AACI
Australian Animal Care Institute

AVNI
Australian Veterinary Nursing Institute

Student Information Guide
2023

Want to nurture the human animal bond?
Are you made for looking after animals?

Start your new career journey with AACI,
build a road for tomorrow

📞 **+61 03 52 61 9214**   🖥️ **www.aaci.edu.au**

AACI
Australian
Animal Care
Institute

AVNI
Australian Veterinary
Nursing Institute

Student Information Guide

Unlimited Access

Interactive & 100% online

Great Choice

Exceptional value

Self paced

CONTENTS

Page 6 of 133

Australian Animal Care Institute Pty Ltd

RTO No: 45823

AACI is a nationally accredited register training provider with Australian Skills Quality Authority (ASQA). AACI does not provide any form of health or medical service or advice. As part of our pre-enrolment disclosure students are asked in their enrolment application to confirm that they have read and understood this document and related policies and procedures. So please take your time and ensure you understand the information contained herein.

All AACI Students enrol as Distance Learning students. Students have private and secure access to our extensive Online Learning Center.

This AACI document is known as the Student Information Guide (**"SIG" or "Student Handbook"**). It is designed to provide students with a comprehensive understanding of the details contained in AACI policies and procedures, course guides and student support services prior to a student enrolling.

Please ensure you read and understand our Pre-Enrolment Information Pack prior to completing and submitting your enrolment application that includes our Student Code of Conduct.

To discuss the course that is right for you, call
+61 03 52 61 9214

To find out more information email
info@aaci.edu.au

To read pre enrolment pack visit our website prior to enrolling
www.aaci.edu.au

660 Great Ocean Road
Bellbrae Victoria 3228 Australia

Registered Training Organisation (RTO No: 45823)
Australian Skills Quality Authority

1   Introduction

Thank you for taking this opportunity to learn more about AACI.

AACI is a specialist Animal Care and Veterinary Nursing Nationally accredited training provider based in Australia.

Our divisions are:

- Australian Animal Care Institute that delivers animal care courses and programs
- Australian Veterinary Nursing Institute that delivers veterinary nursing course
- Professional Educational Development division that delivers continuing professional education (CPE), programs & short non-accredited courses.[1]

Our Student Information Guide applies to all AACI courses and programs delivered in 2021. This document contains details of AACI policies, procedures and guidance to our courses and student resources.

Other than for the purposes of and subject to the conditions prescribed under the Copyright Act of Australia, no part of this document may, in any form or, by any means (electronic, mechanical, photocopying, recording or otherwise), be reproduced, stored in a retrieval system or transmitted without prior written permission. You agree that the information in this Student Information Guide does not constitute legal advice. You will need to seek your own advice to find out how any of this information and regulations incorporated by reference applies to your particular circumstances. You are deemed to be legally bound by the terms and conditions contained in our Student Information Guide, that governs the use of the AACI Website, Learner Resources, Google Classroom LMS and support service upon execution and submission of our Student Enrolment Form.

All AACI Students enroll as Distance Learning students supported with access to our extensive Online Learning Center. This document is known as the AACI Student Information Guide (Student Handbook) and is designed to provide students with a comprehensive understanding of AACI policies and procedures, course guide and student support prior to a student enrolling.

Any questions or issues relating to information contained in this Student Information Guide should be addressed directly to the AACI RTO Manager by emailing **info@aaci.edu.au**

---

[1] Professional Program means a non-accredited course or qualification from a endorsed Training Package that is in the AQF.

2   About AACI

What Animal Care or VET Nursing course would you like to study?

Welcome – you have taken the first step towards your new career in the Animal Care field!

The future's looking bright (check out our Industry insights below). First things first – let's make sure you choose the right course. Our courses are designed and delivered so you end up with real world knowledge and skills.

Find your course below.

> **Not sure what course will suit you best?**
> **Get in touch with a course consultant today on 03 5261 9214**

Australian Animal Care Industry Overview

The rapidly growing Australian Animal Care industry provides a wide range of exciting career opportunities. Australia has one of the highest rates of pet ownership in the world, with over 60% of Australian households owning a pet. There are 9 million pets in nearly 6 million households in Australia. Owners spend more than 3.4 million on an ever-increasing range of Animal Care products and services.

AACI, Australian Animal Care Institute Pty Ltd, is a nationally Registered Training Organisation with ASQA that specialises in **Animal Care and Veterinary Nursing***:*

ACM10121 Certificate I in Animal Care Industry Pathways

ACM20121 Certificate II in Animal Care

ACM40418 Certificate IV in Veterinary Nursing

3 AACI Trainers and Assessors

AACI only delivers qualifications from the Animal Care and Management Training Package[2.] We specialise in Animal Care and Veterinary Nursing training.

Our Trainers and Assessors are industry professionals from a work experience, formal qualification academic and teaching perspective. They all currently work in the animal care industry and have vast vocational education and training experience. That is to say, our staff apart from being highly qualified with formal qualification perspective they also have hands on practical industry experience.

Our qualifications are Nationally Recognised by the Australian Federal Government and can be used in any State or Territory within Australia. AACI delivers the following qualifications from the Animal Care and Management Training Package[3]

- ACM10121 Certificate I in Animal Care Industry Pathways
- ACM20121 Certificate II in Animal Care
- ACM40418 Certificate IV in Veterinary Nursing

All AACI Trainers and Assessor are required to undertake a Continuing Professional Development Plan to enhance learning outcomes for students. This Plan ensure AACI Staff meet their personal and continuing professional development (CPD) goals and needs in relation to their role and that Staff of high calibre are both retained at and attracted to work for AACI.

FLEXIBLE LEARNER RESOURCES

Students have private and secure access to our comprehensive range of Learner Resources[4] via our Online Learning Center.

AACI Online Learning Center uses Google Classroom as its Learning Management System (LMS) to deliver secure and flexible access to our comprehensive range of Learner Resources, Learner Tools, Industry and Career news and student support resources.

Students have online access to our Learner Resources through a wide range of digital devices that include:

- Smart phone
- Ipad
- Tablet
- Laptop
- Desktop
- Public Internet access

---

[2] Animal Care and Management Training Package (Release 6.0) Nationally Recognised Training logo appears beside these courses.

[3] ACM Release 6 was endorsed on 1June 2022.

[4] Please note that AACI has entered into a Content Licensing Agreement with a third party in regard to the content contained in our Learner Guides so that can operate in compliance with the ASQA Standards. This exclusive Content Licensing Agreement contains strict and specific terms and conditions that clearly stipulate that digital access to the learner guides shall only by available in a controlled unprintable digital form. Consequently, providing an uncontrolled printable PDF digital copy of the Learner Guides to any Student or third party shall result in a material breach of the Agreement and resulting in a claim for damages against AACI from the content owner

In addition, our LMS provides access to our extensive online student support resources are available including learner tools, articles, videos and additional resources that are used during delivery of training to students.

IT Requirements

All students are required to have access to the internal and to **Microsoft Word** to complete and submit the Self Paced Learning Activities and Assessment Booklets. Student versions at Microsoft office are available at cheaper rate. Our Online Learning Center allows students to read, research, study, learn and undertake assessments at their convenience. Students are provided with access to digital full colour Learner Resources free of charge.

Our online learning platform allows you to study anywhere, anytime.

You will need to meet the following IT requirements to use our Online Learning Center:

- Desktop or laptop
- Latest version of Chrome or Safari −Microsoft Office (2010 or higher) −Adobe PDF Reader.
- Mobile or tablet* −Latest version of Chrome or Safari
- Latest version of Android –
- Latest version of iOS.

*Students using a mobile or tablet will need to upload documents from a laptop or desktop or have a Dropbox account.

DISTANCE DELIVERY MODE

All AACI courses are designed to be delivered to students via distance learning. No classroom attendance is necessary. This distance mode of course delivery provides flexibility, greater access and convenience to students. So regardless of your physical location, work or life commitments, just because you cannot attend a classroom AACI has the solution. Our distance course delivery allows students to continue to complete the theory assessment tasks in the course in the event of further COVID19 restrictions.[5]

---

[5] Our qualifications are delivered as self-paced distance education course in accordance to the student's agreed delivery and training plan. Distance Learning students are supported with access to our extensive Online Learning Centre that uses Google Classroom LMS platform and other support services. The Training and Assessment Strategy (TAS) and the Course Program (CP) for each qualification details the Volume of Learning that includes any supervised and/or non-supervised: "Amount of Training"; "Amount of Assessment" and any Work Placement demonstrations and observations. (Further information is detailed in our CP) The Self-Paced Learning Activities (SPLA) for each unit of a qualification are designed to ensure you develop the skills and knowledge across a full range of situations that may present in the workplace. SPLAs are compulsory but are not formal assessment tasks but constitute unsupervised training. As our qualifications are delivered as a self-paced distance education courses the responses to these SPLA for each unit constitute the non–supervised "Amount of Training" for each unit of competency. The assessments tasks for each unit of a qualification are contained in our Theory Assessment Booklet (TAB), Practical Assessment Booklet (PAB) and any Observation checklists for each unit and constitutes the non–supervised "Amount of Assessment" for each unit of competency.

4   Training and Assessment

Our qualifications are delivered as self-paced distance education course in accordance to the student's agreed delivery and training plan. The Training and Assessment Strategy (TAS) and the Course Program (CP) for each qualification details the Volume of Learning that includes any supervised and/or non-supervised training, "Amount of Training"; "Amount of Assessment" and any Work Placement demonstrations and observations. (Further information is detailed in our Course Program)

The Self-Paced Learning Activities (SPLA) for each unit of a qualification are designed to ensure you develop the skills and knowledge across a full range of situations that may present in the workplace. SPLAs are compulsory but are not formal assessment tasks but training, more specifically, as unsupervised training. As our qualifications are delivered as a self-paced distance education courses the responses to these SPLA for each unit constitute the non–supervised training of the "Amount of Training" for each unit of competency as detailed in each of our qualification Course Programs.

The assessments tasks for each unit of a qualification are contained in our Theory Assessment Booklet (TAB), Practical Assessment Booklet (PAB) and any Observation checklists for each unit and constitutes the non–supervised "Amount of Assessment" for each unit of competency.

WORK PLACEMENTS[6]

AACI provides free insurance for volunteer work placements. This makes it easier for students to secure work placement opportunities in the animal care industry.

AACI highly recommends and supports students wishing to undertake volunteer work placements in the Animal Care facilities. AACI pays your Volunteer Work Insurance, for all students undertaking a work placement in an approved Animal Care facility in Australia. Workplace Practical Insurance Cover only applies to students undertaking practical training in Australia. AACI unlike other RTOs, AACI encourages students to secure work placements in a real Animal Care facility rather than perform practical assessment tasks in a simulated environment.[7]

Depending on the course your work placement experience can be performed in an animal shelter, boarding facility, or other approved animal care facility. This workplace experience is necessary to develop the necessary practical skills required to successfully complete your chosen course.

The ACM10121 Certificate I in Animal Care Industry Pathways and ACM20121 Certificate II in Animal Care courses do not require a minimum number of work placement hours to be performed by a student.[8] However, AACI highly recommends student attain a minimum of 50 hours and 100 hours[9] for these courses to enhance their career opportunities.[10]

Volunteer Work Placements

AACI is flexible regarding the timing and type of practical work placements[11] in Animal Care facilities compared to other RTOs:

1. Our Students can enrol in a course at **any time**[12]
2. Our Student at the date of enrolment students DO NOT need to be working in the Animal Care industry[13]
3. Students can do work placement either on a paid basis or volunteer (unpaid) basis
4. Students are encouraged to perform practical assessments in real Animal Care facilities rather than a simulated workplace.
5. AACI shall pay for a student's Volunteer Work Experience insurance which shall make it easier to secure work placements.[14]

AACI holds $20 million of public liability insurance. AACI provides for free to Students Volunteer Work Experience insurance to Australian students.

---

[6] Workplace Practical Insurance Cover only applies to students undertaking practical training in Australia.

[7] Some practical assessment tasks in particular units of competency can be performed in a simulated work environment for the ACM40418 Certificate IV in Veterinary Nursing provided it accurately reflects a real Animal Care facility.

[8] Only the ACM40418 Certificate IV in Veterinary Nursing has a mandated minimum 240 hour work placement. This must be undertaken under the supervision of a qualified observer in a VET Clinic or VET Hospital or performed in front of visiting AACI assessor. More specifically the Performance Evidence of VET4XX units (see below) requires practical assessment tasks be performed during a learners 240 hour work placement.

[9] Only the ACM40418 Certificate IV in Veterinary Nursing course mandates that students complete at least 240 hours of work placement specifically in a Veterinary Clinic or Veterinary Hospital. See detailed in the Assessment Requirements of the relevant units of competency (see VET-coded units).

[10] See ASQA Standard 1 (Clauses 1.8 to 1.12—Conduct effective assessment) including work placements arrangements

[11] Practical Placement Agreement or PPA means the agreements specified in the Practical Placement Agreement Form (IF 3.36.3). A written agreement between a RTO and a suitable Host Employer in Animal Care and a Student that includes work observation, specific hours of placement and activate insurance cover

[12] See primary Course Schedule dates.

[13] See AACI Practical Placements Procedure. In most instances theory assessments and some practical assessments can be performed prior to performance of the practical assessments tasks contained in the VET4XX units and related units in an approved Animal Care Facility appropriate for the course you are enrolled in (VTE Clinic or VET Hospital).

[14] In approved animal care facilities upon completion of the Clinic Application Form and registration.

COURSE DURATION

AACI recognizes that due to the self-paced nature of this course, it may be reasonably expected that students who already work in the industry will be familiar with key concepts and consequently complete the course in a shorter timeframe as compared to students from other profiles. However, AACI will ensure that all students have a reasonable opportunity to complete the course during the standard course duration.

This weekly commitment reflects a recommendation for a student new to the industry with only little prior work experience. Consequently, this weekly time commitment may change depending on previous learning, experience or an individual's work schedule.
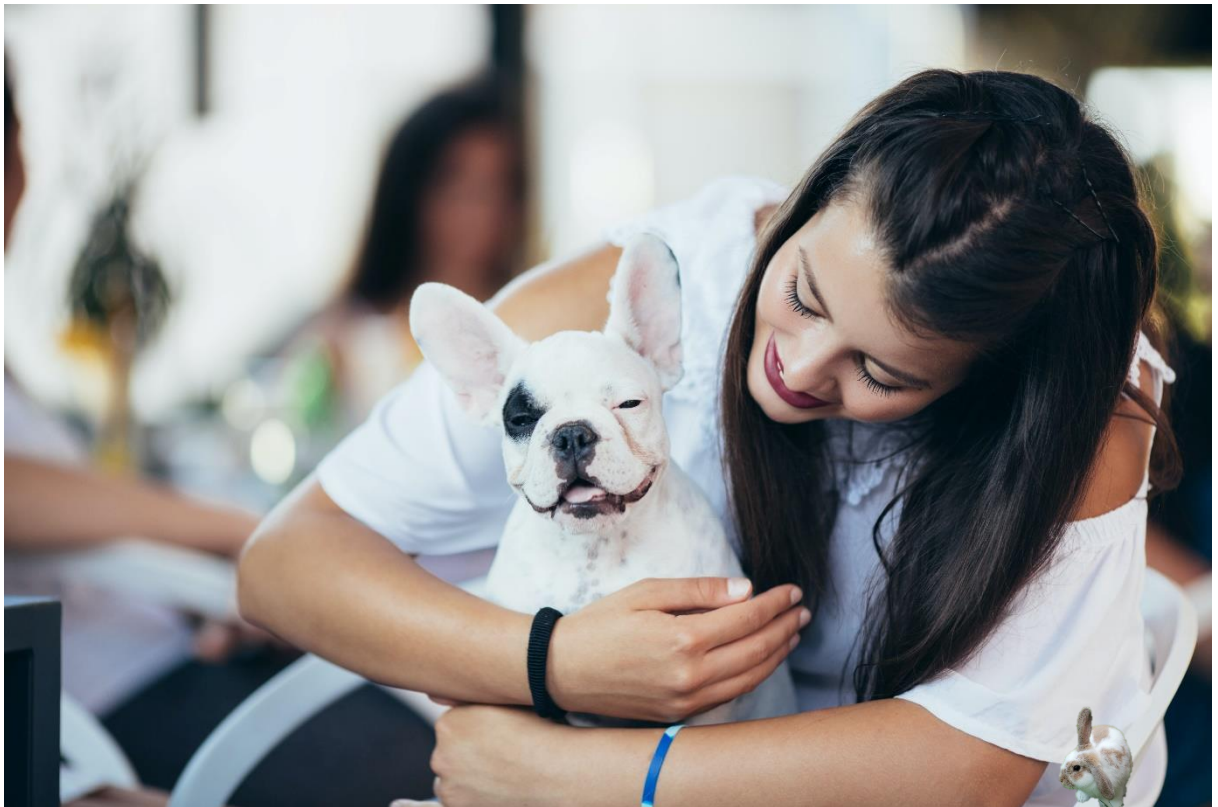
AACI Student Support Services

AACI student support services are available directly with our staff over the phone or via email. A student support officer is appointed to each student to guide you and support you through the course and any learning difficulties you may experience. .

Apart from course, learning and LLN support services and information for students, AACI also has staff with Counselling qualifications available and information about external support services and assistance providers.

ACCI conducts a series of webinars to assist students in completing their course as we as Zoom meetings. Apart from course, learning and LLN support services and information for students AACI also has staff with Counselling qualifications available and information about external support services and assistance providers.

Internal Support and Assistance Services

AACI Staff hold Counselling and/or mental health first aid qualifications as well as industry experience both as a student and as trainers and assessors.

AACI Wellbeing and Counselling Resources can access from our Student Portal:

- Introduction to Stress
- External Support Services and Assistance Guide
- Monitoring Stress and Assessment Tools

Wellbeing Resources

AACI has a range of Wellbeing resources designed to improve your mindset, learn efficient and effective study skills, reduce overall stress or implement better self-care strategies.

AACI Wellbeing Resources highlights the importance of mental health in the Animal Care industry. There are a number of challenges that arise from being an animal career.

Compassion Fatigue

Our Courses and Wellbeing resources devote time to a condition known as Compassion Fatigue.

Working day in and day out with suffering animals and owners takes a toll, especially on those who dispense compassion and empathy. This can sometimes lead to Compassion Fatigue

Compassion is defined as a deep awareness of the suffering of another coupled with the wish to relieve it. It is a kind of focused, action-oriented empathy. Fatigue is the mental weariness resulting from exertion that is associated with attending to the emotional and physical pain of others. Stress is a sense of demand for action. When we feel stress, we sense that action is demanded of us in this case, helping clients.

Compassion fatigue is exhaustion due to compassion stress, the demands of being empathic and helpful to those who are suffering. Compassion fatigue is a form of post-traumatic stress disorder (PTSD).

Two factors reduce compassion stress and, therefore, compassion fatigue. One is compassion satisfaction, a sense of fulfilment or gratification from the work. For animal-care providers it is the joy of helping helpless animals, literally bringing them back to life at times, and the delight in satisfying the desperate needs of a pet owner. The other major factor in reducing compassion stress is detachment psychological and physical from the job and its stressors. This means more than "*having a life*" and enjoying it apart from the job while away from it. It also and especially means being able to manage the compassion stress of the job.

Why Meditation? Remember to Reconnect. Recharge. Refresh.

Research suggests meditation helps you to destress, focus, sleep better, feel calmer, lower blood pressure and even strengthen our relationships. Most importantly meditation can improve our relationship to and awareness of ourselves and gives us a tool that takes us well beyond life

AACI has compiled a list of introductory meditation resources, music tracks, apps and helplines that are a valuable resource to use when help and support is needed.

Meditation Apps

This is a list of the most popular meditation apps in the world,

- Smiling Mind
- Calm
- Headspace
- Insight Timer
- Ten Percent
- AtOne (virtual reality meditation)

Also visit https://www.mindful.org for other Wellbeing resources

External Support and Assistance Services

Apart of AACI internal support services there is a range of external support services and assistance providers that can be either specific to the animal or veterinary industry or they can be non-industry specific – meaning that their assistance is not specifically tailored to the animal care industry.

Whilst non-industry specific supports and services do not necessarily have an in-depth understanding of the unique pressures and challenges in the animal care and veterinary industries, they can still provide invaluable options for support in health and wellbeing.

