



**Animal Industries Resource Centre**



# **Student Handbook**

**Your guide to studying with AIRC**

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**CDE**

Centre for Distance Education

Animal Industries Resource Centre

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## 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 Standards for Registered Training Organisation (RTOs) 2015.

Its founder, 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 and practical assessment in the student's own workplace for units of competency requiring practical assessment by an AIRC assessor. The AIRC have trainers 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 [www.provetlearning.com.au/studenthandbook](http://www.provetlearning.com.au/studenthandbook) or on the student website at [www.ilearnlounge.com.au](http://www.ilearnlounge.com.au). 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

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 exceed 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!



Mark Hardwick  
General Manager

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## About The AIRC

### **Code of Conduct**

As a Registered Training Organisation (RTO), the AIRC has agreed to operate within the Standards for Registered Training Organisations 2015 of the National VET Regulator ASQA.

### **Access & Equity**

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package for Veterinary Nursing. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assist to the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

### **National Recognition**

In keeping with the requirements of the Standards for Registered Training Organisation 2015, 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 issue 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. Trainee records are managed securely and confidentially and available for trainee perusal on request. The AIRC has adequate insurance policies.

### ***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 organisations 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 National Assessment Principals (including Recognition of Prior Learning). Adequate facilities, 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 NVR Standards (formerly under the AQTF). 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.

### ***International Students***

The AIRC will be bound to the Educational Services for Overseas Students (*Registration of Providers Financial Regulations Act 1991*).

<http://www.comlaw.gov.au/Details/C2004A04189>

### ***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 code 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 Trainer and Assessors are experienced professionals in the animal care and veterinary industries. They hold national 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 is provided with, or is 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

#### Work Placement

The AIRC feels that students learn best when they can combine the theory study through their chosen course with work placement. For this reason it is AIRC policy that all students must comply with the below entry requirements for the duration of their course. **Where the student is studying as a volunteer please refer to our volunteer section on page 12 in this handbook for further conditions.**

Qualification Code	Qualification Name	Minimum Hours	Type of Placement	Type of Facility
ACM10110	Certificate I in Animal Studies	-	-	-
ACM20110	Certificate II in Animal Studies	8hrs/wk	Voluntary or Paid	Companion animal care/Vet Practice
ACM40412	Certificate IV in Veterinary Nursing	15hrs/wk	Paid	Vet Practice
ACM50512	Diploma in Veterinary Nursing – General Practice	25hrs/wk	Paid	Vet Practice working at a senior level
ACM50412	Diploma in Veterinary Nursing – Emergency & Critical Care	25hrs/wk	Paid	24 hour animal emergency facility or referral hospital
ACM50212	Diploma in Veterinary Nursing – Surgical Nursing	25hrs/wk	Paid	Veterinary Practice with a registered surgical specialist in attendance
PTC	Pet Technician Certificate	-	-	-
ASAN	Advanced Small Animal Nursing	15hrs/wk	Paid	Vet clinic

Furthermore, as per the National Training Package, students must have regular access to a minimum of 3 species in their workplace. Ideally, as much of the learning and assessment is targeted at the small animal sector, dogs and cats should both be included in this where possible.

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 1<sup>st</sup> January 2015 all students enrolled or enrolling into a nationally recognised qualification are required to provide their USI number to AIRC for recording their results to the government. Enrolment will not take place without AIRC having been provided with an USI number. For further information regarding the requirement and how to apply for a USI number please refer to the link below.

<https://www.usi.gov.au/>

## **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 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 holds a current Certificate IV in Veterinary Nursing or a Bachelor of Veterinary Science, a certified copy of the mentor/supervisor is required at enrolment. In the event that a veterinarian will be acting as the mentor we will require their full and their certificate number. 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 iLearn Lounge. For further information students should contact the AIRC support team.

## **Elective Units**

Students are required to select the elective units they wish to study in their chosen course prior to submitting their application. Students must remember that the units they are selecting may require workplace exposure and practical assessment; therefore choices should reflect only units that the student has exposure to in their workplace. For example, the microchipping unit may not be relevant in all states due to legislation requirements so we recommend discussing your options with the AIRC enrolments team prior to confirming your selection.

