who holds a Certificate IV in Veterinary Nursing, Diploma of Veterinary Nursing or a Bachelor of Veterinary Science.
(**Note: In Western Australia, supervision is required by a veterinarian for performing the prescribed duties as set out in Regulations 65 and 66 of the Veterinary Surgeons Regulations 1979)
We require a certified copy of your mentor's qualification at time of enrolment. For students enrolling into a Wider animal care stream of a course, select a workplace mentor/supervisor that supervises you and has the industry experience to instruct you in your daily work tasks. They may be asked to show evidence of their industry experience and therefore a senior staff member or owner of the workplace is recommended.
(**Note: In Queensland, students studying under a government funded traineeship, must have a qualified person acting as their supervisor meaning: A person who has satisfactorily completed an apprenticeship in the apprentice's calling in Australia, and is the holder of a completion certificate issued under an Act).

It is acceptable for a student to change their workplace mentor/supervisor during the course. This can be completed by submitting the relevant AIRC Change of Enrolment Status form which is available through the student portal. For clarification students should contact the AIRC support team.

The role of the mentor is to provide support in the workplace with the student's studies and on-the-job learning opportunities. All workplace mentors/supervisors will receive information as a means of support upon the student's commencement in a course. This offers in depth information on the role and responsibilities of the mentor/supervisor and an insight into competency-based learning. Should a mentor/supervisor require details of the role prior to the student's enrolment, the AIRC would ask that you contact the AIRC enrolment team or AIRC support team.

Communication

It is important to the AIRC to build a relationship with both the student and workplace. Throughout the qualification the AIRC support team will contact the employer, workplace mentor or supervisor with the student's general progress. AIRC expect open communication regarding the students' progress between all parties and request that the student, employer or mentor/supervisor contacts the AIRC if they do not want this to take place. The AIRC will not supply the student's or employers' personal contact details to external parties.

As a provider of distance education, it is the responsibility of the student, mentor or employer to contact the student support team to discuss any matters which may arise relating to the student's studies. The AIRC

student support team will make contact with students where it is apparent that the student is not progressing through the course. The student also has access to the 'chat room' between the hours of 8:30am – 4:30pm (Qld time) Monday to Friday where a student support team member can assist them with any questions.

Students are provided set opportunities to interact with their PTC via their timetable and are advised to book in their calls at these intervals to ensure they are getting the most out of their courses and are preparing themselves for their upcoming work by talking through their course and progress with their PTC.

The AIRC do contact all students studying; this may be by email, telephone or in person at the workplace.

Under privacy laws, we cannot release information to the parent or guardian of a student over the age of 18. Written permission must be provided if a student agrees for the AIRC to discuss their course with a parent or guardian. For discussion of a student course with managers or employers other than mentors written permission is required.

APPENDIX

Useful Addresses

Veterinary Nurses Council of Australia   **National Register of VET**

PO Box 7345   www.training.gov.au

Beaumaris VIC 3193   **Australian Skills Quality Authority**

Ph: (03) 9586 6022   www.asqa.gov.au

www.vnca.asn.au

Appendix A – Glossary

AIRC	Animal Industries Resource Centre	ANP	Apprenticeship Network Provider
AQF	Australian Quality Framework	AS	Animal Studies
ASQA	Australian Skills Quality Authority	CC	Clinical Coach
CCG	Crampton Consulting Group	CT	Credit Transfer
ECC	Emergency and Critical Care	ERA	Employer Resource Assessment
GP	General Practice	Hill's VNA	Hill's Vet Nutritional Advocate
KAT	Knowledge and Assessment Team	KT	Knowledge Test
LLN	Literacy, learning and numeracy	NVR	National VET Regulator
NYS	Not Yet Satisfactory	PTC	Personal Training Consultant
RPL	Recognition of Prior Learning	RTO	Registered Training Organisation
S	Satisfactory	SSA	Student Support Administrator
SSC	Student Support Coordinator	UoC	Unit of competency
UQ	Unit Quiz	VET	Vocational Education and Training
VN	Veterinary Nurse	WPA	Workplace Assessment

Appendix B – Federal & State Legislation & Acts

Commonwealth	Copyright Act 1968
	Privacy Act 1988
Queensland	Agricultural and Veterinary Chemicals (Queensland) Act 1994
	Animal Care and Protection Act 2001
	Anti-Discrimination Act 1991
	Chemical Usage (Agricultural and Veterinary) Control Act 1988
	Commission for Children and Young People and Child Guardian Act 2000 (reprinted as in force on 1 September 2004 Act No. 13)
	Biosecurity ACT 2014
	Health Act 1937
	Nature Conservation Act 1992
	Radiation Safety Act 1999
	Veterinary Surgeons Act 1936
	Vocational Education, Training and Employment Act 2000
	Workplace Health and Safety Act 2011
New South Wales	Agricultural and Veterinary Chemicals (New South Wales) Act 1994