National Helplines

Here is a list of helplines that can be personally used or supplied to others when help and support is needed:

- Lifeline Australia - 131 114
- Emergency Services Australia - 000
- Beyond Blue Australia - 1300 224 636
- Suicide Callback Service Australia - 1300 659 467
- Mensline Australia - 1300 789 978
- eFriend - efriend.org.au
- 1800RESPECT - 1800 737 732
- Open Arms - 1800 011 046

Please see Schedule 1 for further information on Referral Services and our website for State based service providers.

Student Information Guide (Student Handbook) www.aaci.edu.au 1 May 2023 v8 Document uncontrolled if Printed   **Page 17 of 133**

Pre-Training Review

All prospective students interested in undertaking a course at AACI must undertake a Pre Training Review process. This Pre-Training Review (PTR) is a process used to determine your competency levels and assist us with determining the most suitable and appropriate course and to tailor your training plan and any LLN Gaps.[15]

The PTR process consists of a

   Pre-Enrolment Pack

   PTR application form

   LLN assessment via link to LLN Robot (see below)

   LLN Determination

   PTR Interview

   PTR Outcome

Please read the information on our website and detailed in our

- Pre-Enrolment information pack
- Pre-Training Review Policy
- LLN Policy and Procedure.
- Learner Support Policy and Procedure

LLN Assessment and LLN Support

AACI shall require prospective students to meet course entry requirements and an appropriate LLN Skill level in accordance with Australian Core Skills Framework (ASCF).

Each AACI course has the recommended minimum LLN ACSF entry levels for each course. This ensures prospective students enrolling in the course have the recommended LLN ACSF levels to complete training and assessment requirements towards the successful completion of their qualification.

AACI directs where required directs prospective students to a LLN Evaluation. This is contained in the Pre-Enrolment Pack email that has a link to LLN Robot. This link allows prospective students to complete a LLN Evaluation with the results delivered to AACI.

A prospective student LLN Results shall allow AACI to make one of the following determinations:

1. prospective learner can undertake the course enrolment application process.
2. prospective learner can complete the enrolment application process for the course with a support plan (known as an 'Individual Learning Plan (ILP)')
3. prospective student shall be telephoned and additional evaluation will be made.
4. prospective student can take or re-take the LLN evaluation again immediately.
5. prospective student will be referred to a third party or course to assist with their needs.
6. prospective student can undertake the LLN evaluation again at some future time.

7. prospective student is deemed not suitable to undertake this course, but may be referred to a lower-level AQF course or external provider.

For further information regarding the LLN Evaluation assessment process please visit our website, read our LLN Policy and Procedure and visit the LLN Robot website.

AACI has a range of LLN Support Resources in addition to those available from LLN Robot. Our internal LLN resources include our Foundation Skills Program and Numeracy Building Strength with Numeracy (https://valbec.org.au/Building-Strength-with-Numeracy/)

In addition we have a range of career development resources that are available through our Online Learning Center.
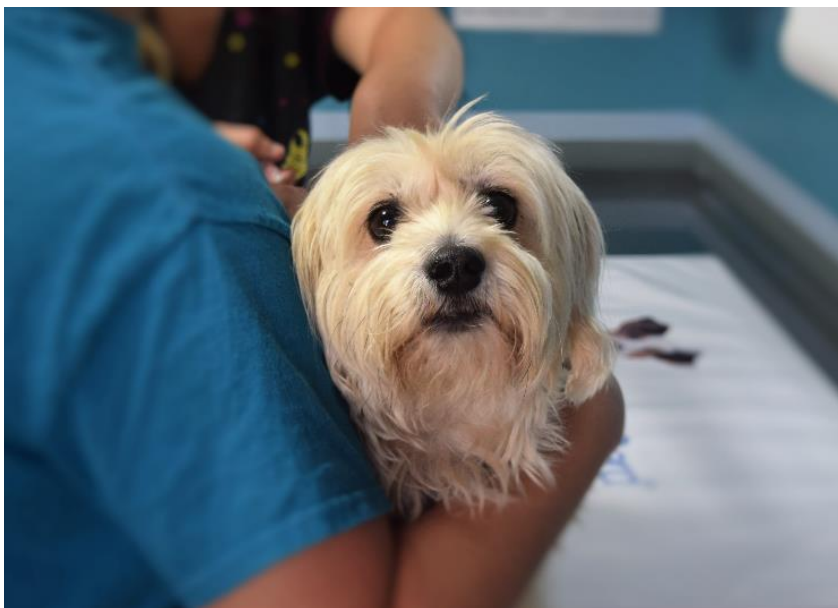
Quality Assurance, Risk Management and Continuous Improvement

AACI Quality Management System ensures our operations are developed and maintained to the highest quality.

AACI shall use the feedback it receives from learners and employers as part of its continuous improvement processes to ensure it provides quality training and assessment.

AACI shall request from learners and employers feedback and submit results to ASQA by the 30 June for the previous calendar year.

Analysis of AVETMISS data will be reviewed annually to identify any trends (e.g. attrition/completion rates) that may inform opportunities for the continuous improvement of operations.

These opportunities gaps or opportunities are to be captured in the Continuous Improvement Register that captures information such as:

- date on which the issue/opportunity for improvement was identified;
- clause(s) of the Standards to which the issue/opportunity for improvement relates;
- description and source of the issue/opportunity for improvement;
- details of action to be taken or alternatively, justification as to why no action was considered necessary;
- documents and resources impacted by the planned action;
- progress;
- person responsible;
- planned completion date;
- actual completion date; and
- list of evidence to demonstrate that action what action has been taken.

Our Risk[16] Management, Quality Assurance, Continuous Improvement policies and procedures[17] integrate within our Quality Framework.[18]

Industry Engagement

AACI ensures our Training and Assessment Strategies, and practices are relevant to the needs of the Industry and are informed by industry engagement. AACI will implement a range of strategies[19] for industry engagement and systematically will use the outcomes of this industry engagement to ensure the industry relevance to our unit selection and courses.

---

[16] Risk means the chance of something happening that will have an impact on objectives. It is measured in terms of consequence and likelihood

[17] Continuous Improvement Policy and Procedure and Continuous Improvement Model (Framework)

[18] ITECA is the peak body representing independent provides in the higher education, vocational education, training and skills sector and is please to support this event.

[19] See AACI Industry Engagement Policy & Procedure.

Self-Paced Learning Activities

Prior to the submission of the assessment tasks (Theory Assessment Booklet and Practical Assessment Booklet), you are required to complete the Self-Paced Learning Activities in the Self-Paced Learning Activities Booklet.

These Self-Paced Learning Activities are compulsory and must be submitted for feedback from AACI. These are designed to ensure you develop the skills and knowledge across a full range of situations that may present in the workplace.

Feedback is provided to ensure you are learning and are prepared to successfully complete the assessment tasks. These Self-Paced Learning Activities (SPLA) are compulsory but are not formal assessment tasks but rather constitute the unsupervised training for the course. This training shall prepare you for your formal assessment tasks.

The Self-Paced Learning Activities (SPLA) for each unit of a qualification are designed to ensure you develop the skills and knowledge across a full range of situations that may present in the workplace. SPLAs are compulsory but are not formal assessment tasks but training. As our qualifications are delivered as a self-paced distance education courses the responses to these SPLA for each unit constitute the non–supervised "Amount of Training" for each unit of competency.

AACI is a distance education provider[20] so it utilises third party reports to gather indirect evidence and evidence drawn from other sources to support the decision of competency by the AACI assessor. AACI does not use direct evidence observations of Learners as the geographical location of all of our students makes it commercial and physically impossible for our assessors to attend every animal care facility throughout Australia to directly observe students perform various assessment tasks. It is also not just the physical number of locations and geographical spread that make direct evidence observation impossible, it's the inability to schedule specific tasks for a set day and time and would create access and equity compliance issues especially for those remotely located or in regional Australia.

Software IT

All students are required to have access to the internal and to Microsoft Word to complete and submit the Self-Paced Learning Activities and Assessment Booklets. Student versions at Microsoft office are available at cheaper rate.

Our Online Learning Center allows students to read, research, study, learn and undertake assessments at their convenience. Students are provided with access to digital full colour Learner Resources free of charge.

---

[20] AACI does not deliver supervised training or assessment by our Trainers and Asessors.

AACI

Australian
Animal Care
Institute

5   ACM10121 Certificate I in Animal Care Industry Pathways

Our **ACM10121 Certificate I in Animal Care Industry Pathways** is a pathway to an exciting career in the rapidly growing Animal Care industry. Whether you wish to become a qualified Vet Nurse or simply love working with animals this qualification is an ideal starting point to entry the industry.

Our **ACM10121 Certificate I in Animal Care Industry Pathways** delivers the knowledge and skills for those new entrants to the animal care industry looking to gain some fundamental knowledge before embarking on a higher qualification.

This qualification covers work activities undertaken by a cross-section of animal care and management enterprises such as assistant animal care worker, assistant animal shelter attendant, assistant kennel hand and assistant cattery attendant.

ENTRY REQUIREMENTS

Direct entry is available to this **ACM10121 Certificate I in Animal Care Pathways** course.

You must be

- 18 years of age **AND**
- successfully completed Year 9 in high school **OR**
- equivalent **OR**
- similar qualification.

Language, Literacy and Numeracy (LLN) Requirements

AACI has selected to use the ACSF[21] as its benchmark for LLN skills evaluation[22] by utilising LLN Robot as a LLN evaluation tool. The ACSF 5 Core Skill levels for the ACM10121 Certificate I in Animal Care Industry Pathways as determined by LLN Robot[23] are as follows:

- Learning Level 2,
- Reading Level 3,
- Writing Level 3,
- Oral Communication Level 2 and
- Numeracy Level 2.[24]

---

[21] See www.education.gov.au/australian-core-skills-framework
[22] Please read our LLN Policy and Procedure
[23] LLN Robot is an online system that combines ACSF testing, course profiling and LLN Support and Individual learning Plans.
[24] Please see below in the schedules below containing the LLN Robot diagram showing ACSF Core Skills for this qualification.

WORK EXPEREINCE or WORK PLACEMENT Requirements

The **ACM10121 Certificate I in Animal Care Industry Pathways** does not have or require a mandatory minimum work placement period.[25] However, you do require access to an Animal Care workplace and access to workers in animal care workplaces to perform certain assessment tasks or in a small number a simulated environment is allowed.

> **AACI highly recommends on the job work experience at a real Animal Care facility**

Our practical assessment tasks need to be performed at an Animal Care facility. You shall feed, clean and handle a range of animals in order to demonstrate the practical skills on video to successfully complete this course. This can be either at an animal shelter, boarding facility, or any other approved animal care facility.

ACCI recommends that students in this course perform at least 50 hours of work experience[26] in a real animal care facility in enhance career opportunities.

Students will learn about

Animal Care Career development

Workplace practices in Animal Care

Caring & Handling calm animals and identifying hazards and risks

Animal Care Advice

Ethical Animal Handling

Work Health and Safety

Effective Communication

Care and cleaning of Animals

---

[25] This course has no compulsory minimum work placement obligation unlike the Certificate 4 in VET Nursing
[26] There is no formal requirement to perform a work placement for this course.

Course Structure

To achieve this qualification, **ACM10121 Certificate I in Animal Care Industry Pathways,** competency must be demonstrated in 7 units[27] of competency, namely 5 core units plus 2 elective units.

This qualification has the following 5 core units of competency:

- ACMGEN101 Explore job opportunities in animal care and related industries
- ACMGEN102 Approach and handle a range of calm animals
- ACMGEN103 Assist in the care of animals
- FSKOCM002 Engage in short and simple spoken exchanges at work
- ACMWHS201 Participate in workplace health and safety processes

This qualification has the following 2 set elective units of competency:

- ACMGEN205 Source and provide information for animal care needs
- BSBCMM211 Apply communication skills[28]

Course Duration

AACI expects that on average, students will have a study load of approx 18 hours per week to complete this **ACM10121 Certificate I in Animal Care Industry Pathways** course that requires approximately 468 study hours over a 26 week period.[29]

The expected minimum average weekly commitment to the ACM10121 Certificate I in Animal Care Industry Pathways is 14 hours per week that is comprised of self-paced learning activities, private reading, study, revision, non-supervised training and assessments.[30] For students spending 14 hours or less the course duration shall be adjusted accordingly. This weekly commitment reflects a recommendation for a student new to the industry with only little prior work experience. Consequently, this weekly time commitment may change depending on previous learning, experience or an individual's work schedule. AACI shall automatically grant a further 6 months of course duration for free and a further 6 months if at least 50% of the assessments have been completed by the student or hardship circumstances exist.

---

[27] See Schedules for course delivery schedule for sequence of units and confirm Training Plan.

[28] These set electives are as detailed above.

[29] Please see Training Plan and Course Program for the ACM10121 Certificate I in Animal Care Industry Pathways and our LMS.

[30] Please note that this TAS concludes that Assessments should be taken into account when determining the "Amount of Training" for a course based on Joe Newberry advice see "The Amount of Training – Part One-Two and Three and ASQA factsheet on the matter. Volume of Learning is comprised of Total Amount of Training and Total Amount of Assessment.

DISTANCE DELIVERY MODE

AACI distance delivery model is flexible. This qualification is designed to be delivered to students via distance learning. Our distance mode of course delivery provides flexibility, access and convenience to students in remote locations, work and life commitments that prevents classroom attendance.

The distance course delivery mode allows students to continue to completing theory assessments in the course in the event of further COVID19 restrictions. Our flexibility also assists in students completing practical assessment tasks in the event of COVID workplace restrictions.

Theory assessment tasks shall be able to be undertaken outside the workplace (at home) and the practical assessment activities, subject to the particular assessment condition requirements of a particular unit of competency, being undertaken in either a Vocational context or Animal Care facility or Veterinary Clinic as specified in each unit of competency.

Our distance delivery model creates flexibility for students in performing any work place experience in terms of

- timing of the work placement experience
  - i. There is no requirement to have a work placement in place upfront at enrolment.
- work placement can be either on a volunteer (unpaid) or paid basis
  - ii. It is easier to secure volunteer work placements
- type of Animal Care facility work placement occurs in for Cert 1 and Cert 2 courses
  - i. the work placement need not be an approved animal care facility[31] but can be (eg. Animal shelter, Boarding facility, Veterinary Clinic or Veterinary Hospital)

Why are Third Party Reports by your supervisor required by AACI assessors?

AACI assessors collects assessment evidence of a student to determine competency in 3 broad categories:

1. **Direct evidence:** that is evidence that an AACI assessor directly observes first-hand such as workplace demonstrations.[32]

2. **Indirect evidence**: that is evidence reported by someone else such as a **third party report**, workplace performance review) which is what AACI does for certain units and

3. **Supplementary evidence:** that any other evidence that can indicate performance (e.g. training records, written work, portfolios)

---

[31] AACI shall inform you whether an approved Animal Care facility is mandated for your particular course. The Cert 1 and 2 allow animal shelters, pet shops, day care, boarding facilities to be utilised. Only the Certificate IV in VET Nursing requires a VET Clinic or VET Hospital.

[32] AACI is a distance education provider so it makes it near impossible for our assessors to attend every VET clinic / Hospital to observe students work place demonstrations. Direct evidence is difficult to collect in a real VET Clinic as there no ability to schedule specific tasks for a set day and time and duration of 240 hours of placement results in tasks being performed multiple times over time. Access and equity issues are reduced by adopting a distance education delivery method.

6   ACM20121 Certificate II in Animal Care

Our **ACM20121 Certificate II in Animal Care** is a pathway to exciting career opportunities in the rapidly growing Animal Care industry.

Whether you wish to become a qualified Vet Nurse or simply love working with animals this qualification is an ideal starting point to join the industry.

Our **ACM20121 Certificate II in Animal Care** delivers the knowledge and skills to care for companion animals in shelters, pet shops, day care, boarding facilities or at home under supervision.

Develop the practical skills to start an exciting career path across a range of animal care facilities, including preventative animal healthcare, general husbandry, animal infection control and nutrition.

This course delivers the skills and knowledge for entry level and support roles in the animal care and management industry, where workers provide care for animals in workplaces such as animal shelters, boarding/day care facilities, sanctuaries and veterinary clinics. The work activities are routine, performed under supervision within guidelines.

Entry Requirements

Direct entry is available to our Certificate II in Animal Care.

You must be 18 years of age, AND

- Applicants are expected to have literacy and numeracy skills at Year 10 or

- Successfully complete an LLN assessment utilizing LLN robot Australian Core Skills Framework requisite Level

- or a Certificate II qualification or higher

Language, Literacy and Numeracy (LLN) Requirements

AACI has selected to use the ACSF[33] as its benchmark for LLN skills by utilising LLN Robot as a LLN evaluation tool. The ACSF 5 Core Skill levels for the *ACM20121 Certificate II in Animal Care* as determined by LLN Robot[34] are Learning Level 3, Reading Level 2, Writing Level 3, Oral Communication Level 2 and Numeracy Level 2.[35]

WORK EXPEREINCE or WORK PLACEMENT Requirements

The **ACM20121 Certificate II in Animal Care** *does not have* or require a mandatory minimum work placement period.[36] However, you do require access to an Animal Care workplace and access to workers in animal care workplaces to perform certain assessment tasks or in a small number a simulated environment is allowed.

---

[33] See www.education.gov.au/australian-core-skills-framework
[34] LLN Robot is an online system that combines ACSF testing, course profiling and LLN Support and Individual learning Plans.
[35] Please see below in the schedules containing the LLN Robot diagram showing ACSF Core Skills for this qualification.
[36] This course has no compulsory minimum work placement obligation unlike the Certificate 4 in VET Nursing

> **AACI highly recommends on the job work experience at a real Animal Care facility even though there is no formal work placement obligation**

However, AACI highly recommends on the job work placement experience at a real Animal Care facility. These non-formal work experience periods can be undertaken either on an unpaid (volunteer position) or paid employment basis. Many students choose to volunteer at animal shelters, RSPCA, wildlife parks, etc to learn practical skills and complete practical assessments.

Many of our practical assessment tasks need to be performed at an Animal Care facility. You shall feed, clean and handle a range of animals in order to demonstrate the practical skills on video to successfully complete this Course. This can be either at an animal shelter, boarding facility, or any other approved animal care facility.

In limited instances these practical assessment tasks may be undertaken either at a suitable equipped simulated clinic[37] rather than ***on the job*** at a real animal shelter, boarding facility, or any other approved animal care facility[38].

ACCI recommends that students enrolled in this course perform at least 100 hours of work experience or non-formal work placement in a real animal care facility to enhance learning outcomes and career opportunities.[39]

Please note that work experience or non-formal work placements can be undertaken

- on a be volunteer (unpaid) or a paid employment basis
- at a veterinary clinic or veterinary hospital but need not be.

AACI shall assist with finding and securing a suitable work experience or non-formal work placements in the Animal Care industry. This process and structure is great fun and brings together the knowledge and skills of the course and applies them in a work setting.

AACI is flexible. We can adjust the timing, volume and structure of the work placements during the course subject to students getting approval with their work placement provider.

We can adjust and accommodate around your personal requirements.

For Example : Your non-formal work placements or work experience might be structured as follows:

- 1 day a week (8 – 10 hours a day)
- 2 days a week (4 – 5 hours a day)
- 5 days a week (3 hours a day)

AACI does NOT require you to be currently employed in the Animal Care industry prior to enrolling in your course, Students merely need to commit to undertaking this work experience or non-formal work placements so that they can complete the course. Prior to starting your work placement, you must successfully complete the WHS and Basics of Animal Handling subjects.[40]

---

[37] Off the job (at home) is not permitted

[38] The assessment conditions for this course require a workplace or an environment that accurately represents a veterinary clinic and a range of real live animals, equipment and resources typically available in a veterinary practice

[39] This course has no compulsory minimum work placement obligation unlike the Certificate 4 in VET Nursing.

[40] Ethical Animal Handling is not a separate subject in Cert II but the basics are covered in other subjects

Students will learn about:

- Companion Animal Nutrition
- Effective Communication
- Animal Care Industry Careers
- Hygiene and Infection Control
- Animal Health and Wellbeing
- Environmental Sustainability
- Animal Care and Veterinary Reception
- Care of Cats and Dogs
- Animal Care Work Health and Safety

To achieve this qualification, **ACM20121 Certificate II in Animal Care**, competency must be demonstrated in 12 units[41] of competency, namely 7 core units plus 5 elective units.