The AIRC understands that as the electives are generally studied towards the end of the course, a student's interests may change. Students wishing to change elective during the course should contact the AIRC support team to organise this change and where applicable arrange payment of any fees that may apply.

## **Course Fees**

Students should refer to their chosen course's enrolment form for specific options regarding payment. Payment methods generally include credit card (Visa and MasterCard), bank/personal cheque, money order, Ezy pay contract (*refer to Appendix C – Fees*) and Business Redemption (Provet Plus Points).

For many courses, AIRC students may choose to pay fees in full at time of enrolment or a set deposit followed by monthly installments through an external finance company. Should the deposit payment (at minimum) not be received prior to the course commencement date the AIRC will place the enrolment form on hold until such time that the deposit has been made. Students paying the course fees via monthly installments are reminded that the full course fees are still payable during time of deferment and that deferment or cancellation of study **does not cease** promised payments and these will continue to be deducted as per the signed agreement.

Students seeking credit transfers or are enrolling in the Express Lane (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***

As soon as AIRC are notified of a replacement qualification or unit of competence being delivered as published on [www.training.gov.au](http://www.training.gov.au), the AIRC may continue to deliver the training and assessment services for up to 12 months after the date of publication, if after this date the student is unable to complete the superseded qualification the student will be immediately issued with any eligible AQF testamur and transferred to a new qualification.

**Additional costs maybe 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.

If a student is on deferral they will be notified of the change and the new timeframes for the teach out of their qualification will apply with no exceptions.

## ***Government Traineeships***

### ***Enrolment Process***

Students wishing to enroll 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 AIRC of your contract. An over the phone interview is arranged in order for your enrolment into the associated qualification to progress we will then send you a Traineeship Enrolment Form and other documents as required. 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 are not permitted extensions or deferrals and are required to adhere to the terms of the traineeship contract.

### ***Queensland Trainees***

Students enrolling into a traineeship in Queensland must have a mentor/supervisor with a qualification to the level or higher to that which is being undertaken. An Employer Resource Assessment (ERA) must be completed prior to enrolment. Evidence for supervising a trainee must be a certified copy of the Veterinary Nursing Qualification or the full name of the veterinarian and their certificate number.

### ***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 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
- are no outstanding fees.

A copy of these documents will also be emailed or posted to the trainee's employer for their records. They may also be required to give a copy to the ANP to show their trainee has completed the course.

## **Volunteers**

The AIRC understands how hard it can be to gain paid employment within the animal care industry. We therefore offer some qualifications without the entry requirement of any, or paid work placement. Students enrolling into Certificate II in Animal Studies as a volunteer are asked to commence voluntary work placement and enroll at least one month prior to the course commencement. Student's studying as volunteers must complete at **least 8 hours of work placement per week** for the duration of the course.

Volunteers and their workplace supervisor are required to complete and return to the AIRC their *Volunteers Enrolment Kit*. This includes the relevant course's application form, Volunteer Agreement letter, Initial Learning Support Indicator (ILSI/LLN), and Employer Resource Assessment (ERA) (for some courses). Course fees for all volunteers are payable prior to commencement of specific units in the course. Study materials under a volunteer arrangement are only provided online.

## **Course Delivery & Assessments**

### **Correspondence Delivery**

The AIRC offers courses via online, otherwise known as distance education. This allows our students to complete work placement while studying. It also means our courses are accessible to those placed outside of metropolitan areas. Although each course includes slightly different materials, the AIRC supplies all students' e-books course materials as well as access to iLearn Lounge, our online learning system. The online aspect of the course allows students to view course materials, be notified of updates within the course and industry, submit assessments online and gain feedback from trainers and other students. Students are required to have reliable internet access and a personal email address prior to enrolling in their chosen course.

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

## ***Full Study Learning & Assessment***

This is the traditional way to study and be assessed. Students enrolled in this pathway will receive course materials online and a timetable to learn through workbook and on-the-job activities. You will be assessed through completing online activities, examinations, written assessments, 3rd Party Reports and practical skills assessments.