	Anti-Discrimination Act 1977
	Apprenticeship and Traineeship Act 2001
	Children and Young Persons (Care and Protection) Act 1998
	Exotic Diseases of Animals Act 1991
	National Parks and Wildlife Act 1974
	Occupational Health and Safety Act 2000
	Poisons and Therapeutic Goods Act 1966
	Prevention of Cruelty to Animals Amendment Act 2005
	Radiation Control Act 1990
	Veterinary Practice Act 2003
	Vocational Education and Training Act 2005
	Companion Animals Act 1998
	Companion Animals Regulation 2008
Victoria	Agricultural and Veterinary Chemicals (Control of Use) Act 1992
	Agricultural and Veterinary Chemicals (Victoria) Act 1994
	Equal Opportunity Act 2010
	Child and Young Persons Act 1989
	Occupational Health and Safety Act 2004
	Radiation Act 2005
	Therapeutic Goods (Victoria) Act 1994
	Veterinary Practice Act 1997
	Veterinary Surgeons Act 1958
	Vocational Education and Training Act 1990
	Wildlife Act 1975
South Australia	Agricultural and Veterinary Chemicals (South Australia) Act 1994
	Agricultural and Veterinary Products (Control of Use) Act 2002
	Children's Protection Act 1993
	Occupational Health, Safety and Welfare Act 1986
	Equal Opportunity Act 1984
	Prevention of Cruelty to Animals Act 1985
	Radiation Protection and Control Act 1982
	Veterinary Practice Act 2003
Tasmania	Agricultural and Veterinary Chemicals (Control of Use) Act 1995
	Agricultural and Veterinary Chemicals (Tasmania) Act 1994
	Animal Health Act 1995
	Animal Welfare Act 1993
	Anti-Discrimination Act 1998
	Child Care Act 2001
	Dog Control Act 2000
	Education Act 1994
	Nature Conservation Act 2002
	Poisons Act 1971
	Radiation Protection Act 2005
	Veterinary Surgeons Act 1987
	Vocational Education and Training Act 1994
	Workplace Health and Safety Act 1995

Western Australia	Agricultural and Veterinary Chemicals (Taxing) Act 1995
	Agricultural and Veterinary Chemicals (Western Australia) Act 1995
	Animal Welfare Act 2002
	Dog Act 1976
	Health Act 1911
	Equal Opportunity Act 1984
	Misuse of Drugs Act 1981
	Occupational Safety and Health Act 1984
	Poisons Act 1964
	Prevention of Cruelty to Animals Act 1920
	Radiation Safety Act 1975
	Veterinary Chemical Control and Animal Feeding Stuffs Act 1976
	Veterinary Preparations and Animal Feeding Stuffs Act 1976
	Veterinary Surgeons Act 1960
	Vocational Education and Training Act 1996
	Wildlife Conservation Act 1950
Northern Territory	Agricultural and Veterinary Chemicals (Control of Use) Act 2004
	Agricultural and Veterinary Chemicals (Northern Territory) Act
	Animal Welfare Act
	Anti-Discrimination Act
	Exotic Diseases (Compensation) Act
	Misuse of Drugs Act
	Poisons and Dangerous Drugs Act
	Radiation (Safety Control) Act
	Veterinarians Act
	Work Health Act
	Work Health (Occupational Health and Safety) Regulations
Australian Capital Territory	Animal Diseases Act 2005
	Animal Welfare Act 1992
	Children and Young People Act 1999
	Discrimination Act 1991
	Domestic Animals Act 2000
	Nature Conservation Act 1980
	Occupational Health and Safety Act 1989
	Poisons Act 1933
	Poisons and Drugs Act 1975
	Radiation Act 1983
	Radiation Protection Act 2006
Other	Veterinary Surgeons Act 1965
	Vocational Education and Training Act 2003

IMPORTANT NOTE: Information contained in this publication is correct at time of printing, however, for the most current information please check the AIRC website at www.provetlearning.com.au.

Appendix C – Fees

Domestic Course Fees - Current to December 2026

AIRC fee for service course fees includes an enrolment fee of ($250). Fee for service course fees for domestic students are listed below and are for e-books online. Where students require additional practical assessments the offer of live video can be offered in place of incurring additional travel costs associated to an assessor re-visiting the workplace to undertake a face to face assessment.

Course code	Course name	Full Study	RPL
Please contact AIRC for individual price			
ACM10121	Certificate I in Animal Care Industry Pathways	$1250	Please contact AIRC for individual price
ACM20121	Certificate II in Animal Care	$4147.50	$2252.25
ACM40418	Certificate IV in Veterinary Nursing	$8295	$5239.50
ACM50219	Diploma of Veterinary Nursing	$6195	$6195
BSB50420	Diploma of Leadership and Management	$4900	$4900

Additional Fees for Fee for Service Students (subject to change)

Fees that a student may incur outside of their initial course fee include:

Entry Assessment for ACM40418 *(must have been employed for no less than 9 months full-time and over the age of 18)*	$990
Recognition of prior learning (RPL) self-assessment kit	$500 *(credited upon enrolment) additional fees apply for the continuation of the RPL process*
Additional/individual unit of study	$200-$500 *(please contact the AIRC enrolment team with the unit you wish to enrol)*
Change in elective unit/s	$90-$220 *(per unit)*
Extension of course *(including updated timetable where required – per study block (3 months)*	$375 *(3 Months access)*
Marking of 2ⁿᵈ and subsequent re-submissions of written assessment	$50 *(per re-submission)*
Additional Practical assessment *(where student exceeds the stated number of assessments for the qualification)*	$POA *(please contact the AIRC for prices for extra practical assessments)*
Cancellation of practical assessment *(student does not allow at least 48 hours' notice of cancellation of scheduled practical assessment)*	$250
Travel fees for Additional assessments/ training	$POA *(Please contact the AIRC enrolment team should you be located in a highly remote area)*
Replacement Certificates, Academic Transcripts and Statement of Attainments	$50

Government Funded Fees

■ **Traineeship Tuition Fees**

Career Boost Qld & User Choice Tasmania (01/07/25-30/06/28)

State	Trainee Tuition Fee/Gap Fee
Queensland ACM20121 & ACM40418	$1.60 per nominal hour *(concession available for specific concession holders)* *
Tasmania ACM20121 *(Skills Tasmania fund AIRC up to $2972)*	$650
Tasmania ACM40418 (Skills Tasmania fund AIRC up to *$7685*)	$750

~~**Higher Level Skills- Qld (01/07/23-30/06/25)**~~ **UNDER REVIEW DUE TO CHANGE IN QLD FUNDING**

State	Student Fee	Student Fee- concession*.
Queensland ACM40418 *(21 units)*	$165 *(per unit)*	$89 *(per unit)*

Career Boost General training & Traineeship:

Eligibility for partial exemption is determined each time a payment is due.

Partial exemption – tuition fees (traineeship)

- Trainees who fall under any of the following categories will only be charged 40% of the above-described student contribution fee. Eligibility, please tick if any apply to you:
- The Trainee is or will be under 17 at the end of February in the year training is delivered, is not at school and has not completed Year 12.
- The Trainee holds a Health Care or Pensioner Card or is the partner or dependant of a person who holds a Health Care or Pensioner Card and is named on the card and can supply a certified copy of the card with their enrolment form.
- The Trainee is Aboriginal or Torres Strait Islander.

Partial exemption- tuition fees (General training)

Students who are eligible for a partial exemption will have to show one of the following documents to be eligible:

- Health Care Card
- Pensioner Card
- Disability (please submit evidence of the disability)
- Aboriginal student (evidenced through self-declaration on page 5 of the enrolment form)

Full exemption – tuition fees (traineeship)

- Trainees who enrol as a School-Based trainees are exempt from paying student contribution fees for units started while they are/were at school. Student contribution fees will be applicable for all units not commenced before leaving school.
- Full exemption can be applied where payment of the student contribution fee would cause extreme financial hardship. *

AIRC will ask you to provide evidence of financial hardship.

Career Start Traineeship:

Fees are paid over 2 payments. Please refer to the study timetable for duration of modules. Access to the modules is released upon payment. Eligibility for partial exemption is determined each time a payment is due. We do not accept full payment of units upfront. The average total course cost is between $700 and $750. The cost per nominal hour may be adjusted by the Government each year.

■ Partial exemption – tuition fees

Trainees who fall under any of the following categories will only be charged 40% of the above-described tuition fees. Please tick if any apply to you:

- The Trainee holds a Health Care of Pensioner Card or is the partner or dependant of a person who holds a Health Care or Pensioner Card and is named on the card and can supply a certified copy of the card with their enrolment form.
- The Trainee is an Aboriginal or Torres Strait Islander person.

■ Full exemption – tuition fees

Trainees who enrol as a School-Based trainees are exempt from paying student contribution fees for units started while they are/were at school. Student contribution fees will be applicable for all units not commenced before leaving school.

Concession Fee Exemption Category (Tasmania User Choice)

Students are exempt from paying the above fee if they fit into one of the below categories. *Please tick if any of the exemption categories apply to you:

- Receiving one of the following benefits: Pensioner Concession, Veterans' Affairs Concession, Sickness Allowance, Newstart, Special Benefit, Family Tax Benefit (at maximum rate), Youth Allowance, Carer Pension, Disability Support Pension, Mature Age Allowance, Partner Allowance, Parenting Payment Single, Parenting Payment Partnered, Widow Allowance, ABSTUDY, Austudy, Drought Relief or Foster Care Participants
- Dependent of people in receipt of the above benefits
- Experiencing extreme financial hardship

Fee for service payment plan fees

Students Paying via Ezypay Monthly Instalments may see some fees incurred outside of their initial course fee, direct to Ezypay which include:

Once off set up fee (applied to first instalment)	$2.20
Per transaction from a bank account	$2.20
Per transaction from Visa/MasterCard	2.2%
Quarterly data handling fee	$3.00
Customer failed payment fee	$9.79

(Subject to change by external finance company without notice, international exchange rate may vary per month)

International Fees

International students are asked to contact the AIRC enrolment team for further course fee information.

International students paying via EzyPay may experience some variation between payments per month based on the current international exchange rate.