This qualification has the following 7 core units of competency:

ACMGEN201 Work in the animal care industry

ACMGEN202 Complete animal care hygiene routines

ACMGEN203 Feed and water animals

ACMGEN204 Assist in health care of animals

ACMSUS201 Participate in environmentally sustainable work practices

ACMWHS201 Participate in workplace health and safety processes

BSBCMM211 Apply communication skills

This qualification has the following *5 set elective units of competency*:

ACMGEN309 Provide basic animal first aid

ACMGEN310 Provide reception services for an animal care facility

ACMVET201 Assist with veterinary nursing reception duties

ACMSPE316 Provide general care of domestic dogs[42]

ACMSPE317 Provide general care of domestic cats[43]

---

[41] See Appendix for course Training Plan detailing sequence of units.
[42] # ACMSPE304 Provide Basic Care of Dogs (See Implementation Guide)
[43] ACMSPE305 Provide Basic Care of Domestic Cats (See Implementation Guide)

Course Duration

AACI expects that on average, students will have a study load of approx 14-18 hours per week to complete this *Certificate II in Animal Care* course that requires approximately 910 study hours (52weeks x 18 hours). The expected average weekly time commitment to the *ACM20121 Certificate II in Animal Care* is comprised of self-paced learning activities (SPLA), private reading, study, revision, non-supervised training and assessments.

For students spending less than 14-18 hours per week the course duration will be adjusted accordingly. This weekly commitment reflects a recommendation for a student new to the industry with only little prior work experience. Consequently, this weekly time commitment may change depending on previous learning, experience or an individual's work schedule.

A further 12 months of course duration shall be granted for free and a further 6 months if at least 80% of the assessments have been successfully completed by the student or hardship circumstances exist.

DISTANCE DELIVERY MODE

This qualification has been designed to be delivered to students via distance learning.

Our distance mode of delivery provides flexibility, 24 hour access, and convenience to students regardless of where they live, work and life commitments that do not allow them to attend a classroom. The distance course delivery also allows students to continue to complete the course in the event of further COVID19 restrictions.[44]

Theory assessment task activities shall be able to be undertaken outside the workplace (at home) and the practical assessment activities, subject to the particular assessment condition requirements of a particular unit of competency, being undertaken in either a Vocational context or Animal Care facility or Veterinary Clinic as specified in each unit of competency.

---

[44] Please note that Government imposed restrictions may in certain and unusual circumstances impact animal care facilities operations.

FLEXIBLE

Our distance delivery model creates flexibility for students in performing the Work Placement experience in terms of

- timing of the work placement experience
    i. There is no requirement to have a work placement locked in place upfront at enrolment.
- placement can be either on a volunteer (unpaid) or paid basis
    i. It is easier to secure volunteer work placements
- type of Animal Care facility work placement occurs in
    i. The approved animal care facility can be in Animal shelter, Boarding facility, or even in a Veterinary Clinic or Veterinary Hospital or any other approved animal care facility.

Personal Learning Requirements

Personal Learning requirements for the qualification, **ACM20121 Certificate II in Animal Care** delivered via distance education by AACI. The following are the skills and abilities required to study in this course and once you commence working in the animal care industry.

Communication Skills

- Ability to listen to feedback and advice of supervisors
- Demonstrate accurate and clear written communication (e.g. complete forms and reports of observations)
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language, animal behaviour etc.)
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Ability to deal with animal's bodily fluids (e.g. vomit, blood, urine and faeces)
- Adequate vision (e.g. to be able to both observe and monitor animals, and to administer animal care)
- Capacity to use computers/smart devices
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, tensioning)
- Gross motor abilities and good mobility, as the role involves physical demands such as standing, lifting, bending and/or sitting for periods of time
- Hand and arm strength (e.g. lifting or restraining animals, carrying equipment)
- Tolerance to working with animals which may cause allergies

Cognitive Skills

- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. mixing chemicals)
- Read, write and understand documents such as reports, charts and observations
- Research skills, with the ability to interpret information and apply to industry requirements

Behavioural and Social Skills

- Ability to work as part of a team
- Genuine interest in working with animals
- Maintain neat personal appearance, including a high level of personal hygiene
- Organise work area to maintain housekeeping standards
- Tolerate close physical contact with animal of varying species, body types & ages
- Tolerate close proximity with individuals (including physical contact when practising tasks and handling animals)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Work Experience Skills & Industry Legislation

- Specific skills in addition to those listed above that will be required during any work experience you undertake as part of this course include:

- Accept responsibility for accurate completion of work and seek help when required
- Assist with monitoring the health and welfare of animals
- Being mindful of space, time boundaries and body movements and gestures within the physical environment
- Capacity to apply safe animal handling and work practices
- Capacity to cope with varied work conditions (e.g. early starts and late finishes)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Professional approach to all areas of work (e.g. punctuality, maintain confidentiality)
- Recognise own shortcomings and seek advice and assistance from supervisors
- Respond appropriately to feedback or questions
- Sensitive when dealing with owners and client's various additional needs
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand and follow policies and procedures (e.g. work instructions, WHS, internal processes, frameworks)
- Use work tools, machines and equipment safely and effectively
- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Prior to you undertaking the enrolment process please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with a AACI Course advisor prior to enrolling in your course.

7. ACM40418 Certificate IV in Veterinary Nursing

Our **ACM40418 Certificate IV in Veterinary Nursing**[45] leads you to being a qualified Veterinary Nurse as well as becoming an *Australian Accredited Veterinary Nurse* with the Veterinary Nurses Council of Australia.

You shall develop a comprehensive range of practical and technical animal care skills to deliver expert animal care, and the underpinning knowledge required to apply those skills in a variety of workplace situations. These include medical, clinical and surgical routines and practices.

Our **ACM40418 Certificate IV in Veterinary Nursing** qualification is nationally recognised and also opens up career opportunities overseas. Its global recognition, especially in South East Asia, shall provide potential pathways to overseas career opportunities.

Our **ACM40418 Certificate IV in Veterinary Nursing** delivers the knowledge and skills to develop a career in Veterinary Practices and the broader animal care sector. Career opportunities are available in the retail and wholesale sectors such as pet food companies, animal pharmaceuticals, specialist clinics and animal care facilities such as zoos, wildlife parks and animal sanctuaries.

Entry Requirements

To be eligible to enroll in our **ACM40418 Certificate IV in Veterinary Nursing,** you must

- be at least 18 years of age

  AND

- completed the Certificate II in Animal Studies **OR**

- the Certificate III in Animal Studies **OR**

- another equivalent animal science discipline qualification or higher.

Language, Literacy and Numeracy (LLN) Requirements

AACI has selected to use the ACSF[46] as its benchmark for LLN skills by utilising LLN Robot as a LLN evaluation tool. The ACSF 5 Core Skill levels for the **ACM40418 Certificate IV in Veterinary Nursing** as determined by LLN Robot[47] are

- Learning Level 5,

- Reading Level 4,

- Writing Level 4,

- Oral Communication Level 3 and

- Numeracy Level 3.[48]

If you intend to apply for direct entry please complete the AACI Direct Entry Application forms along with supporting evidence. AACI does not charge a fee for this Direct Entry Application. In the event you cannot meet the direct entry requirements, please contact to discuss further options that are available with AACI.

---

[45] **Release 2 (18 February 2022).**
[46] See www.education.gov.au/australian-core-skills-framework
[47] LLN Robot is an online system that combines ACSF testing, course profiling and LLN Support and Individual learning Plans.
[48] Please see below in the schedules containing the LLN Robot diagram showing ACSF Core Skills for this qualification.

Work Placements Practical Assessments

This qualification requires students to completed 240 hours of work placement in a Veterinary clinic or VET hospital that is registered and approved by AACI.[49] This on the job work experience develops the necessary knowledge and skills required to successfully complete the practical assessment tasks of this course.

AACI shall provide assistance to students to secure a vocational placement (volunteer) position during the course. This work placement arrangement is not required to be in place prior to or at enrolment. However, students need to confirm that they understand the workplace obligation and commit to undertaking this placement to successfully complete the course.

> **There are two distinct types of Practical assessments in the Cert IV Vet Nursing course:**
>
> 1. **"Work Placement Demonstrations" that are observed (third party observation) by supervisors during a work placement[50]**
>
> 2. **"Projects" requiring you to create a product that is sent directly to the assessor**

Students shall need to complete a minimum of 240 hours of work placement experience over the duration of the course.[51] AACI is flexible in how this is achieved (eg. 30 days @ 8 hours per day, 60 days @ 4 hours, 120 days @ 2 hours).

Students are required to complete the AACI Practical Work Placement Attendance **Record (LogBook)** that is used to record all dates, tasks performed and work placement hours.

---

[49] Please visit our website and ensure you arrange to completed "Clinic (Animal Care) Registration form. (either unpaid vocational placements (volunteer basis) or paid employment in a VET Clinic or VET Hospital.

[50] Please note that there are also other work place tasks-procedures that are observed by a supervisor (qualified or unqualified) that are outside the units of competency that are embedded as part of the work placement.

[51] Please note that the supervisor is NOT conducting any formal assessment. Please see AACI Practical Placement Attendance Record (LogBook) that is used to record all work placement hours.

You need to perform these practical assessment tasks[52] during a work placement at a Veterinary clinic or VET hospital.[53] This work experience develops the necessary knowledge and skills required to successfully complete the practical assessment tasks of this course.

AACI shall provide assistance to students to secure a vocational placement (volunteer) position during the course. This work placement arrangement is not required to be in place prior to or at enrolment. However, students need to confirm that they understand the workplace obligation and commit to undertaking this placement to successfully complete the course.

These work placement practical assessment tasks must be performed and observed by a qualified supervisor approved by AACI using an *Observation Checklist*. This supervisor (Mentor) must be a Registered Veterinarian or Veterinary nurse that holds at least a Certificate IV VET Nursing qualification and been registered as a Mentor (Supervisor) with AACI.[54] (**see Practical Placement Procedure**)

Why are Third Party Reports by your supervisor required by AACI assessors?

AACI assessors collects assessment evidence of a student to determine competency in 3 broad categories:

4. **Direct evidence:** that is evidence that an AACI assessor directly observes first-hand such as workplace demonstrations.[55]

5. **Indirect evidence**: that is evidence reported by someone else such as a **third party report**, workplace performance review) which is what AACI does for certain units and

6. **Supplementary evidence:** that any other evidence that can indicate performance (e.g. training records, written work, portfolios)

AACI collects third-party evidence from qualified workplace supervisors for the ACM40418 Certificate IV in Veterinary Nursing. That is your qualified mentor (supervisor) shall confirm observation tasks on the checklist were performed. This is undertaken through the use and implementation of the Clinic Handbook, Student Work Placement handbook and Logbook. This indirect evidence and other evidence support an assessment decision of competency by the AACI assessor. The supervisor does not make the assessment decision of competency of a student undertaking a work placement.

AACI has considered the following factors when preparing guidelines (observation checklists, logbooks, registration forms) for gathering third-party evidence to ensure the evidence collected meets the rules of evidence:

1. a decision needs to be made about the appropriate balance between third-party evidence and evidence drawn from other sources

---

[52] See AACI Work Placement Handbook which lists all the Practical Assessment Tasks that need to be performed for each unit of competency in the course.

[53] This must be undertaken under the supervision of a qualified observer in a VET Clinic or VET Hospital or performed in front of visiting AACI assessor. More specifically the *Performance Evidence* of VET4XX units requires practical assessments to be performed *in and during the learners work placement*. Some of theory assessment tasks (Knowledge Evidence) can be performed in a simulated work environment for the ACM40418 Certificate IV in Vet Nursing provided it accurately reflects a real Veterinary clinic or VET hospital.

[54] See our website for registration application and approval process for a Clinic and Supervisor (Mentor). Please note that Learner based outside Australia supervisor needs to be Veterinarian. Those learners based in Western Australia the Mentor (Supervisor) must be a veterinary surgeon (not a VET Nurse) and they must supervise a list of prescribed duties detailed contained in Appendix D. (please visit ww.vsbwa.org.au)

[55] AACI is a distance education provider so it makes it near impossible for our assessors to attend every VET clinic / Hospital to observe students work place demonstrations. Direct evidence is difficult to collect in a real VET Clinic as there no ability to schedule specific tasks for a set day and time and duration of 240 hours of placement results in tasks being performed multiple times over time. Access and equity issues are reduced by adopting a distance education delivery method.

2. the evidence presented demonstrates the learner has the skills, knowledge and attributes as described in the unit of competency and assessment requirements

3. does the writer of the report need to have any specific qualifications or vocational competencies such as a TAE

4. the required experience of the third-party evidence gatherer

5. the third-party is not making a decision about the student's competence

6. the evidence is presented in written/official form, includes the name and contact details of the third-party and can be easily verified

Workplace Observations[56] shall be performed under supervision of either an approved work placement supervisor (Mentor) or AACI Vet Nursing assessor.

The qualified supervisor will use these ___*observation*___ criteria[57] to determine if a student has performed (demonstrated) the practical assessment tasks detailed in the unit of competency checklist to a satisfactory workplace standard.[58]

Code	Standard	Description
S	Satisfactory	Student requires minimal or no prompting by the supervisor AND Performance is to a standard appropriate to the workplace standard of a beginner Veterinary Nurse
NYS	Not Yet Satisfactory	Student is unable to perform the task to a standard appropriate to the workplace standard of a beginner Veterinary Nurse AND/OR Supervisor determines that the number of prompts given exceed those which would normally constitute satisfactory performance AND/OR Intervention by the supervisor is required to prevent unsafe or unsatisfactory practice

---

[56] See ASQA Standard 1 (Clauses 1.8 to 1.12—Conduct effective assessment) including work placements arrangements requires In relation to work placements and workplace assessment that the RTO:
- provides sufficient information to employers and/or supervisors to enable them to adequately engage in training and assessment (for example, provide a record book which includes the performance criteria and an outline of tasks and observable behaviors for employers to complete).
- Has processes in place to evaluate the suitability of work sites and to inform employers about requirements (such as requirements relating to access to facilities and equipment, and access to the various contexts and job tasks required by particular units of competency).
- provides information employers about the skills that students have already attained, and the skills the employer is to assist the students to acquire and practice before work placements.
- ensures you provide host employers with enough information about the purpose of the placement, expectations of the placement, and their roles and responsibilities for both training and assessment.
- creates a clear document which outlines the arrangement between your RTO and the employer, describing the responsibilities of each of the parties in the training and assessment process.

[57] See observation checklists that need to be electronically signed by qualified supervisor.
[58] See ASQA Standard 1 (Clauses 1.8 to 1.12—Conduct effective assessment) including work placements arrangements

Students must ideally meet the following legislative and course requirements before going on a work placement:

- You must have signed and returned the Practical Placement Agreement
- You must have signed and returned a Clinical Approval Form and qualified supervisor form
- Completed the theory component of the WHS unit,
  ACMWHS301 Contribute to workplace health and safety processes

Also see our Practical Placement Procedure.

The practical demonstration tasks (Practical Portfolio) for theVET4XX Units must be undertaken satisfactorily under the supervision of a qualified observer in a Vet Clinic or Vet Hospital[59] or performed in front of visiting AACI assessor. More specifically the Performance Evidence of VET4XX requires practical assessments to be performed in and during the learners work placement.

Work Placement Agreement

ACM40418 Certificate IV in Veterinary Nursing students after securing and completing the Facility Registration Form and the Mentor Registration Form, need to sign the Work Placement Agreement.

This Work Placement Agreement is between AACI, the Host Employer (Clinic) and the Student. The Work Placement Agreement details the responsibilities of each party during the period of the 240 hour practical work placement and must be signed by each party.

Project Practical Assessments

Please note that in many instances the practical project assessments contained in "Project Assessments" section of the Practical Assessment Book for a unit including the VET4XX may not need to be specifically performed in a veterinary clinic or a veterinary hospital.

---

[59] Please note that in Western Australia and overseas based students the Mentor (Supervisor) must be a veterinary surgeon (not a VET Nurse) and they must supervise a list of prescribed duties detailed contained in Appendix D. (please visit ww.vsbwa.org.au)

Students in the **ACM40418 Certificate IV in Veterinary Nursing** course will attain knowledge and skills about:

- Providing Animal Advice

- Animal Anatomy and Physiology

- Effective Communication

- Animal Care and Veterinary Reception

- Diagnostic Imaging

- Clinical Pathology

- Clinic Routines

- Surgical Nursing

- Nursing Patients

- Companion Animal Nutrition

- Animal Care Advice

- Veterinary Dental Nursing

- Anaesthesia and Analgesia

- Veterinary Medications

- Hygiene and Infection Control

- Workplace Health and Safety

To achieve this qualification, **ACM40418 Certificate IV in Veterinary Nursing**, competency must be demonstrated in 21 units[60] of competency, namely 17 core units plus 4 elective units.

---

[60] See Appendix for Course Training Plan

This qualification has the following 17 core units of competency:

ACMGEN314 Identify animal anatomy and physiology for animal care work

ACMGEN315 Communicate effectively with clients and team members

ACMVET401 Coordinate Veterinary Reception Duties

ACMVET402 Apply imaging routines

ACMVET403 Perform clinical pathology procedures

ACMVET202 Carry out daily practice routines

ACMVET404 Perform practice office procedures

ACMVET405 Coordinate and perform surgical nursing routines

ACMVET406 Nurse animals

ACMVET407 Carry Out Medical Nursing Routines

ACMVET408 Provide nutritional advice and support for animals

ACMVET409 Provide specific animal care advice

ACMVET410 Carry out veterinary dental nursing procedures

ACMVET413 Prepare for anaesthesia and monitor animal anaesthesia and analgesia

ACMVET416 Assist with the preparation of veterinary drugs and poisons

ACMINF301 Comply with Infection Control Policies and Procedures in Animal Care Work

ACMWHS301 Contribute to Workplace Health and Safety Processes

This qualification has the following 4 set elective units of competency:

ACMSUS401 Implement and Monitor Environmentally Sustainable Work Practices

SIRXHWB002 Promote Workplace Health and Wellbeing

ACMSPE316 Provide general care of domestic dogs[61]

ACMSPE317 Provide general care of domestic cats[62]

To achieve this qualification, the candidate must have completed at least 240 hours of work placement as detailed in the Assessment Requirements of the relevant units of competency.

[61] # ACMSPE304 Provide Basic Care of Dogs (See Implementation Guide)
[62] ACMSPE305 Provide Basic Care of Domestic Cats (See Implementation Guide)

Assessment of all VET4XX-coded units of competency (see below) requires assessment to be carried out (performed) in veterinary practice, VET hospital or an environment that actually reflects a real workplace, such as a clinical laboratory in an RTO.

Many of the VET4XX-coded units require access to a range of real, live animals. This is to ensure that learners have real interactions through their training.

ACMVET401 Coordinate Veterinary Reception Duties

ACMVET402 Apply imaging routines

ACMVET403 Perform clinical pathology procedures

ACMVET404 Perform practice office procedures

ACMVET405 Coordinate and perform surgical nursing routines

ACMVET406 Nurse animals

ACMVET407 Carry Out Medical Nursing Routines

ACMVET408 Provide nutritional advice and support for animals

ACMVET409 Provide specific animal care advice

ACMVET410 Carry out veterinary dental nursing procedures

ACMVET413 Prepare for anaesthesia and monitor animal anaesthesia and analgesia

ACMVET416 Assist with the preparation of veterinary drugs and poisons

Please note that unlike the 12 VET4XX units above, ACMVET202 Carry out daily practice routines unit does not require the performance evidence for the assessments to be performed during the 240 work placement hours. However, the unit requires learners to perform assessments on live animals.

The **Certificate IV in Veterinary Nursing** requires access to patients (animals), clients, medical and surgical cases, veterinary staff, and practice policies and procedures. This course has a mandated minimum 240 hours of work placement. This must be undertaken under the supervision of a qualified observer in a VET Clinic or VET Hospital or performed in front of a visiting AACI assessor. ***More specifically the Performance Evidence of VET4XX units (see below) requires practical assessment tasks be performed during a learners work placement.***

These demonstration tasks need to be undertaken in accordance with the observation checklists contained in the Student Work Placement handbook and Logbook. Once performed and observed, the Student Work Placement handbook and Logbook are filled in, signed off by your registered Supervisor and submitted electronically to your designated AACI assessor.