## ***Credit Transfer (CT)***

Credit transfer is a process that provides students with credit outcomes for 100% equivalent units of study from previous qualifications. The units must be 100% equivalent to a unit in the enrolling course and you must be able to provide specific evidence such as a Certificate of Achievement or Statement of Attainment from an authorised Australian RTO prior to commencement of the course. The AIRC will not charge for units that directly cross over into the students chosen course, and the student will not be required to study or be assessed on these units.

## ***Recognition of Prior Learning (RPL)***

Known as the AIRC RPL Express Lane, the AIRC has developed a comprehensive assessment only pathway for those students that have sufficient industry experience but not necessarily a formal qualification in part or all of a qualification. The process is comprehensive and exhaustive to ensure that the student receives genuine recognition for knowledge and skills they already have.

RPL may be used for whole qualifications or combined with Full Study so that some units are undertaken with RPL and the rest under Full Study. Further information regarding this program is available by contacting the AIRC's enrolment team prior to submitting your application to study.

Students choosing RPL Express Lane will be interviewed by an assessor who will review the student's work history, experience and documents such as resume and work samples. The student is required to complete a comprehensive evidence collection process including self-assessments, oral questioning and practical skills demonstration. Students completing units via RPL Express Lane will not receive any learning resources for those units. Students undertaking full RPL will be given a period of 6 months from enrolment in which to complete the RPL process. RPL offers students a way to fast-track the time taken to complete a qualification. Typically the cost is approximately the same as completing the full study pathway.

## ***AIRC Study Time Guidelines***

**Certificate II in Animal Studies:** Nine months duration

Workplace learning (on the job skills) - 8 hours per week

Private study - 4 hours per week

**Certificate IV in Veterinary Nursing:** 2 years 6 months duration

Workplace Learning - (on the job skills) 15 hours per week

Private Study - 6 hours per week

**Diplomas in Veterinary Nursing and Advanced Small Animal Nursing:** 12 - 18 months

Workplace learning - (on the job skills) 25 hours per week

Private Study - 8 hours per week

**Diploma of Leadership and Management: 12 – 18 months**

Recommended workplace position – supervisory or leadership role

Private Study - 8 hours per week

The above private study hours are **recommended as a guide only** to help you plan your time. Students must develop their own study style and work at a pace they are comfortable with. If you have any questions regarding study hours please contact your Student Support Coordinator. All students are provided with an individual timetable.

**Face to Face Sessions/Live Webinars**

The AIRC may provide face to face learning days or live webinars for many of the units of the qualifications delivered as a way of providing additional support for Certificate II in Animal Studies and Certificate IV in Veterinary Nursing. The AIRC encourages all students to attend face to face sessions or 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 Face to Face sessions, locations and dates are available on iLearn Lounge [www.ilearnlounge.com.au](http://www.ilearnlounge.com.au) and will be emailed to students throughout their course.

**Video Recordings**

AIRC provide video recordings of webinars for students to access via the iLearn Lounge student portal. Video recordings are available for most units of competency.

**Theory Assessment**

As much of the written assessment for the courses offered by the AIRC are online, feedback can be gained promptly. For case studies/written assignments students will receive online feedback (or via post for correspondence courses) within 4 - 6 weeks. It is the intention for the AIRC to turnaround assessments promptly and within 4 – 6 weeks, however please account for the timeframe of up to 8 weeks to cater for unforeseen delays that may occur from time to time.

**Practical Skills Assessment (Certificate IV level and higher)**

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 three ways:

1. Practical skills assessments are conducted by the AIRC trainers and assessors for most units in the students own workplace and are conducted during normal business hours (Monday – Friday from 9am – 5pm). The cost of a practical assessment is, in its initial phase incorporated into course fees.
2. The AIRC allows for up to a maximum of 3 practical assessments for Certificate IV in Veterinary Nursing and up to a maximum of 2 x practical assessments for students studying Certificate IV in Veterinary Nursing holding the appropriate Certificate II in Animal Studies qualification. 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 for information on this topic. Diploma of Veterinary Nursing students allows for 1 practical assessment.