AACI expects that on average, students will have a study load of approximately 18 - 20 hours per week[63] to complete this ACM40418 Certificate IV in Veterinary Nursing course that requires approximately 1,900 study hours over a course duration of 104 weeks.[64] The expected average weekly time commitment to the *ACM40418 Certificate IV in Veterinary Nursing* is comprised of self-paced learning activities (SPLA), private reading, study, revision, non-supervised training and assessments. [65]

For students spending less than 20 hours per week the course duration will be adjusted accordingly. This weekly commitment reflects a recommendation for a student new to the industry with only little prior work experience. Consequently, this weekly time commitment may change depending on previous learning, experience or an individual's work schedule. A further 12 months of course duration shall be granted for free if at least 80% of the assessments have been successfully completed by the student or hardship circumstances exist.

Course Assessments

The assessments for units in this course require you to successfully complete skills and knowledge tasks that are contained in 2 Assessment Booklets:

1. Theory Assessments (Theory Assessment Booklet)
2. Practical Assessments (Practical Assessment Booklet)

There are two distinct types of Practical assessments for VET 4XX coded units:

1. Work placement demonstrations of various tasks-procedures that need to be observed and signed off by a qualified supervisor. These units have Observation Checklists that once submitted constitute a Record of Observation[66] that the tasks have been satisfactorily performed and observed by the registered supervisor.

2. Projects requiring the creation of a product may not need to be performed in a veterinary clinic or a veterinary hospital or in front of a supervisor.

---

[63] Please Course Program that details study hours over course duration (95 weeks x 20 hours pw) ranging to (120 weeks x 14 hours pw)
[64] Please see Course Program for the ACM40418 Certificate IV in Veterinary Nursing
[65] Please note that this TAS concludes that Assessments should be taken into account when determining the "Amount of Training" for a course based on Joe Newberry advice see "The Amount of Training – Part One-Two and Three and ASQA factsheet on the matter. Volume of Learning is comprised of Total Amount of Training and Total Amount of Assessment.
[66] Please note that ACMVET202 Carry out daily practice routines also has a Record of Observation requirement

Practical Placement Attendance Record (LogBook)

Students shall need to maintain and submit the AACI Practical Placement Attendance Record (LogBook) to AACI. This LogBook is used to record all work placement hours that have been performed. Once the minimum of 240 hours are completed and submitted by the student to AACI assessor. (see Practical Placement Procedure)

This work placement cannot be undertaken in an animal care facility such as animal shelters, boarding facility, doggy day care, as only a Veterinary Clinic or Veterinary Hospital is permissible under the supervision of a qualified VET Nurse or Veterinary.[67]

Student Reflections

At the completion and submission of each unit Record of Observation, the student must respond to a range of questions under the student reflection section in the Practical Assessment Booklet. These reflections support the student to further improve their practice and provide additional evidence of task authenticity. These student reflection responses are placed on the student's file.

Observer Verification Questions

Where a qualified Work Placement supervisor has observed and signed off on a Record of Observation for a particular unit of competency then an AACI qualified Veterinary Nursing trainer and assessor will contact this supervisor to ask about the student's task performance and to identify any concerns.

In addition to providing additional evidence of task authenticity for AACI assessor.

Course Duration

Our course duration for the **ACM40418 Certificate IV in Veterinary Nursing** is 2 years.

This course duration is based on a student having 18 - 20 hours per week of work placement, either as a volunteer (unpaid vocational placement) or paid (employment) in a Veterinary facility. For students with fewer than 18 hours per week the course duration will be adjusted accordingly.[68]

For students with fewer than 18 hours per week of work placement the weekly time commitment will be adjusted accordingly. This weekly commitment reflects a recommendation for a student new to the industry with only little prior work experience. Consequently, this weekly time commitment may change depending on previous learning, experience or an individual's work or life commitment schedule. This study load should be used as a guide only.[69]

A further 12 months of course duration shall be granted if at least 80% of the assessments have been completed or hardship circumstances exist.

---

[67] WA and overseas based students require their work placement to be supervised by a qualified Veterinarian.
[68] This may in turn impact insurance costs
[69] Please note that no VET-coded units can be completed if a minimum number of 240 hours of work placement have not been performed.

Clinic Handbook

Under the new Animal Care Training Package there is strong emphasis on students completing practical assessment tasks in a real world Animal Care facility (Clinic). AACI has produced a Clinic Handbook that details all the benefits, responsibilities, and process of becoming an approved VET Clinic or VET Hospital for Certificate IV VET Nursing Students.

AACI encourages students to complete their work experience or work placements in a registered and approved Animal Care facility -Clinic. This process ensures a facility - clinic delivers access to students the appropriate equipment, processes, and supervisions for their course completion. Every course requires a student to undertake/demonstrate practical assessment tasks.

For Certificate 1 and II course students practical assessments tasks can be performed in a wider range Animal Care facilities, as set out below, compared to Certificate IV VET Nursing student.

Mentor Handbook (Supervisor Handbook)

AACI has produced a Clinic Mentor Handbook (Supervisor Handbook) that details all the benefits, responsibilities and process of becoming an approved Supervisor.

Mentors are special and understand they need to give back to the industry. Just as others have done for them previously. AACI's quality training system requires work placements be undertaken at an approved facility that has at least one qualified Mentor to supervise a student.

The quality of our graduates is underpinned and safeguarded by the qualifications, skills and experience of our Mentors. They will guide and assist students in learning to develop real world skills during their work placement.

The minimum qualifications required to be held by a Mentor will depend on the course a student is enrolled in.

> *Exemplar 1. For a __Certificate IV Veterinary Nurse__ enrolled student requires the Mentor (supervisor) to be qualified as either a Veterinary Nurse or Veterinarian.*

> *Exemplar 2. For a __Certificate I and II__ enrolled student your supervisor need only hold at least the same level of Animal Care qualification and-or have industry experience.*

To ensure quality graduates are produced Mentors for students enrolled in the Certificate IV of Veterinary Nurses are required to be Veterinarians or qualified veterinary nurses who have volunteered their time. Mentor registration and approval last for a period of 2 years.

DISTANCE DELIVERY MODE

This qualification has been designed to be delivered to students via distance learning. This distance mode of course delivery shall provide flexibility, access and convenience to students with location, work and life commitments that do not allow the attendance to a classroom.

The distance mode of course delivery also allows students to continue in the course in the event of COVID19 restrictions. Theory assessment task activities shall be able to be undertaken outside the work placement environment (that is, at home) and the practical assessment activities in VET-coded units need to demonstrate tasks in an Animal Care facility such as a Veterinary Clinic or Veterinary Hospital under appropriate supervision.

FLEXIBILITY GOOGLE CLASSROOM

Our distance delivery model creates flexibility for students in performing the Work Placement experience in terms of

- timing of the work placement experience for the Certificate IV in VET Nursing
    - There is no requirement to have a work placement signed up and in place upfront at enrolment.
- Work placements can be undertaken either on a volunteer (unpaid) or paid basis (employee)
    - Please note it is a lot easier to secure volunteer work placement
- type of Animal Care facility work placement occurs in
    - an approved animal care facility can be either a registered Veterinary Clinic or Veterinary Hospital.

Study anytime when it is convenient for you. AACI's Online Learning Center uses the advanced Google Classroom platform as its Learning Management System (LMS). This delivers secure and flexible access to our comprehensive range of Learner Resources and support resources.

Personal Learning Requirements

Personal Learning requirements for the qualification, *ACM40418 Certificate IV in Veterinary Nursing* delivered via distance education by AACI. The following are the skills and abilities required to study in this course and once you commence working in the animal care industry.

Communication Skills

- Capability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Capability to listen to feedback and advice of supervisors
- Capability to receive, reflect and act on constructive feedback
- Demonstrate accurate and clear written communication (e.g. complete forms and reports of observations)
- Provide timely, accurate and effective delivery of instructions, feedback and reporting
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language, animal behaviour etc.)
- Undertake appropriate and effective communication with team members
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Capability to be on your feet for extended periods of time, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Capability to deal with animal's bodily fluids (e.g. vomit, blood, urine and faeces)
- Capability to work at heights (e.g. on ladders, elevated work platforms and scaffolding)
- Adequate vision (e.g. to be Capable to both observe and monitor animals, and to administer animal care)
- Capacity to use computers/smart devices
- Capacity to wear Personal Protective Equipment (PPE) (e.g. masks, gloves & other protective clothing
- appropriate to a medical environment and infection control)
- Conduct regular housekeeping activities to maintain a clean and hygienic work area
- Fine motor skills, including the Capability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, tensioning)
- Gross motor abilities and good mobility, as the role involves physical demands such as standing, lifting, bending and/or sitting for periods of time
- Hand and arm strength (e.g. lifting or restraining animals, carrying equipment)
- Tolerance to working with animals which may cause allergies

Cognitive Skills

- Capability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Capability to learn new processes, methods and equipment
- Capability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Capability to perform basic mathematical skills (e.g. measuring medications and chemicals)
- Capability to recall observations, names and reports with accuracy
- Capability to reflect and act on feedback, and undertake professional development if required
- Ask questions to expand own knowledge
- Capacity to develop, apply and maintain animal health industry knowledge
- Effective problem-solving Capability (including in a time efficient manner)
- Monitor own work against quality standards and identify areas for improvement
- Monitor work team tasks in accordance with regulatory and workplace requirements
- Plan work tasks for self and others as required
- Read, write and understand documents such as reports, charts and observations
- Research skills, with the Capability to interpret information and apply to industry requirements

Behavioural and Social Skills

- Capability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Capability to supervise / lead / mentor others
- Capability to work as part of a team and/or independently
- Accepts responsibility for own work and outcomes
- Genuine interest in working with animals
- Maintain neat personal appearance, including a high level of personal hygiene
- Tolerate close physical contact with animal of varying species, body types and ages
- Tolerate close proximity with individuals (including physical contact when practising tasks and handling animals)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Digital Skills

- Capable to use useful key words when searching the internet
- Capable to format text in a short document
- Capable to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Capable to participate in a group message chat e.g. WhatsApp or other
- Capable to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Capable to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Capable to download an eBook Operational knowledge of computers/smart devices, including capacity to use

Work Placement Skills and Industry Legislation

Students are expected to secure work placement with a Veterinary Practice to enable the completion of 240 hours of mandatory work placement in order to qualify for a place in this course. Specific skills in addition to those listed above that will be required during any work experience you undertake as part of this course include:

- Anticipate problems in advance and act to avoid them
- Be attentive and display consistent and appropriate facial expressions, eye contact
- Being mindful of space, time boundaries and body movements and gestures within the physical environment
- Capacity to apply safe animal handling and work practices
- Capacity to cope with varied work conditions (e.g. early starts and late finishes)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Ensure work equipment, materials and tools are ready and available and capable for required tasks
- Identify, assess and act on existing and potential risk

- Implement animal care and management procedures
- Interpersonal skills (e.g. customer services skills, putting clients at ease, the Capability to contribute and work as a member of a team)
- Participate in meetings to inform work practices
- Professional approach to all areas of work (e.g. punctuality, maintain confidentiality)
- Provide support to team members
- Report and assist with implementing contingency plans promptly when incidents occur
- Seek and provide feedback on procedures and processes
- Sensitive when dealing with owners and client's various additional needs
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand and follow policies and procedures (e.g. work instructions, WHS, internal processes, frameworks)
- Use work tools, machines and equipment safely and effectively
- Knowledge of and Capability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Prior to you undertaking the enrolment process please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason.

You should discuss your concerns with a AACI Course advisor prior to enrolling in your course.

Pathway - Further Study

After achieving this qualification students may also consider undertaking either a higher education course or these VET courses. AACI is starting to research and discuss relationships with TEQSA registered Higher Education Providers to create an articulation pathway programs for graduates from our Certificate IV courses for higher education qualifications.

Our qualification provides a pathway into agriculture, breeding, animal care and management offered by universities or higher education providers in science or agriculture with an animal specialization including:

- Bachelor of Animal Studies
- Bachelor of Animal Science

.

9   Course Delivery & Student Resources

Course Delivery

All AACI courses are delivered to students via Distance Learning.[70]

Our distance education course delivery is supported by our Online Learning Centre. Students are provided with a private and secure login to www.aaci.edu.au to access a comprehensive range of our Learner resources.

Once the course starts, you shall receive digital learner's guides to take you step by step through your course that shall prepare you to submit responses to our assessments.

AACI has the most comprehensive range of study resources and learning tools all available via our Online Learning Centre. Students submit assignments and assessment tasks through our easy to use Learning Centre website.

Distance Learning – Flexible & Equitable

Our distance delivery mode serves the students that need it most.

You can enrol and start anytime at your convenience. Our flexibility allows you to commence your chosen course when it suits you.

AACI distance learning delivery means you are not required to attend any classroom on-campus classes. Our distance education delivery provides you flexibility to enroll at any time during the year and complete the course at your own pace at your convenience given your personal circumstances.

Our Online Learning Centre delivers additional support and flexibility. This allows you to fit the course around your busy time schedule and lifestyle commitments.

---

[70] As a value addition, AACI may in certain circumstances offer clinic and workshops on a limited basis subject to availability and minimum attendee numbers.

Reasons why distance education works?

AACI believes your lifestyle and work commitments should not be the reasons to prevent you from developing a career in the Animal Care industry.

AACI's self-paced distance learning is ideal if you:

1. are remotely located,

2. change work locations frequently (eg. Fly in fly out worker)

3. work fixed hours (eg. 9am to 5pm each week)

4. need flexibility

5. can't make classroom schedules

6. want to change careers

7. are returning to the industry

8. recently had children

9. can't take the time off work.

10. work nights

11. returning to work or new to the industry

All distance education students are assigned an experienced professional mentor (Student Support Officer), who will be available by telephone, email and Online Center to provide support.[71]

To discuss the course that is right for you, call
+61 03 52 61 9214

To find out more information email
training@aaci.edu.au

Visit website for more information
www.aaci.edu.au

---

[71] AACI provides an Assessment Booklet for each course subject/module/unit that must be completed, submitted and received for Assessment from students via email.

AACI Online Learning Centre

All students have free and secure access to our comprehensive AACI Online Learning Centre.

All AACI students are enrolled as distance education students. AACI online digital Learner resources take you step by step through your course and prepares you to submit your assessments responses.

Access to our comprehensive Online Learning Centre is free as part of your course enrolment fee. AACI does not deliver training online in the strictest sense as defined by the VET e-standards).[72]

AACI provides Students with private and secure access to our comprehensive range of Learner Resources via Google Classroom platform.

AACI Online Learning Center has implemented Google Classroom as its Learning Management System (LMS). This delivers secure global and flexible access for students, supervisors / mentors, VET Clinics and staff via an internet browser or the Google Classroom App for mobile devices.

Our Online Learning Center delivers 24/7 access to our:

1. Learner Guides
2. Learner Tools
3. Instructional Tools (eg. Videos, articles, diagrams/pictures)
4. Observation Instructional guidelines and videos for Students
5. Self-Paced Learning Activities
6. Self-Paced Learning Activities Booklet
7. Assessments
8. Assessment Booklets

Our Online Learning Center delivers flexibility to students, mentors, VET Clinics and staff to access a secure environment to communicate, learn and access to our Learner Resources from a wide range digital devices including

1. Smart phone (mobile)
2. Ipad
3. Tablet
4. Laptop
5. Desktop
6. Tablet
7. Internet

AACI offers a range of free webinars and Zoom online seminars and webinars to support students through their course.

---

[72] However AACI does not deliver training online in the strictest sense (see VET e-standards) as AACI only make available our learner resources using Microsoft Snip software that can be downloaded for free and assessment booklets online so that they can be downloaded to your computer and submitted electronically by email when completed. AACI does not 1. Track Students online logins, 2. Track Students assessments performed online or 3. Allow Students to learn and complete assessments online. AACI online access means there is no online tracking of student login data including date & time of login, duration, activities undertaken whilst online (ie. which documents were opened, downloaded or assessments undertaken and passed). In summary, AACI does not deliver learning and assessment online AACI merely delivers the course materials (learner resources and assessment booklets and allow submission via email) online/download. MS Snip software is free and allows you to print out for free and "make notes, highlight sections and refer back easily when needed" of sections of the learner guide.

10   Student Resource Requirements

AACI Online Learning Center has implemented Google Classroom as its Learning Management System (LMS) that provides access to our Learner Resources from wide range digital devices including mobile phone, iPad and tablets.

AACI requires students to have access to a computer or other mobile device together with a reliable internet connection. Please note that this may simply include computer and internet access at your local public library, nearby university or similar public facility.

Prior to enrolment all applicants shall need to initially use a personal email account that is secure and can access on a regular basis.[73]

After enrolment all AACI student shall be issued with their own aaci.edu.au email accounts. This email account shall allow them to access our Online Learning Center LMS via Google Classroom. This *@aaci.edu.au* email account shall also be used to communicate with students on a regular basis as well as submit assessments for marking. This email account and the LMS shall be our primary methods of communication with Students.

Our Student Learner Resources are very comprehensive and provide all the information necessary for a student to successfully complete their selected course.

AACI Student Resources are comprised of four types of course content

1.   General Content,

2.   Reference Material; and

3.   Assessment Material. (Assessments and Assessment Booklets).

4.   Learning Tools and instructional tools. (eg. articles, videos, text book readings)

---

[73] AACI suggests students use one of the free web based email address (eg. Gmail, yahoo, hotmail) may be suitable for this purpose, so long as it is checked on a regular basis.

11　Student Support Officer

AACI shall assign a Student Support Officer that will assist you in completing your course. Students can contact their mentor through our LMS or via the aaci.edu.au provided to them at enrolment.

Your Support Officer shall call you and/or email and/or online text chat on a regularly basis. Support Officers shall assist and provide guidance to any course issues or concerns that you may have and alert you to any webinars.

Your Support Officer shall be your first port of call if you are having problems or issues with the course.

Your Support Officer will be available for one on one student support via email, phone or online text chat should you ever need help with your course.

12　Online Learning Tools

Our Online Learning Centre has a comprehensive range of student support resources that assist you in completing the course and understanding career opportunities.

These resources cover these areas

> developing a positive mind set
>
> study techniques
>
> learning tools
>
> job interview resources
>
> career planning
>
> domestic and overseas job opportunities.

AACI also has additional study resources available through our Online Learning Centre that cover various aspects of the Animal Care and Veterinary Nursing information including:

1. Industry Reports

2. Journal Articles

3. Research Reports

4. Learning Tools

5. Industry Videos

6. Industry Publications

7. Videos

8. Webinars

9. Zoom seminars

13 Standard Enrolment Period (Course Duration) and Transition

Our Policy on Transition details any changes to fees and extensions to the Standard Enrolment Period due to the introduction of adjustments to new Animal Care and Management Training Package or Certificate course or Professional Program, Industry demand or other compelling circumstance impacting your particular course.

Standard Enrolment Period (Duration) means

1.   Certificate I Courses 6 months

2.   Certificate II Courses 12 months

3.   Certificate III or IV Courses 24 months

Course duration shall only be automatically extended for Students if they have submitted over 50% of their Assessments for a period of 6 months (additional insurance fees apply). Any further extensions are in AACI absolute discretion.

The number of study hours required to be undertaken by a student per week to complete a particular course shall vary depending on each student's study patterns, work experience and study skills.

If the standard course duration is amended so will the number of study hours per week required to successfully complete the course change.

Standard Enrolment Periods may be extended due to changes or transition requirements (e.g. changes to Training Packages or courses) or other compelling reasons. (See AACI Transition Policy)

All Students of AACI are enrolled as Distance Learning students.

Please read and understand the AACI Pre-Enrolment Information Pack prior to completing, signing and submitting your enrolment application.

http://www.aaci.edu.au/student-information/pre-enrolment-information

Written student assessment responses are typed into our assessment booklets that AACI provides.

Once the written responses for a unit are completed in the assessment booklet, it is then saved and submitted to AACI by email along with any supporting evidence.

Student assessment responses are assessed by professionally qualified assessor in a timely manner throughout your course so as to provide feedback on your progression, learning issues and your competency.

14   What is Assessment? (How You are Assessed)

Assessment is the process of making and recording judgements about a learner's skills and knowledge and determining if competency has been achieved. It also confirms if a person is able to perform to the _**standard expected**_ in the workplace, as defined by relevant competency standards.[74]

There are many forms of assessment. Some of which include assessments in schools, higher education (such as universities), and sports which commonly use **_norm-referenced assessments_** while workplace assessments use **_competency-based assessments (CBA)._**

> In competency–based assessment (CBA), learners are assessed against competency standards and are assessed as either: Competent or Not Yet Competent.

CBA focuses on physical evidence of a student's ability to demonstrate competence in specific areas. In VET, assessment is focused on what learners can do and whether their performance meets the criteria specified by industry in the competency standards.