3. In the event of unforeseen circumstances occurring during a workplace assessment eventuating in a requirement for further workplace assessments this will be reviewed on a case by case basis.
4. Video assessments – student may be requested to record certain practical skills in their workplace and submit for AIRC assessment processes.
5. Student's workplace mentor/supervisor is asked to sign a 3<sup>rd</sup> 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 3<sup>rd</sup> Party Report / Training Record is included for each unit in the hard copy course materials, and on iLearn Lounge [www.ilearnlounge.com.au](http://www.ilearnlounge.com.au)

### ***Enrolment Details***

It is the student's responsibility to inform the AIRC of any change of address, email, name, workplace, mentor or change in working arrangements if different from information provided at the time of enrolment. 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 at the Student Lounge on iLearn Lounge. 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. Copies of any changes are sent to the mentor. 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.

### ***Updating Details***

The AIRC requests students visit the Change of Enrolment Status form portal on iLearn Lounge when any information relevant to their course changes. This includes personal contact information, employer and employment contact information and workplace mentor/supervisor contact information. 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.

### ***Extensions (Qualification/Course)***

Should a student require additional time to complete their chosen qualification/course the AIRC will provide student and assessment 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 associated 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, 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.

A maximum of 2 extensions may be granted for students studying Cert II level course and a maximum of 4 extensions for Cert IV level and higher courses. Requests for subsequent extensions are only granted if work has been submitted during the 1st extension. In some cases the trainer and assessor 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.

### ***Extensions (Assessment/Unit)***

Students are provided with an individual timetable. Should a student require additional time for submission of an assessment application is to be made via iLearn Lounge. Additional time will only be approved at the discretion of the AIRC and employer where applicable and a medical certificate may be requested. 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. If you require more than 7 days from your unit end date to submit your assessment item an application is not required, if you require further time please contact the AIRC team as you maybe be eligible for a deferment (see below).

### ***Deferment of Studies (Non Trainees only)***

Students are required to apply for deferment via the Change of Enrolment Status portal on the iLearn Lounge. 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 submit assessments through iLearn Lounge. 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-enroll. It is the responsibility of the student to reinstate their studies by completing the Change of Enrolment Status form to resume studies.

### ***Acceptable reasons for deferral:***

- Medical reasons:
  - Maternity leave
  - Medical certificate required
- Personal reasons:
  - Death in family etc.
  - Extended overseas travel where study is not possible, written confirmation from employer

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

Please note that the Pet Technician Certificate allows for no deferral time. The maximum deferment time for the Certificate I and II courses is 3 months. The maximum deferment time for all other courses is 6 months. The only exception to this is for students applying for maternity leave where up to 12 months deferment 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 students do 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 \$250 will be charged to activate the enrolment.

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

### ***Failure to make Reasonable Progress***

Students, who fail to submit assessments by their due dates and neglect to communicate with the AIRC support team, will be sent via email a failure to make reasonable progress warning. This letter may request submission of assessment within a set timeframe, payment of extension of course fees or cancellation of the course. A copy of this letter 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.

### ***Course Completion***

After achieving all competencies for a completed 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 and are financial.

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 Statement of Attainment identifying the units of competency that have been 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 portal on the Student Lounge on iLearn Lounge. 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
- receives a failure to progress notification and does not respond by submitting assessments or paying required associated fees
- 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 above cases the AIRC are not obliged to offer credit/refunds to the student.

## ***Refunds***

### **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 days prior to course commencement date.
- Any hard copy course materials have been returned in new and unused condition.

### **After course commencement**

- No refunds after course commencement
- Students utilizing 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:

General Manager  
Locked Bag 1003  
Northgate Qld 4013

A response will be made back in writing within 6 weeks of the request being received.

## ***Administration of refunds/credits***

Parties successful in gaining a refund or credit must return all hard copy materials where applicable in new and unused condition. 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 returning course materials and providing account details.

Any refunds or credits will have a \$250 enrolment fee and \$175 administration fee deducted prior to refund. Refunds can only be returned to the account from which payment was received; to ensure that the accounts provided for refunds are legitimate the account details must come from the students email address, if no email address please contact the AIRC and we will provide you with the required forms.