Learners are required to complete various theory and practical assessment tasks for each subject/unit in their chosen course.

The practical assessment tasks for a unit shall require students to attend and/or be performed either in Animal Care facility, such as animal shelter, boarding facility, or any other approved animal care facility (a veterinary clinic or veterinary hospital is not mandatory (other than the Certificate IV for Veterinary Nursing)

The on the job work placement experience at an Animal Care facility can be undertaken either on an unpaid (volunteer position) or paid employment basis.

AACI provides written assessment instructions for all theory and practical assessments. These assessment instructions are disclosed prior to enrolment as part of our pre-training review and are also detailed on our website and at the front of Assessment Booklets (Theory and Practical) for each unit in the course.

In addition, any necessary written assessment conditions are contained either on our website, the course learner resources, theory assessment booklets or practical assessment booklet.

To successfully achieve competency in this qualification, students will be required to satisfactorily complete the Assessment Tasks contained in both of the Assessment Booklets for each unit in the course. These Tasks are referenced in the Learner Resources and detailed in our Theory Assessment Booklet and Practical Assessment Booklet that include questioning, demonstrations including Observation Checklists and Workplace practice tasks.

Written assessment tasks require student to complete response in AACI Assessment Booklets are provided for each subject. Each Assessment Booklet shall detail the assessments and required responses required.

---

[74] The Standards for RTOs 2015 defines assessment as: 'The process of collecting evidence and making judgements on whether competency has been achieved; to confirm that an individual **can perform to the standard required in the workplace**, as specified in a training package or a VET-accredited course.

Assessment takes place throughout the duration of the course. Theory Assessments responses are completed within the digital Theory Assessment Booklet and prior to undertaking the demonstration tasks detailed in the Practical Assessment Booklet. Knowledge and Skills Assessment tasks vary per unit, but may include questioning, MCQs, Short Questions, Projects, Portfolios and workplace demonstrations.

Types of Questioning – Answer Response Guidelines

Type of Questioning	Answer Response Guidelines
Multiple Choice Questions (MCQ)	Please select your response for each Multiple Choice Question (MCQ) by placing the cursor over your selection and simply clicking on the box chosen You may unselect any answer by clicking on the same selected box again and reselecting another box
Short Answer	4 typed lines = 40-50 words
Long Answer	8 typed lines = 80 - 100 words,
Brief Report	400 -500 words = 1 A4 page typed report
Medium Report	800 - 1,000 words = 2 A4 page typed report
Long Report	1600 - 2,000 words = 4 A4 page typed report

Theory Assessments should be typed in 11 or 12 size font for ease of reading within the assessment booklet in the designated area.

Assessment Guide

The following table shows you how to achieve a *satisfactory result* against the criteria for each type of assessment task. The following is a list of general assessment methods that can be used in assessing a unit of competency. Check your assessment tasks to identify the ones used in this unit of competency.

Assessment Method / Tools	Satisfactory Result	Non-Satisfactory Result
	You will receive an overall result of **Competent** or **Not Yet Competent** for a particular unit of competency. The assessment process is made up of a number of assessment methods and tools. You are required to achieve a satisfactory result in each of these to be deemed competent overall. Your assessment may include the following assessment types.	
Questions	All questions answered correctly	Incorrect answers for one or more questions
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full. Does not refer to appropriate or correct sources.
Third Party Report	Supervisor or manager observes work performance and confirms that you consistently meet the standards expected from an experienced operator	Could not demonstrate consistency. Could not demonstrate the ability to achieve the required standard
Written Activity	The assessor will mark the activity against the detailed guidelines/instructions	Does not follow guidelines/instructions
	Attachments if requested are attached	Requested supplementary items are not attached
	All requirements of the written activity are addressed/covered.	Response does not address the requirements in full; is missing a response for one or more areas.
	Responses must refer to appropriate sources from your workbook and/or workplace	One or more of the requirements are answered incorrectly. Does not refer to or utilise appropriate or correct sources of information
Observation / Demonstration (Project, Portfolio,)	All elements, criteria, knowledge and performance evidence and critical aspects of evidence, are demonstrated at the appropriate AQF level	Could not demonstrate elements, criteria, knowledge and performance evidence and/or critical aspects of evidence, at the appropriate AQF level
Case Study	All comprehension questions answered correctly; demonstrating an application of knowledge of the topic case study.	Lack of demonstrated comprehension of the underpinning knowledge (remove) required to complete the case study questions correctly. One or more questions are answered incorrectly.
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full; do not refer to appropriate sources.
Practical Assessment Tasks (Practical Work Placement Tasks)	All tasks in the practical activity must be competed and evidence of completion must be provided to your trainer/assessor. All tasks have been completed accurately and evidence provided for each stated task.	Tasks have not been completed effectively and evidence of completion has not been provided.
	Attachments if requested are attached	Requested supplementary items are not attached

Work Placement Assessments

Our courses ideally require access to and performance of assessment tasks in an Animal Care facility.[75] These are known as practical work placement assessments.

These workplace-based assessments may require you to

1. access and follow workplace procedures

2. perform a work practice or procedure or

3. complete practical tasks[76] that are observed and signed off by your qualified supervisor or visiting AACI assessor as having been performed satisfactorily or otherwise.

These shall need to be submitted by email either by the student and/or the approved Work Placement Clinic Mentor (supervisor). Please read *AACI Assessment Policy & Procedure* for further information about assessments for your particular course.Our assessment process allows Students to reinforce knowledge and skills gained in the course predominately from a practical learning perspective. This assessment process replaces the formal university style examination method by providing

Our assessments provide Students with practical real-life learning outcomes. Your assigned mentor shall provide feedback by via phone, email, livechat or facebook to you once you have completed and submitted responses to assessment tasks Please ensure you comply with the instructions in each of the Assessment Booklets provided.

Work Placements for the Certificate 4 VET Nursing allows student to perform practical assessment tasks that are observed by qualified Supervisors (Mentor).

Students enrolled in a Certificate 1 and 2 course there is no minimum work placement experience obligation, however AACI highly recommends securing experience in an animal shelter or boarding facility or doggy day care (or simulated environment that accurately reflects the work place).

---

[75] A simulated work place is allowed if it accurately reflects a real work place.
[76] See practical assessment tasks for each unit of competency detailed and contained in the AACI Student Handbook.

15   Course Program and Volume of Learning

Our qualifications are delivered as self-paced distance education course in accordance to the student's agreed delivery and training plan. Distance Learning students are supported with access to our extensive Online Learning Centre that uses Google Classroom LMS platform and other support services.

The Training and Assessment Strategy (TAS) and the Course Program (CP) for each qualification details the Volume of Learning that includes any supervised and/or non-supervised: "Amount of Training"; "Amount of Assessment" and any Work Placement demonstrations and observations. (Further information is detailed in our CP)

The Self-Paced Learning Activities (SPLA) for each unit of a qualification are designed to ensure you develop the skills and knowledge across a full range of situations that may present in the workplace. SPLAs are compulsory but are not formal assessment tasks but training, more specifically as unsupervised training. As our qualifications are delivered as a self-paced distance education courses the responses to these SPLA for each unit constitute the non–supervised training of the "Amount of Training" for each unit of competency as detailed in each of our qualification Course Programs.

The assessments tasks for each unit of a qualification are contained in our Theory Assessment Booklet (TAB), Practical Assessment Booklet (PAB) and any Observation checklists for each unit and constitutes the non–supervised "Amount of Assessment" for each unit of competency.

Competency Standards and Competency

VET follows a competency-based assessment (CBA) system.

CBA allows students to be trained and assessed against competency standards. Competency standards define requirements for effective workplace performance in a discrete area of work, work function, activity, or process. They outline the *minimum standard in assessments*.[77] The minimum standard is identified in training packages through units of competency. A unit of competency details the *tasks, skills, knowledge, and attributes* students must be able to demonstrate upon completion of the unit or a qualification.

CBA allows trainers and assessors and supervisors (Mentors) to work with learners to collect evidence of competence, using the benchmarks provided by the units of competency.

Students must demonstrate competency in all skills, knowledge that are required by each unit of competency (subject) in your course.

Competency is achieved by receiving a total 100% score covering all the required skills and knowledge demonstrated by student by submitting responses, that may be assessed by one or more assessment method. (See our *Assessment Guide below* for further information that shows you how achieve a satisfactory result)

Students who receive a score of less than 100% in assessment tasks shall be required to resubmit. Only when all required skills and knowledge have been demonstrated in one or more assessment methods, will the student be assessed as competent.

---

[77] In a unit of competency the "*Performance Criteria*" describe the performance needed to be demonstrated by the learner to achieve the element. They are expressed as a standard and specify the required performance in relevant tasks, roles and skills.

If a student does not achieve 100% competency for an assessment in three attempts, the student will be provided with extra mentoring to develop the skills and knowledge required to achieve competency. This does not mean students will get unlimited attempts to pass. Students shall be provided with 3 attempts to achieve competency. Thereafter, a qualified trainer and assessor may interview the student to identify specific learning support requirement and/or make a judgment of their competency and record the outcome on the student's master assessment document or as a note on the student management system.

If some of your particular assessment response [or evidence thereof] gives rise to a ***Non Satisfactory Result*** a learners shall be provided feed-back by our assessors and asked to resubmit these particular assessment responses.

If you are deemed ***'Not Yet Competent***" ("NYC")' in a particular subject (unit of competency) by your assessor our support services are always available. You will be provided with personal coaching and given the opportunity to resubmit the Activity. If a student is deemed '***not yet competent***" ("NYC")' in an assessment activity and/or Unit of Competency, written feedback will be sent back to you to provide with the opportunity to resubmit the Activity.

A Statement of Attainment will be awarded once you are deemed competent in all assessment tasks for a particular subject (unit of competency) or a full qualification certificate if all subjects/units of a course are completed satisfactory.

Assessment Booklet means the document that records a Student's Responses to Activity Assessments that is submitted for assessment by the Student to our Assessor who determines competency.

LLN Assessment – LLN Robot

It is a mandatory government requirement for all prospective students to complete an online language, literacy and numeracy (LLN) assessment. Please visit our website to complete our online LLN assessment and submit by email to AACI prior to commencing the enrolment process for any course prior to making any final decision to enroll.

All prospective students must demonstrate an appropriate level of oral communication skills, digital literacy and LLN skills for a qualification they are considering to undertake.

AACI has an overall strategy for identifying and supporting Learners with LLN needs. As part of the Pre-Training Review process, AACI shall request prospective students to undertake a LLN Evaluation assessment using LLN Robot software. These results shall provide guidance to AACI as to the prospective student's ACSF foundation skill levels and whether a gap exists and what support is necessary to successfully undertake the qualification.

It is generally expected that students, shall during their course of their studies will be able to increase their ACSF levels in each band up to 1 level. Accordingly, it is generally accepted practice that RTOs will determine a Learner's LLN levels as acceptable where their LLN levels are identified as being one below the chart bands level identified and generated by LLN Robot. See LLN Policy and Procedure.

Appealing an Assessment Outcome

Students may wish to challenge an Assessment competency outcome by:

    a.   First speaking with your Assessor and if unresolved

    b.   making a request in writing to the Head Assessor/Instructor

AACI has a formal Appeals Procedure and Process that is available from our website. In summary, you have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within 7 Business Days. The outcomes and the reasons for the decision shall be given to you in writing. (Please Refer to AACI Assessment Policy & Procedure)

Students will be advised of the result of that meeting within ten (10) working days. The appeal will either be: Dismissed; Upheld and the initial assessment of the competency endorsed; or Subject to re-assessment. In the event of a grievance not being resolved internally within ten (10) working days, the student will be advised in writing of external grievance procedures through the Department of Training and Employment or as required by ASQA.

What is Reasonable Adjustment?

Reasonable Adjustment is a measure or action taken by an education provider to enable learners with disability to participate in education and training on the same basis as learners without disability.

In some instances due to the surrounding circumstances it can be challenging for a student to complete an assessment as it is stated. This is especially if you have a physical or mental disability or learning difficulty. AACI is entitled to make reasonable adjustments to help you be successful in completing your training. The requirement for assessment remains at the required standard set out in the training package. AACI can change (adjust) how you are assessed to determine the same learning outcomes.

In some instances due to the surrounding circumstances it can be challenging for a student to complete an assessment as it is stated. This is especially if you have a physical or mental disability or learning difficulty. AACI is entitled to make reasonable adjustments to help you be successful in completing your training. The requirement for assessment remains at the required standard set out in the training package. AACI can change (adjust) how you are assessed and to determine whether the same learning outcomes occur.

For AACI to offer reasonable adjustment, you shall be required to disclose to us private information on your physical and/or mental disabilities or learning difficulties. This should ideally be done prior to enrolment as part of your LLN assessment. As reasonable adjustment needs to be justifiable and uphold the integrity of the competency standards AACI is sometimes limited in what we offer to meet your specific needs. In these instances the course may not be suitable for you.

16   Flexible Learning & Assessment

All AACI Students are enrolled as Distance Learning Students

AACI is committed to ensuring wide accessibility of its training. As such, AACI recognises that literacy or numeracy problems may not, of themselves, preclude a person from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a candidate's ability to carry out all the learning tasks and demonstrate mastery of the course competencies.

Flexible learning and assessment procedures form an integral part of our learning and assessment strategies. AACI can customise our training and assessments to meet your specific needs and in accordance with the concept of competency-based training. Where possible, the learning activities may be modified to compensate for trainees with literacy or numeracy skills needs. An initial assessment of a participant's literacy and numeracy skills will be made upon enrolment in a course where it is deemed necessary. `

If you have any difficulty achieving competency in any module, our assessor/trainer will be happy to discuss the matter and where possible alternative learning/assessment strategies will be provided to you. AACI strives to offer training and assessment that is accessible and equitable to all individuals. A customisation fee shall be required to be paid by a Student requiring Course customisation unless specifically waived by AACI in its discretion.

All customisation requires all additional documents to be included within the Course to be delivered to by email in a suitable digital format and is subject to final approval by AACI in its absolute discretion.

17 Course Fees

AACI has a range of interest free payment options available for students to pay course fees.

AACI offers a range of Payment Plans options that are available on a monthly or weekly payment period basis. These plans are currently only available to Australian residents and all course fees must be paid prior to any certificate being issued.

If you decide that the course you have started is not for you and want to withdraw, you are required to still pay for the entire course cost. If you have any issues or misunderstandings with your course AACI kindly asks that we talk about the process prior to withdrawing as a solution may be available.

Under a Payment Plan, after the payment of an initial deposit, Instalment payments commence shall commence either

- 30 days from the date of your enrolment and will occur every month until the course fee is paid in full or.

- 7 days from the date of your enrolment and will occur every week until the course fee is paid in full.

Payments are by direct debit from a credit card or Australia bank account only.

Course	Course Fee	Maximum Payment Plan Per Week (Month)	Minimum Payment Plan Per Week (Month)
ACM10121 Certificate I in Animal Care Pathways	$750	$350 Deposit $25 per week (4 x $100/month)	$250 deposit $25 per week (5 x $100/month)
ACM20121 Certificate II in Animal Care	$3,950 Pay in full and receive $300 off	$750 Deposit $100 per week (8 x $400/month) Receive $150 rebate on completion of course	$350 deposit $75 per week (12 x $300/month)
ACM40418 Certificate IV in Veterinary Nursing	$6,999 Pay in full and receive $600 off	$999 Deposit $150 per week (10 x $600/month) Receive $300 rebate on completion of course	$399 deposit $75 per week (22 x $300/month)
Financial Hardship	Please Call Us		

All tuition fees for accredited training are GST free. In accordance with the ASQA Standards AACI does not collect in advance directly or indirectly prepaid course fees from a student in excess of $1,500. (Clause 7.3-protecting pre-paid fees by students)[78]

---

[78] AACI has applied to ASQA in August 2023 to provide an alternative tuition assurance scheme by providing an unconditional financial guarantee from an operating bank in Australia, so that upfront payments can be accepted from students. AACI believes the proposed measure to be used to protect student fees paid in advance is of an equal rigour to the options listed in Schedule 6 of the Standards.

Payment Plans & Instalment Payments

All AACI students that enroll and elect to pay course fees via instalments under a payment plan are subject to the following terms and conditions.

1) Instalment payments are currently only available to Australian residents and only via credit card and direct debit arrangements via third party payment solution providers (eg Afterpay).

2) Student electing to enroll in a course under a payment plan commit to the nominated instalment amounts over the stated period. Students are liable for the full cost of the course, even if they decide not to complete the entire course.

3) Students that fall behind with the payment of their instalments for more than 14 days will have restricted access to the course online resources, and assessments shall not be graded or feedback provided unless an alternative payment date or arrangement is agreed to by AACI in writing.

4) Students that miss an instalment payment are required to pay this instalment directly by electronic bank transfer to AACI. AACI does not charge any administration fees or and debit dishonour fees. However, please note: that your bank may also charge you dishonour fee. All future debits will remain in place as normal.

5) If your course fees remains in arrears for more than 30 days, without the student making any reasonable attempt to put in place an alternative payment date or arrangement with AACI, AACI in its discretion reserves the right to withdraw the student from the course. In the event that you are withdrawn then your outstanding course fees will become immediately payable in full by you to AACI via a direct bank transfer.

6) AACI reserves the right to take legal action to recover any outstanding the monies without further notice to you. AACI may also report your conduct to the appropriate debt to a credit reporting agency and ask them to record the default on your credit report.

7) If your overdue account is referred to a collection agency and/or law firm, you will be liable for all fees and costs associated with this which would be incurred as if the debt is collected in full, including commission on collection of the additional costs and also including legal demand costs.

8) In the event that a new credit card or direct debit agreement arrangement is required to be established a $50 administration fee will apply to cover administration costs associated with this new arrangement. This fee must be paid prior to the new agreement being put in place.

9) In the event that a student repeatedly defaults on an instalment plan schedule (three times) AACI reserves the right to cancel your ability to have future payment plans. Further, the outstanding balance of your course fees will be invoiced to you and this shall be immediately due and payable.

Course Fees - Overseas Based Students

Due to time differences and related administration issues AACI charges an additional fee of A$1,999 to the *Certificate IV in Veterinary Nursing qualifications* course fee that is generally charged to domestically based students.

Financial Hardship

If you are suffering from financial hardships, please speak to your AACI mentor as alternative arrangements may be available.

Payments are by direct debit from a credit card or Australia bank account only. All Course fees prices include student learner resources, tuition costs, enrolment administration fees and access to Online Learning Centre.

In accordance with the Standards AACI does not collect in advance directly or indirectly prepaid course fees from a student in excess of $1,499.

AACI payment plans shall require a deposit prepayment (at enrolment) of and amount less than $1,499 and then a monthly pro-rata payment after enrolment (upon commencement of the course) (plus payment plan charges) with any remainder (balance) being paid by the Student prior to Completion Date and issue of Certificate.

Additional fees may apply if you do not pass an assessment after four attempts and where consistent feedback from assessors to students is not being taken on board by students.

AACI shall never turn down a candidate that is suffering from financial hardship that sincerely and genuinely wants to immediately start and undertake our course

Fast Track Migration for qualified VET Nurses - Exciting News.

AACI research from the Department of Immigration[79] finds that from 1st January 2023, a person living overseas that becomes a q*ualified Veterinary Nurse* then they can migrate to Australia under the new Short Term Skilled Occupation List (STSOL) fast track migration pathway.

The Australia Government recently released the new *Short Term Skilled Occupation List* (STSOL) that allows fast track migration to Australia (see below) to occur for qualified VET Nurses to Australia. VET Nursing is a specific industry segment that the Australian government has identified as having a high demand for graduates in. Due to this high demand a qualified VET Nurse graduate can apply to fast track their migration to Australia.

If you have completed our *Certificate IV in Veterinary Nursing* from an ASQA registered training organisation such as AACI then you qualify for fast track migration process under STSOL. AACI is approved to deliver the *Certificate IV in Veterinary Nursing qualifications* in the following countries:

Hong Kong	*Japan*	*Malaysia*

Qatar	*Singapore*	*Taiwan*

---

[79] https://immi.homeaffairs.gov.au/visas/working-in-australia/skill-occupation-list

AACI's qualifications are nationally recognized by employer, migration department and under the Australian Qualifications Framework (AQF) and satisfy the current Animal Care and Management Industry Training Packages.