Government trainees are reminded that cancellation of the course must be completed through the appropriate State Training Authorities or Australian Apprenticeship Support Network, and refunds of trainee's contribution vary dependent on state funding regulations.

## ***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, work placement or study needs they are asked to discuss their options

with the AIRC support team. 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.

## Misconduct & Appeals

### ***Assessment Feedback***

Incomplete or incorrectly labeled submissions will not be accepted. Students will be notified and asked to re-submit the assessment once changes have been made and labeled correctly.

All unit quizzes are marked instantly and students are invited to contact the AIRC support team for additional support for incorrect answers if needed. Students will receive feedback for case studies/written assignments within 4-6 weeks of submission. Feedback on a student's practical skills will be given at the time of the practical assessment. If the workplace mentor/supervisor is not available during this time, the AIRC support team will contact them via phone or email to discuss the student's progress.

Where a student's case study requires a resubmission, the student will receive a feedback form 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 .pdf resubmission guidelines found at the Student Noticeboard on iLearn Lounge ([www.ilearnlounge.com.au](http://www.ilearnlounge.com.au)).

### ***Resubmissions of case studies***

The AIRC allows all students the opportunity to resubmit **one** further case study per unit/module when feedback indicates the submission does not cover the criteria as set out in the guidelines. In the event that it remains unsatisfactory a 2<sup>nd</sup> resubmission maybe required, this will be reviewed by the Marking Manager and costs will be applied as outlined in Appendix C.

### ***Misrepresentation***

Students are reminded that misrepresentation of themselves through any of their assessment items is unacceptable. 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 the student may be cancelled from the course and notified of such in writing.

Misrepresentation includes but is not limited to:

- copying others work
- plagiarism
- 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.

### ***Behavioural Misconduct***

Behavioural Misconduct is broadly defined as actions that breach the responsibilities and obligations by the student as listed in this document, or impair the reasonable freedom of other persons to pursue their studies and participate in the activities of the company. Should the AIRC suspect behavioural misconduct the AIRC support team will prepare a written report on the alleged misconduct. 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, which may include up to 24 hour suspension from training sessions, suspension of the student's course, or in certain circumstances include the student being cancelled from the course. Students will be notified in writing of any action to be taken.

Behavioural misconduct includes but is not limited to:

- Failure to comply with any policy of the AIRC
- Breaches of any AIRC policy including, but not limited to harassment (including sexual harassment), intellectual property, occupational health and safety, and use of computing and electronic resources
- Stealing, destroying, impairing the accessibility of, or defacing any part of the AIRC library collection
- Refusing or failing to identify oneself truthfully
- Failure to comply with any lawful order that was given by an employee of the AIRC in order to ensure the safety of any person and the orderly conduct of learning programs and other activities of the AIRC
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any persons' participation in a legitimate AIRC activity or, by act or omission disrupts the peace or good order of the AIRC
- Conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within the AIRC
- Acting in a way that causes students, staff or other persons within the AIRC to fear for their personal safety
- Assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well being
- Stealing, destroying or deliberately damaging AIRC equipment or premises

- Making a false representation or declaration regarding a matter affecting your student status
- Being under the influence of prohibited drugs and/or substances including alcohol while on AIRC's premises or while participating in an AIRC related activity
- Unauthorised possession of a weapon on AIRC premises or while participating in an AIRC related activity
- The use of swearing and/or improper language when communicating with AIRC staff

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 may be notified.

In the case of events involving theft, assault and other acts which are against the law, these will be immediately referred to the Police.

### ***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 student support coordinator will contact the caller, as it is in the student's best interests for the coordinator to review the assessment and feedback before offering further advice and feedback. This will be done in a prompt manner with the most appropriate AIRC coordinator 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 via [studentsupport@provet.com.au](mailto:studentsupport@provet.com.au). The assessment will be reviewed by a different AIRC coordinator 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 regards 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 attending smart sessions, suspension from using all facilities and/or services, including library borrowing and 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 venue 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' JobReady 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 Manager in the first instance. 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.

RTO Operations Supervisor

Locked Bag 1003

Northgate Qld 4013

General Manager

Locked Bag 1003

Northgate Qld 4013

### ***Additional Support***

All students are offered additional consultations with trainers and assessors, 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)***

AIRC provide a LLN test for students, 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).

### ***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](http://www.dsa.org.au)

## ***Financial***

The AIRC offers students the option to pay course fees via monthly installments 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 can 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 recommends 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

## ***Mentor & Employer Support Information***

Each student should be working with a senior team member to support them in their course content and daily tasks in the workplace. The AIRC requests that the student's chosen workplace mentor/supervisor holds the qualification that is being studied by the student or higher. For example, a student enrolling into Certificate IV in Veterinary Nursing may choose a workplace mentor/supervisor that holds a current Certificate IV in Veterinary Nursing or a Bachelor of Veterinary Science. Furthermore a student enrolling into a companion animal services course, where no workplace mentor/supervisor is available with the relevant qualification, may 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.

## ***Role of the Mentor***

The role of the mentor is to provide support in the workplace with the student's studies and on-the-job learning opportunities. It should be noted that the mentor should hold the same or higher level qualification within the industry of the qualification being delivered. All workplace mentors/supervisors will receive a book called "Mentor Guide – Helping students reach their full potential" 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. All mentors are provided with access to the mentor lounge on the iLearn Lounge as another means of support.

## ***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 assessment feedback and the student's general progress. AIRC expects 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 students 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 available the 'chat room' where 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.

The AIRC contacts 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 to a parent or guardian.

### ***Useful Addresses***

#### ***Veterinary Nurses Council of Australia***

PO Box 7345

Beaumaris VIC 3193

Ph: (03) 9586 6022

[www.vnca.asn.au](http://www.vnca.asn.au)

#### ***Pet Industry Association of Australia***

PO Box 7108

Baulkham Hills NSW 2153

Ph: (02) 9659 5811

#### ***National Register of VET***

[www.training.gov.au](http://www.training.gov.au)

## Appendices

### Appendix A – Glossary

AIRC	Animal Industries Resource Centre
CCG	Crampton Consulting Group
RTO	Registered Training Organisation
ANP	Apprenticeship Network Provider
NVR	National VET Regulator
ASQA	Australian Skills Quality Authority
AQF	Australian Quality Framework
VET	Vocational Education and Training
SSC	Student Support Coordinator
SSA	Student Support Administrator
PTC	Personal Training Consultant
CC	Clinical Coach
KAT	Knowledge and Assessment Team
UQ	Unit Quiz
KT	Knowledge Test
WPA	Workplace Assessment
Hill's VNA	Hill's Vet Nutritional Advocate
RPL	Recognition of Prior Learning
CT	Credit Transfer
NYS	Not Yet Satisfactory
S	Satisfactory
ILSI	Initial Learning Support Indicator
ERA	Employer Resource Assessment

VN	Veterinary Nurse
AS	Animal Studies
ECC	Emergency and Critical Care
GP	General Practice
ASAN	Advanced Small Animal Nurse
UoC	Unit of competency

**Appendix B – Federal & State Legislation & Acts**

Commonwealth	<i>Copyright Act 1968</i>
	<i>Privacy Act 1988</i>
Queensland	<i>Agricultural and Veterinary Chemicals (Queensland) Act 1994</i>
	<i>Animal Care and Protection Act 2001</i>
	<i>Anti-Discrimination Act 1991</i>
	<i>Chemical Usage (Agricultural and Veterinary) Control Act 1988</i>
	<i>Commission for Children and Young People and Child Guardian Act 2000</i>
	<i>Exotic Diseases in Animal Act 1981</i>
	<i>Health Act 1937</i>
	<i>Nature Conservation Act 1992</i>
	<i>Radiation Safety Act 1999</i>
	<i>Veterinary Surgeons Act 1936</i>
<i>Vocational Education, Training and Employment Act 2000</i>	
<i>Workplace Health and Safety Act 2011</i>	
New South Wales	<i>Agricultural and Veterinary Chemicals (New South Wales) Act 1994</i>
	<i>Anti-Discrimination Act 1977</i>
	<i>Apprenticeship and Traineeship Act 2001</i>
	<i>Children and Young Persons (Care and Protection) Act 1998</i>
	<i>Exotic Diseases of Animals Act 1991</i>
	<i>National Parks and Wildlife Act 1974</i>
	<i>Occupational Health and Safety Act 2000</i>
	<i>Poisons and Therapeutic Goods Act 1966</i>
	<i>Prevention of Cruelty to Animals Amendment Act 2005</i>
<i>Radiation Control Act 1990</i>	