Australia Short Term Skilled Occupation List (STSOL)

A qualified VET Nurse is now an occupation that is listed on the Short-term Skilled Occupation List (STSOL). What this means is that you can fast track your migration to Australia by completing our VET Nursing qualification overseas. STSOL consists of the list of the occupations which are high in demand in Australia. If you want to apply for Australia sponsored Permanent Residency (subclass 190) your occupation must be listed in the relevant STSOL list and you must have an invitation/sponsorship from the state government. This list is also a part of the Australia Point system. If eligible, you can live and work in Australia for an indefinite period of time.

If your occupation is on STSOL, you may be eligible to apply for the following visa subclasses:

- Skilled Nominated visa (subclass 190)
- Training visa (subclass 407)
- Skilled Work Regional (Provisional) visa (subclass 491) - State or Territory nominated
- Temporary Skill Shortage visa (subclass 482) - Short-term stream
- Skilled Employer Sponsored Regional (Provisional) visa (Subclass 494)

Veterinary Nurse is classified as Group D occupations by Vetassess. The criteria for skills assessment of Group D occupations According to *Vetassess*, are the following:

- Qualification assessed at AQF **Certificate IV** (*Certificate IV in Veterinary Nursing)* with a highly relevant field of study and at least one year of **post**-qualification highly relevant employment completed in the last five years;
  Or
- Qualification assessed at **AQF Certificate IV** (*Certificate IV in Veterinary Nursing)* without a highly relevant field of study and at least two years of *post*-qualification highly relevant employment completed in the last five years;
  Or
- if you have pre-qualification employment and if all of your employment is *before your* qualifications assessed at the AQF Certificate IV level), three years of highly relevant employment in addition to at least one year of highly relevant employment at an appropriate skill level completed in the last five years.

How do I qualify for Fast Track Migration? For Example

Example 1 - If you are complete our Certificate IV in Veterinary Nursing and have worked for at least 1 year *after* completion of the course in a VET Clinic or VET Hospital then you qualify for fast track migration to Australia.

Example 2 - If you are complete our Certificate IV in Veterinary Nursing and have worked for at least 3 years *prior* to completion of the course in a VET Clinic or VET Hospital and at least one year *post* completion of course then you qualify for fast track migration to Australia.

Course Fees - Overseas based Students

Due to time differences and related administration issues AACI charges an additional fee of A$1,999 to the *Certificate IV in Veterinary Nursing qualifications* course fee that is generally charged to domestically based students.

18   Animal Care and Management Training Package

What is a Training Package?

Training packages are developed by the Industry Skills Council to meet the training needs of an industry. AACI delivers courses from the *Animal Care and Management Training Package.*The Animal Care and Management Training Package[80] was developed in consultation with all stakeholders by the Skills Impact is the relevant Industry Skills Body.

A Training Package is an integrated set of nationally endorsed Competency Standards, Assessment Guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise. Training Packages are endorsed by the National Quality Council (NQC).

The nationally endorsed components include the

1. Competency Standards,
2. Assessment Guidelines and
3. Australian Qualifications Framework (AQF)[81]

National competency standards describe the skills needed by people working in all sectors of the industry. The national qualifications show the required packaging of competencies to achieve qualifications in particular areas and at different levels. To achieve a qualification, a person must achieve the full set of units of competence as specified in the Training Package.

The AQF includes Guidelines on Cross-Sector Qualification Linkages that enable students to move from one qualification to another in more efficient and effective learning pathways. Units of Competency describe the skills and knowledge required for effective performance in a particular function or role and combined lead to a formal qualification. Each unit of competency is grouped into elements, a series of work activities or steps directed toward the achievement of the overall outcome of the unit. For each element, there are a number of performance criteria that specify the required level of performance in the workplace. The critical aspects of evidence usually reflect the performance criteria but may contain important, additional information required for demonstration of competence. The relationship of the elements, performance criteria and critical aspects of evidence to the unit of competency is shown below.

A Unit of Competency is composed of the following

> 1.1 Element 1
>> 1.1.1   Performance Criteria 1
>> 1.1.2   Performance Criteria 2
>> 1.1.3   Performance Criteria 3

A person is considered to be competent when they demonstrate they have the requisite **skills and knowledge**, and are able to **apply them** to the level required in the relevant competency standard. A person is considered not yet competent if these elements cannot be demonstrated. You are participating in a course of competency-based training. Qualifications are made up of Units of Competency and these skills and knowledge are divided into related categories that form national competency standards for the financial services industry.

---

[80] ACM Release 6 was endorsed on 1June 2022

[81] Each Training Package provides details of those units of competency that must be achieved to be award an AQF qualification.

19 Australian Qualifications Framework (AQF)
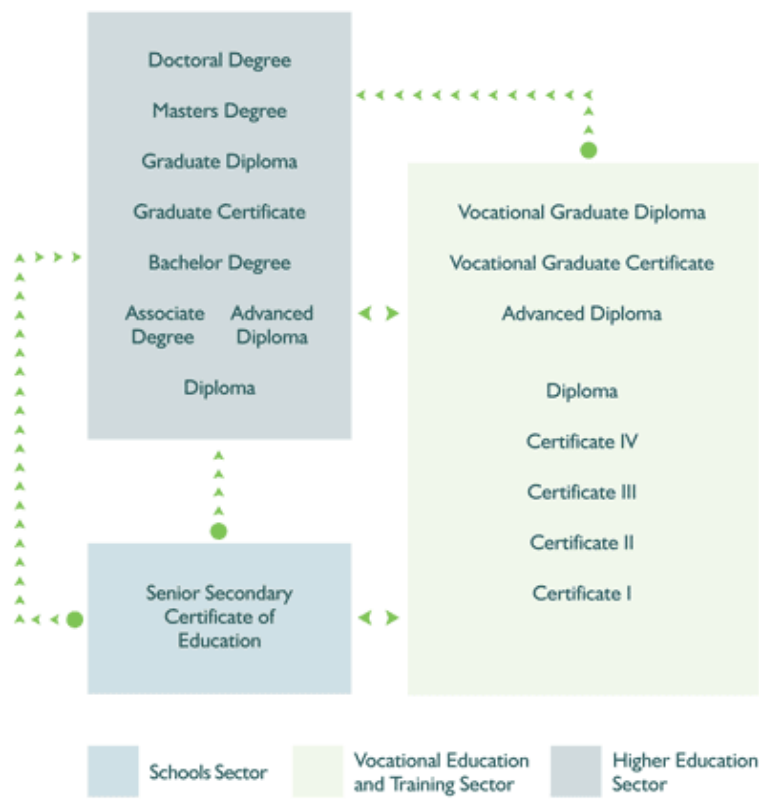
Issuing of Certification

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

AACI reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where the RTO is not permitted to do so by law.

The RTO must have a valid USI on file prior to the commencement of training for the student, for a qualification or Statement to be issued.

20 National Recognition

All of our courses are nationally recognised. National recognition means recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person. Recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions. Recognition by all state and territory course-accrediting bodies and registering bodies of each other's accredited courses and accreditation decisions.

NATIONALLY RECOGNISED TRAINING

21 The Nature of the Guarantee

AACI guarantees[82] to deliver the training and assessment once the student has commenced study (and submitted assessments) within the required study period in their chosen qualification or course, however, in the event of any unforeseen circumstances, impacting on AACI within the agreed timeframes, arising that this cannot occur, AACI shall assist the student to any entitled refunds and shall search for another suitable VET institution that delivers these courses or services.

22 Australian Skills Quality Authority (ASQA)

AACI is a nationally registered training organisation with ASQA. (www.asqa.gov.au).

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and registered training providers to ensure nationally approved Standards for Registered Training Organisations (RTOs) 2015 (compilation 29 March 2019)

Key features of ASQA are:
- independence in our regulatory role and in providing advice
- transparency in our regulatory decisions and activities
- collaboration with industry bodies, employers, governments and RTO.

AACI abides by the Australian Quality Training Framework and Australian Skills Quality Authority (ASQA) Standards of the National VET Regulator (NVR). The Standards for NVR Registered Training Organisations are now the standards guiding nationally consistent, high-quality training and assessment services in the vocational education and training system.

---

[82] Please see SNR 22.2 (c)

23   Recognition Pathway

Recognition is a method of assessing if a student has evidence of competency for a particular unit of competency that they are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence. Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- • previous formal training

- • work experience, and/or

- • life experience.

AACI is aware that many people are already working in the Animal Care sector and gained the knowledge and skills from their previous experiences.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that a student provides to support their claim of competency must be the originals or a certified copy. Where originals are provided, a photocopy will be taken and kept on record. It is also expected that any evidence submitted is a student's own and if any part of the work is the work of others, that this is formally acknowledged and advised. Students wishing to apply for RPL can do so by emailing or visiting our website.

Recognition Process

If you would like to apply for RPL for a particular unit of study, then you must supply evidence of your prior skills and knowledge needed to achieve the standard of competency required. In addition, you must also demonstrate the currency of those skills and knowledge.

Briefly, the RPL process is as follows:

1. Download the AACI RPL application form from www.aaci.edu.au

2. Complete and submit the following:

   a. RPL Application form for your course

   b. Self-assessment for skills and knowledge

   c. Evidence of prior skills and knowledge

   d. Evidence of currency of prior skills and knowledge

   e. RPL application fee ($500 upfront, non-refundable, plus $50 per unit of competency, plus $100 per hour of RPL application assessment time by an AACI Assessor).

3. Upon receipt of the abovementioned items, an interview will be arranged with you.

4. Upon completion of the assessment of your RPL application, you will be advised of the outcome. The success of your application is not guaranteed.

If you cannot provide evidence of the currency of your skills and knowledge in your nominated units, depending upon the assessment of your application, you may be offered an "*Assessment-Only RPL*" wherein you can complete the assessment tasks for your nominated units from the comfort of your own home without the need to attend classes.

In such a case you will not be provided any learning manuals and are encouraged to research various sources of regulations.

- Start by reviewing the units of study in your chosen course.
- Select the units you are comfortable with in terms of your knowledge & experience in.
- Assessments for the specific units you nominate shall be sent to you
- You will have 30-45 days to complete each unit selected
- Marking of your submissions will occur within 6 business days of submission
- You shall be informed whether you have been assessed as "**Competent**" or "**Not yet competent**"
- There are no opportunities to resubmit RPL assessments.

If you are marked competent, then you will receive a transcript of your results.

Recognition Decision

Regardless of the type of evidence that is submitted, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements;
- Authenticity – That it is a student's own evidence and can be authenticated;
- That students can perform the competency consistently and reliably;
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency – There is sufficient evidence to make a judgment.

AACI ensures that all judgements made by Assessors against the same competency standards are consistent. Assessors will examine the evidence that students present and then make a judgement on that evidence which will be either:

- Competent (C) – a student has been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) – a student has not yet demonstrated competency to all requirements.

An assessor will advise a student what they can do if they receive a NYC for an assessment task. If deemed NYC in the initial assessment, the student is allowed a second attempt. Students should contact their assessor if there are any concerns.
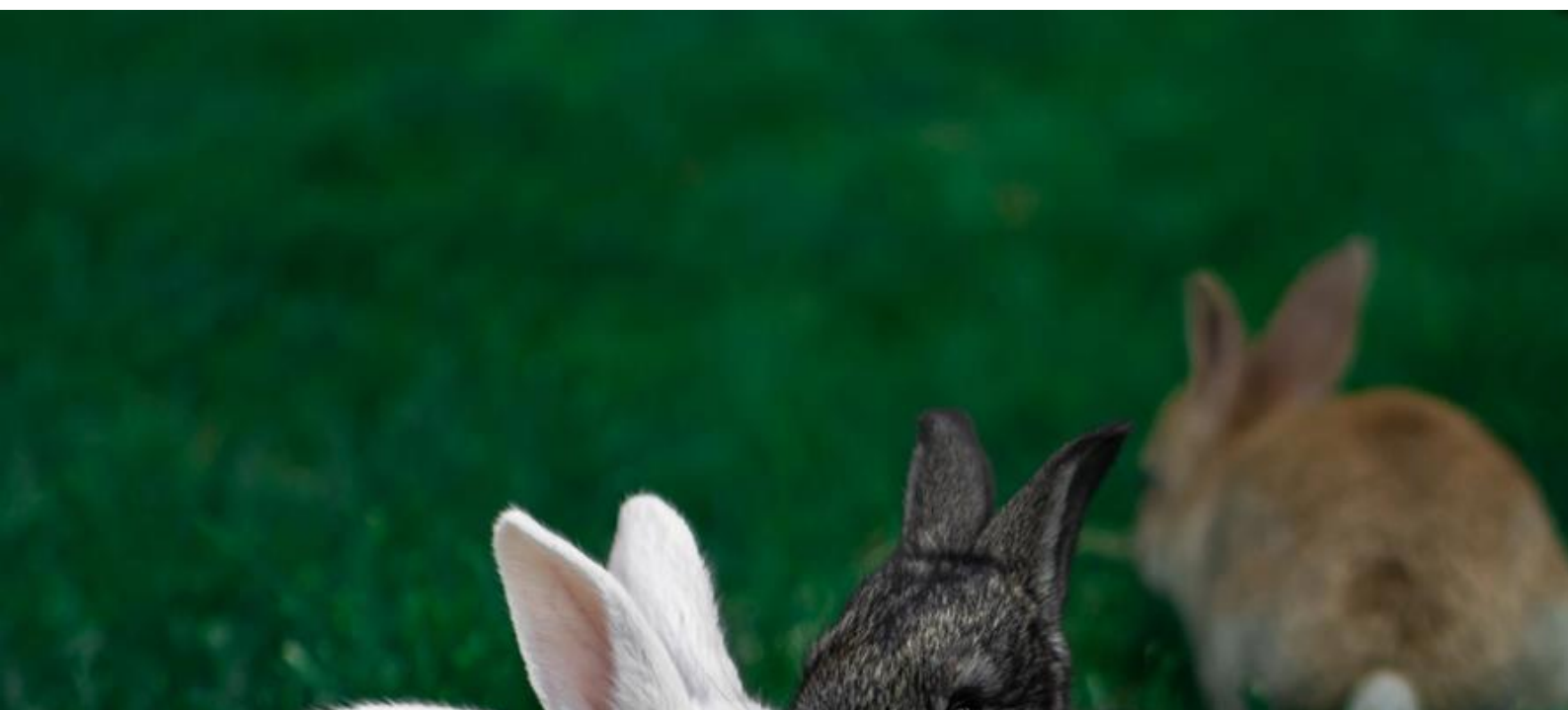
Please note, that RPL does not reduce your course fees. AACI does have some RPL programs in place that are cheaper than studying a course in full as we are not sending learner resources. If you are enrolled in a full course and elect to RPL components, it can reduce your study time but you won't receive a refund on the course fee component.

In the event that you do enrol in one of our FastTrack RPL programs, you are not enrolling in a course. As AACI does not supply resources are provided and we will not teach you anything (although most student say they learn bits and bobs as they complete it). It is purely a process for you to demonstrate you already have the knowledge and skill as the qualification required. This includes the background knowledge on WHY you complete tasks the way you do, not only HOW you complete them. Once we assess the evidence you supply, it is not guaranteed you will gain a competency for every unit, you may be required to study some subjects in full if our assessors deem that you don't quite have the right level of knowledge and/or skills. This will incur fees.

24   Credit Transfer

For credit transfer you must provide formal qualifications that may include certificates, Statements of Attainment and other forms of qualifications. Provided these documents have a corresponding unit code then credit transfer will be granted.

If competency for an old unit of study was previously achieved that is not part of the new Training Package course then Credit Transfer shall not be available.

If you have any questions regarding the Recognition pathways available including the RPL Process or eligibility for Credit Transfer, please contact AACI by either

Email info@aaci.edu.au .

Credit Transfer can occur prior to or at enrolment and/or during the study period to enhance academic efficiency for the student at no charge.

(Refer to AACI Recognition Policy & Procedure)

25 Fees

All Course Fees[83] and Administration fees[84] are detailed in our Student Information Guide, our Fees and Charges Policy and Procedure, Website or Course Fee Schedule.

Please read and understand the details contained in our Student information Guide and website prior to enrolling.

These documents are available from our website.

To discuss the course that is right for you, call
0493 404 627

To find out more information on our fees, email
info@aaci.edu.au

To read pre enrolment pack visit our website prior to enrolling
www.aaci.edu.au or www.avni.edu.au

Fees are payable to **Australian Animal Care Institute Pty Ltd**. and can be paid by Students by:

  ➢ credit card, (AACI *does not accept Diners Club Cards*)

  ➢ online electronic transfer to the following banking account details:

  o Bank WESTPAC
  o Account Name: Australian Animal Care Institute Pty Ltd
  o BSB 033 607
  o Account Number 243183

Generally, the learner manual shall be available through our Online Learning Center within 3 Business days from the receipt of all necessary information, completion of LLN and payment of the enrolment fee and required deposit fee (unless otherwise agreed).

All Students are deemed to be enrolled and have commenced the course on the Date of enrolment.

A Statement of Attainment will be provided upon successful completion of a unit of competency Assessment in a course or a Statement of Results for successful completion of all units of competency in a full qualification.

All fees must be paid and received in full prior to the issue of the attained qualifications and course materials. Please note that a student initiated withdrawal from a course under a payment plan requires the student to pay Withdrawal Fee as detailed in the Student Information Guide and completion and submission of Student Initiated Withdrawal form prior to the issue of any Statement of Attainment or qualification.

Please note that our enrolment fee includes free access to a comprehensive range of Career Development Resources and Industry Learning Tools in our Online Learning Center

---

[83] Course Fees (ie. tuition fees) are GST Free (Please see the AACI Fees and Charges Policy & Procedure).
84 Administration Fees for courses are inclusive of GST. (Please see the AACI Fees and Charges Policy & Procedure)

26   Unfinancial Students

Cancellation means that a student's enrolment will lapse and they will not be able to continue in the course. If enrolment has been cancelled for non-payment of fees under a payment plan and a student wishes to be reinstated in their course, they are required to apply to AACI along with the reinstatement charge.

A reinstatement charge of $499 will apply and must be included with the reinstatement request.

A student whose course has been cancelled is also deemed unfinancial. An unfinancial student will not be permitted to access the website or online system, have work assessed, receive a statement of their results, have a statement of results made available to any outside body, re-enrol, or defer.

If a student has been deemed unfinancial in these situations and any of the above penalties applied, a receipt showing that the outstanding amount has been paid in full must be produced at Student Administration. The student's financial status will be restored within five working days of production of the receipt.

Students who apply to defer, withdraw from the course or take Leave of Absence must still pay any outstanding fees or charges. Students paying fees directly to AACI are reminded that penalties apply for late payment of fees and charges.[85]

27   Printed Course Manuals (Learner Guides)

AACI under the terms and conditions of its Licensing Agreement, is prevented from, and subject to financial damages, by providing access to uncontrolled, printable learner guides. Consequently, access to our learner guides are only available through our LMS or printed copies may be requested for a fee of $160 (GST exclusive) black and white per manual that includes P&H or $250 (GST exclusive) colour per manual that includes P&H. [86]

---

[85] Compassionate and Compelling Circumstances means those circumstances that are beyond the student's control, that impact on the student's capacity and/or ability to progress through a course. Including serious illness; death in the family; major political upheaval or natural disaster in the home country which requires the student to return home; or a traumatic incident

[86] Please note that MS Snip software can be used to take screen shots of learner guides in our LMS that can be printed by students for free.

28   Refunds

AACI will ensure that any Refunds for course tuition fees are completed correctly and in accordance with ASQA Standards.[87]

All Students are deemed to be enrolled and have commenced the course on the Date of enrollment. All course fees must be paid and received in full prior to the issue of any Statements of Attainment and Qualifications, unless otherwise agreed to between the parties in writing.

All necessary course fees shall need to be paid and received upon enrolment under the agreed payment plan. In exceptional cases qualification and statements of attainment shall be issued without complete payment from the student being received but only in exceptional circumstances that are consented to in writing by AACI.

An administrative fee of $100 will be charged by AACI to a student if an instalment payment (paid via direct debit or Telegraphic bank transfer) does not occur or is deficient by more than 5% of the total amount scheduled.

When a prospective student completes and submits an application form electronically or via other means the AACI Student enrolment form constitutes a binding offer to agree by the student to AACI.

If AACI accepts the offer an Agreement shall arise between the parties subject to the following terms and conditions. The submission by a prospective student of a completed student enrolment form to AACI gives rise to an agreement between the Student and AACI.