	<i>Veterinary Practice Act 2003</i>
	<i>Vocational Education and Training Act 2005</i>
	<i>Companion Animals Act 1998</i>
	<i>Companion Animals Regulation 2008</i>
Victoria	<i>Agricultural and Veterinary Chemicals (Control of Use) Act 1992</i>
	<i>Agricultural and Veterinary Chemicals (Victoria) Act 1994</i>
	<i>Equal Opportunity Act 2010</i>
	<i>Child and Young Persons Act 1989</i>
	<i>Occupational Health and Safety Act 2004</i>
	<i>Radiation Act 2005</i>
	<i>Therapeutic Goods (Victoria) Act 1994</i>
	<i>Veterinary Practice Act 1997</i>
	<i>Veterinary Surgeons Act 1958</i>
	<i>Vocational Education and Training Act 1990</i>
<i>Wildlife Act 1975</i>	
South Australia	<i>Agricultural and Veterinary Chemicals (South Australia) Act 1994</i>
	<i>Agricultural and Veterinary Products (Control of Use) Act 2002</i>
	<i>Children’s Protection Act 1993</i>
	<i>Occupational Health, Safety and Welfare Act 1986</i>
	<i>Equal Opportunity Act 1984</i>
	<i>Prevention of Cruelty to Animals Act 1985</i>
	<i>Radiation Protection and Control Act 1982</i>
	<i>Veterinary Practice Act 2003</i>
Tasmania	<i>Agricultural and Veterinary Chemicals (Control of Use) Act 1995</i>
	<i>Agricultural and Veterinary Chemicals (Tasmania) Act 1994</i>

	<i>Animal Health Act 1995</i>
	<i>Animal Welfare Act 1993</i>
	<i>Anti-Discrimination Act 1998</i>
	<i>Child Care Act 2001</i>
	<i>Dog Control Act 2000</i>
	<i>Education Act 1994</i>
	<i>Nature Conservation Act 2002</i>
	<i>Poisons Act 1971</i>
	<i>Radiation Protection Act 2005</i>
	<i>Veterinary Surgeons Act 1987</i>
	<i>Vocational Education and Training Act 1994</i>
	<i>Workplace Health and Safety Act 1995</i>
Western Australia	<i>Agricultural and Veterinary Chemicals (Taxing) Act 1995</i>
	<i>Agricultural and Veterinary Chemicals (Western Australia) Act 1995</i>
	<i>Animal Welfare Act 2002</i>
	<i>Dog Act 1976</i>
	<i>Health Act 1911</i>
	<i>Equal Opportunity Act 1984</i>
	<i>Misuse of Drugs Act 1981</i>
	<i>Occupational Safety and Health Act 1984</i>
	<i>Poisons Act 1964</i>
	<i>Prevention of Cruelty to Animals Act 1920</i>
	<i>Radiation Safety Act 1975</i>
	<i>Veterinary Chemical Control and Animal Feeding Stuffs Act 1976</i>
<i>Veterinary Preparations and Animal Feeding Stuffs Act 1976</i>	

	<i>Veterinary Surgeons Act 1960</i>
	<i>Vocational Education and Training Act 1996</i>
	<i>Wildlife Conservation Act 1950</i>
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	<i>Animal Diseases Act 2005</i>
	<i>Animal Welfare Act 1992</i>
	<i>Children and Young People Act 1999</i>
	<i>Discrimination Act 1991</i>
	<i>Domestic Animals Act 2000</i>
	<i>Nature Conservation Act 1980</i>
	<i>Occupational Health and Safety Act 1989</i>
	<i>Poisons Act 1933</i>
	<i>Poisons and Drugs Act 1975</i>
	<i>Radiation Act 1983</i>
<i>Radiation Protection Act 2006</i>	

	<i>Veterinary Surgeons Act 1965</i>
	<i>Vocational Education and Training Act 2003</i>

**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](http://www.provetlearning.com.au)

**Appendix C – Fees**

Please note: The fees as described in this section are current for domestic student at time of writing, and are subject to change without notice. Please contact the AIRC to confirm current prices.