This agreement shall be on the terms and conditions set out in the Student Enrolment Application and the following conditions:

1.   This contract is subject to the laws of Australia & the Courts of the State of Victoria.

2.   All refund requests, notifications of withdrawal, deferrals or leaves of absence must be made in writing addressed to the AACI RTO Manager (email info@aaci.edu.au) by the Student who submitted the Student Enrolment application to AACI.

3.   Any course fees refunded back to the student will attract a minimum administration charge of $500.

4.   Any approved refund will be paid by AACI in the same currency in which the funds were original paid and to the same person who has entered into a Student Enrolment Agreement with AACI (ie. person named on the enrolment form).

5.   Where a Student does not start the course or withdraws from the course at any time, AACI will (in addition to those fees specified in clause 3 above) AACI retain the cancellation fee amount of $700. The balance of the remaining course fees or funds paid to AACI will be refunded within 10 business days from the written acceptance by the Student via email of AACI administration and cancellation fees applied to the balance and detailed in the email sent.

6.   No Refund Policy or Grievance Policy of AACI removes the right of a person who has entered into an agreement with AACI to pursue other legal remedies including action under Australia's Consumer Protection Law.

---

[87]   Please see SNR 16.3, 20.1, 20.2, 22.2, 22.3, and 24.1.

REFUND Policy - Before Commencement Date[88] of Course

- More than 10 weeks (Full Refund minus $500 AACI administration fee)

- More than 4 weeks & up to 10 weeks (Full Refund minus administration fee of $500)

- 3 weeks or less (Full Refund minus a late administration fee of $800)

REFUND Policy - After Commencement Date of Course

- Week 1 (NO REFUND IS AVAILABLE)

- Approved Refund/Withdrawal/Transfer($800 administration fee applies)

- Approved Refunds that are confirmed in writing will be paid within 20 days from approval by the student.

- All Course tuition fees are detailed in our **Course Fee Schedule and detailed on our website**.

  (Fees, charges and refunds are quoted in Australian dollars and are subject to change without notice)

Student Initiated Withdrawal Fee- After Commencement Date of Course

The Student Enrolment Form, Fees and Charges Policy, and our website, If a student decides to voluntary withdraw from the qualification they have enrolled in, they are obligated to pay a $800 (plus GST) Withdrawal Fee to AACI. The Student must also complete and submit to AACI the Student Initiated Withdrawal Form prior to the release by AACI of any statement of attainment or qualification.

---

[88] Commencement Date means the earlier of the date that the applicant has submitted the AACI Student Enrolment application form to AACI and made a Course Fee payment or the date that access to the course Learner Resource are made available to the student via AACI Online Learning Center .

If you do decide to withdraw after commencing your course, there are no refunds available and the full course tuition cost is payable. Thus, if you are paying for your course tuition fee via instalment payment, you will be required to continue your payments or pay the balance in full. In other words AACI requires full payment even though you have elected to withdraw from the course. Withdrawing does not stop instalment payments. AACI requires all prospective students to consider any financial implications of undertaking their course from both a financial, time and lifestyle.

If you enroll onto any course it requires a minimum commitment (time and financial), dedication to be successful.

AACI shall in exceptional situations based on the students extreme personal circumstances will grant relief if financial hardship were to arise. AACI may grant a partial refund if you have paid in full, or waive some of your remaining instalments if you are still paying off your course.

AACI shall only issue a Statement of Attainment for completed units that are fully paid for. AACI kindly requests that if you are struggling to make instalment payments that you contact AACI to discuss a short term adjustment to your instalments.

AACI is flexible in finding an equitable solution.

29   Replacement Certificates

AACI charges a fee of $50 for the reissue of a lost certificate. This replacement fee of $50 is due and payable **prior to the delivery** of the replacement item in question and includes postage and handling. If express postal delivery for each replacement certificate is required by a Student an additional $30 fee is payable.

Electronic unprintable certified versions of a Student's qualification Certificates are available (in certain circumstances at an additional cost of $50).

AACI provides for free digital Learner Resources to students that enroll and pay their course fees. However, if course fees under any payment plans cease to be made to AACI, we reserve the right to charge a reconnection fee.

Summary of Charges (inclusive of postage & handling)

First Course Extension (Free) If 50% of assessments are submitted and student has achieved competency	Re-submission of Assessments/ Skills Assessment (Free)
Request for accessing personal information (FREE)	Private tutoring – special needs (Available $50 per hour) Learning Tools (Free)
Digital Learner Materials (free) if payment plan is breached by a Student reconnection charge ($299)	Re-enrolment or Additional 12 Month Course Extension Charge or Student is deemed unfinancial ($499)
Re-issue of Certificate for qualifications or Statement of Attainment ($50)	RPL Assessment charge of $500 plus $50 per unit of competency plus $100 per hour of RPL application assessment time by an AACI Assessor is charged by AACI.

30   Distance Learning – Additional 12 month Extension Period

The Enrolment Period shall commence on the day of enrolment (regardless of the number of units enrolled in) by a Student (that is the time periods will run concurrently rather than consecutively).

After the end of the Enrolment Period Students may request an extension period by email to **training@aaci.edu.au** for consideration (subject to them having completed more than 50% of the assessments already.

If an additional extension period of 6-12 months is requested and granted by AACI the student will be required to pay an additional extension fee of $499 unless exceptional hardship circumstances exist.

31   Academic Misconduct & Disciplinary Procedure

AACI has minimum behavior standards and guidelines for students insofar as Academic Misconduct and Plagiarism and Collusion.

Academic Misconduct refers to behavior that may:

- Disrupt the learning environment (online or otherwise),
- Be inappropriate towards a staff member or other student,
- Involve dishonesty or helping others to gain an unfair advantage in assessments,
- Contradicts the Assessment Policies and Procedures set out in this guide,
- Result in misadventure during an examination,
- Plagiarism content from material not referenced in the bibliography,
- Copy another student's work, or
- Involve lodging work completed by another person under your name.

32   Plagiarism, Cheating and Collusion

You are not to represent someone else's idea's work as your own.

This includes:

- Not referencing other people's work
- Copies or substantially copies another student's work as your own
- Substantially paraphrasing the course materials in your assessments

You are not to undertake any behavior that purposely undermines a fair and just assessment system including:

- The submission of an assessment that has already been submitted
- Unauthorised access to assessment resources or inappropriate help from another person in relation to assessments

Please read our Plagiarism and Cheating Policy and Procedure, Student Code of Conduct, and Student Disciplinary Policy and Procedure.

The above policies apply to all students that have undertaken study previously, as well as current and future students.

Our Students are also provided as part of their induction information regarding referencing styles to their assessment sources. A guide to the Australian Harvard referencing is contained in the Foundation Skills Program.

AACI reserves the right to Suspend or expel a student pending review if there is violation (breach) of the Students Code of Conduct for Academic Misconduct that includes cheating, plagiarism or collusion.

33 Access, Equity and Anti-discrimination

AACI does not engage in discrimination towards any group or individual in any form, inclusive of; gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of the company, including recruitment, assessment, and customer services. AACI will attempt to provide particular services to assist the training outcomes of people with special learning needs, or those facing particular difficulties.

However, although AACI will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enroll a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course. In those circumstances AACI will assist the student in choosing a suitable alternative to ensure that the training needs of the student are met. In accordance, with SNR 16.6 all students/learners have timely access to current and accurate records of their participation and progress in their selected course.

34 Welfare and Guidance

AACI recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare.

AACI is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counselling services;
- Guidance and support with financial requirements specifically related to training and education;
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant; and
- In the event that required support extends beyond AACI's capabilities we provide referral information for relevant support organisations on our website.
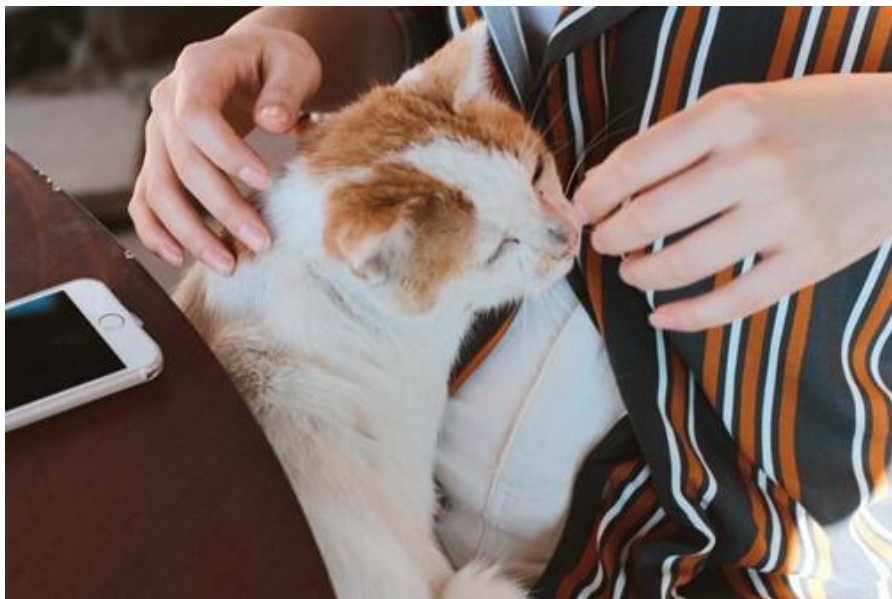
35   Complaints & Appeals

AACI has a documented process for lodging a formal complaint/appeal if such a situation arises.

In the event that Students have a grievance, then it should be submitted by email to admin@aaci.edu.au for consideration.

In the event a Student is not satisfied with the outcome, then Students can submit a written appeal to the AACI CEO / RTO Manager.

AACI complaints and appeals policy and procedures clearly identifies each of the stages of the process that is available to students:

- Stage 1 – Informal procedures

- Stage 2 – Formal Procedure

- Stage 3 – Appealing a complaints decision

- Stages 4 - External arbitration

For further information refer to AACI Complaints and Appeals Policy & Procedure.

36   Legislative & Regulatory Requirements

ACCI quality management system abides by the following legislative requirements;

- National Vocational Education and Training Regulator Act (NVR Act)
- National Vocational Education and Training Regulator Amendment Act 2020
- Standards for Registered Training Organisations (RTOs) 2015 (Standards for National VET Regulator (NVR) issued by Australian Skills Quality Authority (ASQA) (formerly AQTF 2010 Standards)
- Australian Qualifications framework (AQF)
- ASIC Act and Regulations
- Corporations Act and Regulations;
- Occupational Health and Safety Act (2004) and supporting legislation;
- Privacy Act 1988 (Commonwealth);
- Anti-Discrimination Act;
- VET Act;
- Federal Privacy Act (1988) and related legislation at States and Territories;
- Privacy Principles (See NPP 6.1 Personal Information)
- Australian Skills Quality Authority (ASQA)
- ***Also See Legislation that informs our Student Code of Conduct***
- ***Disability Act***

AACI owns a range of the Intellectual Property and/or has entered into an exclusive agreements to use our Learner Resources (all rights reserved) with Lauri Steel of Woof Resources or her related parties. No part of our training services or Learner resources, including Content, Materials, Activities, Assessment Materials and the Student Information Guide may be transmitted in any form or by any means, or copied or reproduced in any form or by any means (whether graphic, electronic or mechanical, including photocopying, printing, recording, or storing in an information retrieval system) without the prior written permission of AACI.

All Student records are the property of Australian Animal Care Institute Pty Ltd (unless otherwise stated). The requirements of the Privacy Act will be strictly adhered to.

Students by enrolling in a course grant approval and consent to AACI to

1. collect personal information to confirm your identity and any eligibility requirements, that may include your town of birth, driver's license number, passport number or Medicare number) or credit card information (if applicable) and to

2. either confirm your Commonwealth "**Unique Student Identifier**" (USI) from the appropriate government authority, and if not provided by the Student for AACI to apply for a USI for you. (Refer to AACI Compliance with Legislation Policy & Procedure)

AACI abides by the Australian Quality Training Framework and Australian Skills Quality Authority (ASQA) Standards for RTOs 2015. These Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system. These SNRs replace the former AQTF standards for RTO in Australia. Our Quality & Compliance information will be available at www.aaci.edu.au

37   Privacy

All student information provided to AACI will be kept strictly confidential as per the requirements of the Privacy Act, Privacy Policy. This information will not be released to anyone, other than the student, without the student's express permission or as required by the law or other prior agreements between the parties.

However, AACI may collect information about the date, time and duration of visits and which pages of the Websites are most commonly accessed. This information is used by us to help to administer and improve the Websites. If you submit your Assessment Booklet (or other information eg. resume) to the Company, AACI may only make this available to authorised representatives such as trainers and assessors of AACI.

Personal information collected about you will be used during your course such has your email address or mobile number. (Refer to AACI Privacy & Records Management Policy & Procedure)

For further information regarding our Privacy Notice for the National Data Policy AVETMIS requirements and Personal Information Procedures as per the Data Provision Requirements 2020 please see Appendix E.

38   Government Funding

AACI **does not** have available or offer any form of Government Funding or industry funding or assistance funding.

However, AACI has flexible payment plan options and will take into consideration all the surrounding circumstances of prospective students that have a genuine desire and passion to undertake and complete their chosen Animal Care course.

AACI is a very flexible training provider with its distance education delivery mode, range of payment options, instalment plans and

AACI also has a range of third party finance providers that are recommended and available for students to make payment arrangements for the fees.

Hardship Assistance

Please contact AACI directly if you are passionate and super keen to start a particular course but cannot currently afford to do so due to your current circumstances.

AACI also has a range of inhouse payment solutions available that may also be an option depending on your personal circumstances.

Also research our Scholarship Programs that are available to qualifying candidates

39   AACI Scholarships

AACI shall award scholarships worth over $25,000 each financial year to qualifying candidates.

AACI scholarships are available on a partial course fee basis or a full course fee basis. Applicants are required to submit a detail application based on a number of criteria including life experiences, previous work and academic details.

Applicants are encouraged to apply under one of the following Scholarship criteria areas that include:

-   Merit Scholarship
-   Sporting Achievement Scholarship
-   Indigenous Scholarship
-   Leadership Scholarship
-   Regional Scholarships
-   Equity and Merit Scholarships
-   Women Scholarships
-   Hardship Scholarships
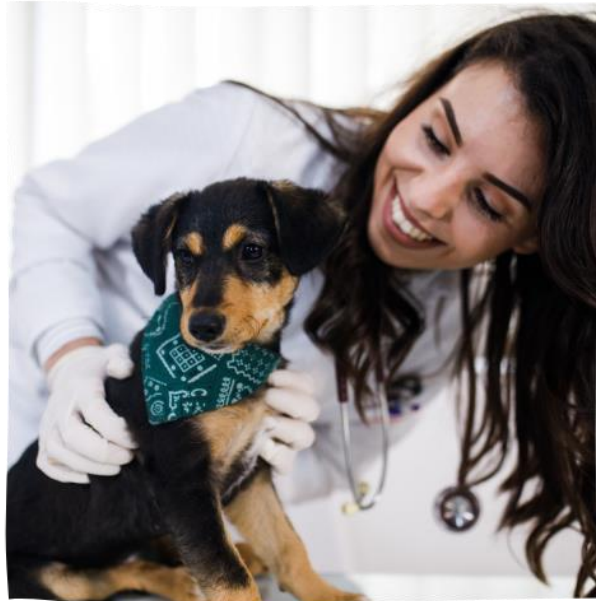
For further information please visit   our website on how to apply for a Scholarship and read the terms and conditions.

AACI Full Scholarship

AACI full fee course scholarships are available to assist and reward students based on their previous academic achievement:

Value	$3,500 to $7,500
Number	5 per annum
Basis	Academic Achievement
Eligibility	Over 18 years of age
Nationality	Australian Citizen, Australian Permanent Resident
Applicable Courses	*ACM40418 Certificate IV in Veterinary Nursing*
Applications Open	All Year Round
Applications close	Upon annual quota being reached
Currently available	Yes

Please email scholarships@avni.edu.au you full contact details, type of scholarship and why you think you should be awarded a Scholarship.

AACI Part Scholarship

AACI Part Scholarships are available to assist and reward students based on the following basis set out below:

Value	$500 to $2,000 a course
Number	25 per annum
Basis	Merit Men, Sporting achievement, Indigenous, Leadership, Regional, Equity, Merit Women, Hardship, and Academic Achievement
Eligibility	Australian Citizen, Australian Permanent Resident
Courses	ACM10121 Certificate I in Animal Care Pathways
	ACM20121 Certificate II in Animal Care
	ACM40418 Certificate IV in Veterinary Nursing
Applications Open	All Year Round
Applications close	Upon annual quota being reached
Currently available	Yes

Please email scholarships@aaci.edu.au you full contact details, type of scholarship and why you think you should be awarded a Scholarship.

40   Disclaimer - Indemnity

AACI and its representatives are not responsible for the results or consequences arising from any action taken by a student undertaking a vocational work placement. The student is not an authorised representative of AACI. AACI students are not authorised to deliver or provide any type of medical service or similar type of service to any person or animal other than instructed by a Veterinary or Registered Veterinary Nurse.

Any information contained in the training materials that is not correct or relied upon by the student does not allow the student or any other third party to be indemnified by AACI, this includes any errors and/or omissions directly or indirectly caused by a student in any position or conduct at a Workplace based experience.

AACI expressly disclaims all and any liability to any student conduct giving rise to loss or liability to any mentor, clinic, person or corporation or customer in respect of anything and any consequences of anything done or omitted to be done by the student (or any person either undertaking or being involved with facilitating the training materials on behalf of the student,

AACI does not purport to provide medical or similar services and nor do we represent that our students are authorised to do so.

41   Course Duration, Deferring, Suspending or Cancelling / Withdrawal of an Enrolment

AACI Standard course duration periods are

- 6 months for a Certificate 1 level course

- 12 months for a Certificate 2 level course

- 24 months for a Certificate lll or IV level course.

These Standard Course durations may be extended in certain circumstances subject to AACI policies & procedures:

i.	Completion within Expected Duration
ii.	Monitoring Course Progress
iii.	Deferring, Suspending or Cancelling a Student's Enrolment
iv.	Complaints and Appeals
v.	Fees and Charges Policy
vi.	Assessment completion

AACI
Australian Animal Care
Institute

AVNI
Australian Veterinary
Nursing Institute

Student Information Guide

Student-initiated deferment or withdrawal

Any student wishing to **defer an enrolment** must do so prior to the commencement of the course. Students must complete an '***Application to Defer, Suspend or Cancel Enrolment'*** and submit to the Administration Section a Training Form to the RTO Manager. **(refer to Deferring, Suspending or Cancelling of Student's Enrolment Form)** You can request a copy of the form from AACI Administration.

Students wishing to **cancel/withdraw** their enrolment must submit an Application to Defer, Suspend or Cancel Enrolment to the Administration Section. **(see Deferring, Suspending or Cancelling of Student's Enrolment Appendix 1).** You can request a copy of the form from AACI Administration**.**

AACI is able to **defer** an enrolment, **suspend** (or temporarily suspend) or cancel/**withdraw** a student's enrolment for a maximum period of 12 months due to unforeseen circumstances or extreme hardship.

Refund of fees will be made in accordance with the RTO Fees and Refund Policy and Procedures.

RTO initiated suspension or withdrawal

AACI reserves the right to suspend or withdraw a student from a training program. This process is referred to as RTO initiated suspension or withdrawal, may be implemented on the grounds of:

- unsatisfactory attendance to Work Placements
- misbehaviour
- a serious breach of policies and procedures
- unsatisfactory course progress
- medical concerns.

Students who do not abide by the AACI Code of Conduct will be followed up through the disciplinary procedures detailed in the Student Disciplinary Policy and Procedure. *Please read the AACI Student's Code of Conduct.*

AACI reserves the right to:

a. Suspend or expel a student pending review if there is violation (breach) of the Students Code of Conduct

b. Withhold training or equipment if tuition fees remain outstanding.

A copy of all the AACI Policies, Procedures and Forms can be requested from AACI Administration or accessed through **www.aaci.edu.au**

42   Student Code of Conduct

All Students in their interpersonal interactions with other members of AACI's Stakeholders, as defined, must ensure they abide by our Student's Code of Conduct that details their rights and responsibilities that include:

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all AACI students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information held by AACI about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information from AACI about their course, training and assessment arrangements and their progress.
- Access the support they need from AACI to effectively participate in their training program.
- Provide feedback to AACI on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' Responsibilities

All students, throughout their training and involvement with ACCI are expected to:

- Refrain from intimidating or bullying behaviour towards others and from harassing, discriminating against, or vilifying other Students or any AACI's Stakeholders on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs, opinions, or background in accordance with policy and with Government legislation
- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten other Students or any AACI Stakeholder.
- Not harass, victimise, discriminate against or disrupt other Students or any AACI Stakeholder.
- Treat all others and their property (physical or otherwise) with care and respect.
- Respect the political, spiritual, and personal beliefs and recognise the benefits that individual learning styles, needs, and points of view of other Students and any AACI Stakeholder.