**Domestic Course Fees - Current to December 2017**

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 for Certificate IV in Veterinary Nursing and the Diploma of Veterinary Nursing the price also includes your face to face practical assessments. Hard copy course materials are available for an additional fee. The fees listed for Certificate IV in Veterinary Nursing and Diploma of Veterinary Nursing qualifications are applicable for students who work within 150 klms of a major capital city with the exception of Darwin. Students who work outside 150 klms or reside overseas you should contact AIRC for applicable course fees.

<b>Course Name</b>	<b>Please contact AIRC for individual course cost</b>
Certificate I in Animal Studies	\$750
Certificate II in Animal Studies	\$2895
Certificate IV in Veterinary Nursing	\$6150
Diploma of Veterinary Nursing (General Practice)	\$4700
Diploma of Veterinary Nursing (Emergency & Critical Care)	\$4700
Diploma of Veterinary Nursing (Surgical Nursing)	\$4700
Pet Technician Certificate	\$495
Diploma of Leadership and Management	\$4900
Implant Microchip Online Unit – Veterinary Nurse (QLD, VIC & NSW only)	\$275
Implant Microchip Online Unit – Veterinarian (QLD only)	\$88
Advanced Small Animal Nursing Course	\$2475

**Additional Fees for Fee for Service Students**

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

Express Lane (RPL) self-assessment kit	\$250 (credited upon enrolment) additional fees apply for the continuation of the RPL process
Additional/individual unit of study	\$210 to \$290 (please contact the AIRC enrolment team with the unit you wish to enrol)
Change in elective unit/s	\$45 (per unit)
Extension of course including updated timetable where required – per study block (3 months)	\$200
Hard copy course notes (additional copy)	\$45 per unit
Marking of re-submissions of case studies	\$35 - \$45 per re-submission depending on level
Practical assessment block – where student exceeds the stated number of assessments for the qualification	\$220 (within 150klms of major capital city with the exception of Darwin), please contact the AIRC for prices for extra practical assessments outside of 150klm zones.
Cancellation of practical assessment block/student does not allow at least 48 hours' notice of cancellation of scheduled practical assessment block	\$220 within 150klms zone, please contact the AIRC for cancellation fees applicable outside the 150klms zones.
Additional travel fees	Please contact the AIRC enrolment team should you be located in a highly remote area

**Government Funded Fees****Traineeship Tuition Fees and Higher Level Skills (Qld) for 2016/2017**

State	Trainee Tuition Fee/Gap Fee	Employer Contribution
QLD	\$1.60 per nominal hour (concession available for specific concession holders)	-
	-	\$825 gap fee (Cert II Animal Studies – School-Based Trainee)
TAS	\$425 – Cert II in Animal Studies	

	\$750 – Certificate IV in Veterinary Nursing	
<b>Higher Level Skills (up to and including 30/06/2017)</b>	<b>Student Fee</b>	<b>Student Fee – concession*</b>
QLD ACM40412 23 units	\$125 per unit	\$73 per unit

## Payment Plan Fees

Students Paying via Ezypay Monthly Installments (check current costs)

Fees that a student may incur outside of their initial course fee, direct to Ezypay include:  
(Subject to change by external finance company without notice):

Once off set up fee (applied to first instalment)	\$8.66
Per transaction from a bank account	\$1.73
Per transaction from Visa/MasterCard	4.04%
Per transaction from Diners Club/American Express	5.2%
Quarterly data handling fee	\$3.00
Customer failed payment fee	\$17.33
Customer failed re-bill fee	\$17.33

## International Fees

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