- Follow all safety policies and procedures as directed by AACI staff or Clinic Staff.
- Report any perceived safety risks as soon as practical to AACI Trainer or Clinic Staff.
- Not bring into any Clinic being used for training purposes or for Work Placement purpose, any articles or items that may threaten the safety of yourself or any other AACI Stakeholders.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to AACI in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work as required to AACI.
- Make regular contact with their AACI Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify AACI if any difficulties arise as part of their involvement in the program.
- Notify AACI if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Attend Work Placements dressed appropriately and 20 minutes prior to the agreed commencement time ready to work
- Ensure that they do not, by act or omissions, endanger their own safety and wellbeing, or that of any other person
- Recognise and respect the student/teacher relationship and he student to student relationship and act accordingly
- Honour the confidentiality of information provided by other students and keep all personal material confidential,
- Use IT facilities provided by AACI in an appropriate and legal manner.
- Only use the specified techniques during subject practice times unless otherwise informed.
- Understand that studying at AACI does not license students to diagnose, prescribe or to provide Animal Care advice or treatment, or to try to solve problems, diagnose or treat animals.
- not use, sell or have in their possession of alcohol and/or drugs during a Work Placement is strictly forbidden. If you are taking any prescription medication please disclose this information to your Trainer Assessor as this may impact your ability to perform tasks during a Work Placement.

Students who do not abide by the AACI Code of Conduct will be followed up through the disciplinary procedures detailed in the Student Disciplinary Policy and Procedure. *Please read the AACI Student's Code of Conduct.*

AACI reserves the right to:

a. Suspend or expel a student pending review if there is violation (breach) of the Students Code of Conduct

b. Withhold training or equipment if tuition fees remain outstanding.

43   Student Disciplinary Policy and Procedures

The   Student Disciplinary Policy and Procedure and related procedures describe the processes by which AACI manages student discipline and applies to all students during training and Work Placements.

1. Academic and General Misconduct

AACI shall be vigilant in the management of student misconduct. For the purposes of this policy, a breach of conduct is defined as either academic misconduct or general misconduct.

Academic Misconduct means and includes, but is not limited to:

- Cheating
- Plagiarism
- Any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled to.

Academic Misconduct is dealt with under the *Plagiarism and Cheating Policy and Procedure*. Please refer to this document for further information.

General Misconduct means and includes, but is not limited to:

- persistent disruptive behaviour towards other students, ACCI or Clinic Staff
- behaviour which is lewd or obscene, taking photographs or filming other participants or staff without their permission (including posting photos on social media without permission)
- use of mobiles or iPods during training activities or Work Placements
- behaviour that constitutes discrimination, victimisation or harassment
- attending training or Work Placements inappropriately dressed or under the influence of alcohol and/or non-prescription drugs
- consuming alcohol or non-prescription drugs at Work Placements or other training activities
- smoking at Work Placement locations in non-designated smoking areas
- verbal abuse of any Stakeholder
- physical assault of any Stakeholder or members of the public
- any behaviour that causes a person on or in the immediate vicinity of the Work Placement premises to feel intimidated, threatened or in fear of being attacked
- abuse and misuse of tools and equipment at or during a Work Placement
- wilful or malicious damage or destruction of facilities, equipment, materials or property at a Work Placement premises, regardless of who is the owner
- theft of property at AACI or at a Work Placement premises
- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article at AACI or at a Work Placement premises
- engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm at AACI or at a Work Placement premises
- failing to follow the reasonable direction or instruction of AACI staff or Work Placement supervisor

- encouraging, persuading or inciting another person to engage in improper or inappropriate conduct
- failing to comply with AACI policies and procedures

Students witnessing breaches of conduct are encouraged to report these to an AACI representative.

2. Student Discipline

AACI shall treat all breaches of conduct seriously. The RTO will conduct a fair and equitable investigation, which will give the student the right to be heard. The RTO Manager will determine whether the allegation of Misconduct has been substantiated and apply an appropriate level of action or penalty.

3. Appeal

The student has the right to appeal the outcome of an academic or general misconduct decision.

Refer to the RTOs Student Disciplinary Policy and Procedures and Complaints and Appeals policy and procedures.

44   PPE and Equipment List

PPE and Equipment List	Clinic Supplied	Student Supplied
Clipper & blades	☒	☐
Cleaning equipment – buckets, mops, sponges, disinfectants	☒	☐
Drug administration equipment (needles, syringes, pill poppers, etc)	☒	☐
Medications	☒	☐
PPE (e.g. gloves, gowns, masks, eye protection etc)	☒	☐
PPE: Long pants	☒	☒
PPE: Closed toe shoes with a non-slip sole (steel-toed boots if working with large animals)	☒	☒
Sharps containers, Biological/Clinical Waste Bins	☒	☐
Surgical theatre suite (table and lights)	☒	☐
AACI Scrub Top	☒	☒
Notepad and pen	☒	☒
Stethoscope (Own stethoscope recommended* cost around $30-$80)	☒	☒
Thermometer	☒	☐
Workplace Documentation (cage cards, hospital records etc)	☒	☐
Workplace Policies & Procedures (e.g. clinic manual)	☒	☐

*   Elite care is a good middle range:
https://www.enurse.com.au/product/elitecare-dual-head-stethoscopes/
Littman Classic is top range: https://www.enurse.com.au/product-category/equipment/

45   How to Enrol

Students should complete and submit our Student Enrolment online that can be found on our website

To discuss the course that is right for you, call
0493 404 627

To find out more information email
info@aaci.edu.au

To read pre-enrolment pack visit our website prior to enrolling and download the enrolment form
www.aaci.edu.au or www.avni.edu.au

By completing and submitting a student enrolment application you are confirming that you have read, understood and agreed to AACI terms and conditions of enrolment.

Prior to submitting your enrolment please read and understand all material information contained on our website, course guides and Pre-enrolment Information Pack.

46   Incorporated by reference – see enrolment form

Definitions

The following definitions apply in the Agreement (including each Schedule and Annexure) unless the context requires otherwise:

***AACI or AVNI or Australian Animal Care Institute** or Australian Veterinary Nursing Institute or Company* means Australian Animal Care Institute Pty Ltd (ABN 88 652 496 109) .

***Activity or Assessment or Assessment Activity** means and* includes questions, case studies, Role Plays, short answer and multiple choice questions, Workplace Placement and other assessment tools used to provide skill-based learning outcomes.

Administration Fee means course administration fees and course materials for Students. (please see the (Please read the AACI fees and Charges Policy & Procedure)

Agent means authorised third parties that are contracted by AACI to perform functions on our behalf including Assessors, credit card processing, postal services, customer service; fulfilment, package delivery, postal mail, Content Management and related services.

Approved Cou

rse or Course means a course that leads to a formal qualification and/or Statement of Attainments) as prescribed in the Animal Care and Management Training Package under the AQF.

Approved Program or **Program** or **Short Course** means a short course, professional development program or continuing professional education (CPE) that is delivered and/or offered by the AACI or its authorised agent or other third party provider that do not constitute a formal qualification recognised under a National Training Package or Australian Qualifications Framework

Approved Services means the Approved Course and/or Approved Program of educational training products and services (as specified and approved from time to time) to be offered, delivered or marketed to Visitors and Students under the "AACI" and "AVNI" name and logo and related Intellectual Property online or otherwise.

Approved Student means a Student that has completed, submitted and paid the appropriate Course Fee and confirmed as acceptable by AACI representative.

AQF means the Australian Qualifications Framework.

AQTF means the Australian Quality Training Framework.

Australian Skills Quality Authority or (ASQA) means the national regulator of that name that governs VET training in Australia.

Assessment means the assessment process of an Assessor in determining the Competency of a Student by the evidence submitted in the Assessment Booklet (including the Responses to Activities and Case Studies), Role Plays and the Required Readings.

***Assessment** Booklet* means the AACI formatted document that students record their Responses to Activity Assessments that is submitted for Assessment by the Student.

Assessment Materials includes the Assessment Booklet, Activity Questions, Responses to Activities, Workbased Placement evidence and Required Reading.

Assessor means an individual duly qualified to determine and deliver assessment services for and on behalf of AACI or an approved party, that determines whether a Student is competent or not yet competent in an Assessment Activity.

Business Day or *Working Days* or *Day* means a day (other than a Saturday, Sunday or public holiday) on which banks are open for general banking business.

Candidate means **Student** or **Approved Student** that has successfully completed an Approved Course or Approved Program.

Case Study means a problem solving activity that involves a set of facts.

Certificate of Completion or Certification *means the non-award AQF industry certified program by approved organisations.*

Competency or Competence means the judgment by the Assessor that the Student has achieved the standard required under the relevant knowledge and skills expressed in each Unit of Competency for a qualification or part thereof.

Commencement Date *means the earlier of the date that the applicant has submitted the AACI Student Enrolment application form to AACI and made a Course Fee payment or the date that access to the course Learner Resource are made available to the student via AACI Online Learning Center.*

Confidential Information means the information which relates to the Company or its related parties, other member of the Company group, the Business (including, the financial details of each Customer, business model of the Company group) which is disclosed to the Student by or on behalf of the Company or which is otherwise acquired by the Student directly or indirectly from Company or which otherwise comes to the knowledge of the Student, whether the information is in oral, visual or written form or is recorded in any other medium.

Workbased Placement or Vocational Work means an intensive work placement or work experience placement that is supervised by a suitably qualified Mentor (that is for Cert IV VET Nursing Students Only) that acknowledges and skills and knowledge are that of a competent VET Nurse.

Content or Material means all of a Course's or a Program's photos, text, pictures, sound, works of authorship, graphics, video, electronic customer details and other data supplied and collected by the parties in digital format or otherwise.

Course or Course Content or Program Content means learner guides, assessment guides, mapping, General Content, Reference Material and Assessment Material contained in each respective Course Manual that is licensed by AACI from the copyright owner.

Course Manual or Program Manual or Learner Guide means a digital copy or hard copy of the respective Course Content contained in the folder provided to Students directly or indirectly that is licensed by AACI from the copyright owner (Woof Resources).

Credit Transfer means the assessment of the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. If a Student is enrolled in more than one course then they hereby consent to AACI

to automatically credit transfer equivalent units of competency that enhances academic efficiency. (See Credit Transfer and Recognition of Prior Learning Policies)

Customer or Student or You or Your or Applicant means an independent third party individual that is a Student of AACI acquires and/or subscribes directly or indirectly to receive Approved Services under a Student Enrolment Form (Customer Agreement) (deemed to be based on the Term and Conditions set out in the Agreement).

Deposit means the non-refundable payment (subject to AACI refund policy) of the total Course Fees payable by a *Student* or *Approved Student* for a *Course* or *Program*.

Distance Learning or Distance Education or Correspondence means the education delivery method that AACI or its authorised representative use to deliver Approved Courses and/or Approved Programs to Students, that can be accessed and supplemented by access to our AACI Online Learning Center.

Trainer or Instructor means an individual approved by AACI to delivery intensive tutorial services to assist Students in developing, understanding and completing the Responses to Activities to the Course and/or Programs.

Fee means fees and charges paid or payable by a Student to AACI for enrolling in a Course or Program selected and enrolled in by a Student.

Foundation Skills Program means the instructor led training program involving the development of employability skills and practical application of the skills and knowledge gained from the completion of a Course or Program or other related qualifications or courses or Programs in a practical environment.

General Support Services are assessor services and related services provided by AACI and its authorised representatives to a Student on submitted Assessments submitted.

General Content means the information provided that satisfies the requisite units of competency under the AQF, AQTF and AQTF Standards (including footnote references).

Graduation Day or Completion Day means the date that AACI issues or awards the Qualification and/or statement of attainment and/or Certification to the Student.

Identifying Marks means all signs, logos, slogans, designs, colour schemes and patterns and any other features associated with the Company.

Intellectual Property means any intellectual or industrial property owned, licensed or used by the AACI or has been granted any rights in respect of from time to time, including:

   a)   a patent, trademark or service mark, copyright, registered design, trade secret, moral rights or confidential information;

   b)   a licence or other right to use or to grant the use of any of the foregoing or to be the registered proprietor or user of any of the foregoing;

   c)   the Trademarks (registered or unregistered trademarks including "AACI" or "AVNI" and other related trademarks;

   d)   the name 'AACI" or AVNI'" (and any other names which are substantially similar) or related names;

   e)   the intellectual property attaching to the Website(s); and

f)   the intellectual property attaching to this Agreement, the and any manuals or other documents provided by or on behalf of the Company.

Information Session means a seminar or event on Courses and Programs of AACI attended by prospective Students.

License or License means the non-exclusive agreement or restricted delivery and use of the digital formatted Course Content, (or part thereof) to Students, between that allows AACI to terminate in its sole discretion by providing 7 days written notice to the other party.

Instalment Plan or Payment Plan means a private interest free arrangement for the Student to pay periodic instalments agreed to between AACI and the Student. A Deposit of between 5% to 20% of the total Fees and the balance of the Fees paid over an agreed time period of time, typically 6 months to 24 months depending on the agreement between the relevant parties.

LMS or *Learning Management System* means any electronic learning management system that is or may be implemented and used by AACI for students.

Module or Course Unit or Subject means a part or individual unit or module of a particular Course or Program detailed in the Learner Resources for a Course or Program.

Online Learning Center or Student Support Center means AACI secure access to its Student support resources that are private, proprietary, secure, online electronic file and interface (including Student emails sent and received by AACI) that provides access and privileges to Students to receive types of learner resources, support services, assessment feedback, administration services, disclose, display, change, update their Personal information (subject to Privacy Regulations), access our information and subscribe to our Support Services online (including the World Wide Web).

Password means the alphanumeric string that is submitted and accepted together with the User Name by the AACI Website for an authorised Visitor or Student to enter into their Online Learning Center (Student Care Centre) (or as otherwise provided).

NVR means Standards for National VET Regulator (NVR) issued by Australian Skills Quality Authority (ASQA).

Permitted Purpose means the use of the Confidential Information in accordance with the terms and conditions of this Agreement.

Pre-Reading means the reading and re-reading of the Course Manual and related reference materials undertaken by Students prior to the commencement of any Assessments.

Privacy Statement or Privacy Policy means AACI's statement and guidelines as to the privacy obligations pertaining to a Student's Personal Information (Refer to our Privacy Policy on our Website).

Qualification means a qualification issued to a Student once Competency is demonstrated across a set of pre-determined Units of Competency at the required standard as required under the Animal Care and Management Training Package.

Reference Material includes required reading that supports and complements, the General Content for Students to obtain the competencies required to deliver financial planning advice to their Students (includes general information, reports on the Australian economy, publications from ASIC and other regulatory authorities and industry research and publications (e.g. Animal Care Industry Research, reports, articles, regulations);

Response to Activities or Response includes Student's submission(s) and/or resubmission(s) of answers or responses to Activity Questions set out in the Assessment Booklet or as otherwise directed by AACI.

Required Reading or Pre-reading means and includes the reading, pre-reading and analysis of the General Content, Reference Material and Assessment Material.

Role Play means a demonstration of Skills and knowledge in a structured delivery in accordance with the guidelines by a Student to an Assessor in a simulated environment.

RTO or Registered Training Organisation is an organisation that has been registered by a State or Territory recognition authority to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework.

Scholarship or Scholarship Program means the scholarship award, granted by AACI, to a successful applicant subject to the Scholarship Award Conditions.

Scholarship Award Conditions means all terms and conditions pertaining to the award of scholarship(s) including commencement within 1 month of written notification of the award (by email), non-transferability, successfully completed within the Standard Enrolment Period and subject to payment of other incidental costs (as amended from time to time in the discretion of AACI).

Stakeholder or Stakeholder means and includes AACI, AACI Staff, other Students, Work Placement Clinic and its staff and contractors, Animals and Animal Owners.

Statement of Attainment means formal certification in the vocational educational training sector by an RTO under the AQTF that a student has achieved partial qualification, one or more units of competency from a Nationally endorsed training package or all the units of competency or modules comprising learning outcomes for an accredited Course that does not meet the requirements for a qualification.

Student Information Guide or ***Student Handbook*** means this document.

Student or Prospective Students or You means a visitor to the Website that has completed and/or submitted a completed Student Enrolment Form and has agreed to the terms and conditions contained on this Student Information Guide and related Pre-Enrolment Information, that includes the implied or express agreement to pay the respective Fees for the Course or Program (including Student emails sent and received by AACI.

Student Enrolment Form or Application means and includes ***our online Student Enrolment Form for our Courses or Programs*** and any other enrolment forms developed from time to time on our Website.

Terms and Conditions means the terms and conditions contained or incorporated by reference in the Student Enrolment Form.

Upfront Payment *means the proportion of the Course Fee or Program Fee* paid in advance by the Student that is required to secure access to AACI learner resources for their selected course.

User Name means the 12+ alphanumeric characters nominated by the individual visitor to the Website that is entered into, submitted by the Student and utilised as the protection mechanism for information contained in the Student's Student Care Centre confidential.

Visitor means an individual person that visits and browses the AACI Websites but may or may not be a Student.

Website includes the interface, functionality, Content and Work Product made available on pages under the domain name www.aaci.edu.au and related domains and sub-domains (as amended from time).

Interpretation

Headings are for convenience only and do not affect interpretation. The following rules apply unless the context requires otherwise.

- The singular includes the plural and conversely.
- A gender includes all genders.
- If a word or phrase is defined, its other grammatical forms have a corresponding meaning.
- A reference to a person, corporation, trust, partnership, unincorporated body or other entity includes any of them.
- A reference to a Clause, Schedule or Annexure is a reference to a clause of, or a schedule or annexure to, this Agreement.
- A reference to an agreement or document (including a reference to this Agreement) is to the agreement or document as amended, varied, supplemented, novated or replaced, except to the extent prohibited by this Agreement or that other agreement or document and, for the avoidance of doubt, a reference to this Agreement includes the Schedules and Annexures.
- A reference to a party to this Agreement or another agreement or document includes the party's successors, permitted substitutes and permitted assigns (and, where applicable, the party's legal personal representatives).
- A reference to legislation or to a provision of legislation includes a modification or re-enactment of it, a legislative provision substituted for it and a regulation or statutory instrument issued under it.
- A reference to conduct includes an omission, statement or undertaking, whether or not in writing.
- A reference to an agreement includes any undertaking, deed, agreement and legally enforceable arrangement, whether or not in writing, and a reference to a document includes an agreement (as so defined) in writing and any certificate, notice, instrument and document of any kind.
- A reference to dollars and $ is to Australian currency (unless specified otherwise).
- A reference to a right or obligation of any two or more persons confers that right, or imposes that obligation, as the case may be, jointly and severally.
- The meaning of general words is not limited by specific examples introduced by includes, including, such as, in particular, or for example, or similar expressions.

Nothing in this Agreement is to be interpreted against a party solely on the ground that the party put forward this Agreement or any part of it.

Consents or approvals

If the doing of any act, matter or thing under this Agreement is dependent on the consent or approval of a party or is within the discretion of a party or if under this Agreement an act, matter or thing may be done by a party, the consent or approval may be given or the discretion may be exercised or the act, matter or thing may be done conditionally or unconditionally or withheld by the party in its absolute discretion unless express provision to the contrary has been made.

Intellectual Property Rights

The Information displayed on the Website is copyright protected and all rights are reserved by the Company. You may use this Information personally including the temporary copy held in a computer's cache and a sole permanent copy for Your personal reference, the material may not otherwise be used, copied, reproduced, published, stored in a retrieval system, changed or transmitted in any form or by any means in whole or part (except where such use constitutes fair dealing under the Copyright Act or except where expressly permitted to do so) without the prior written approval of the Company or its appropriate approved supplier or licensor.

Company Grants Student a Revocable Restricted Licence to Website

The Company grants to You a revocable restricted license to display our Content on the computer that You access the Website from, but only for, a non-profit purpose, personal use or for educational purposes only, subject to You and/or Your related party agreeing not to modify the Content or Work Product & to use best endeavours to prevent our copyright being breached.

TradeMarks

Adobe, the Adobe logo, Acrobat and "Get Acrobat Reader" logo are trademarks of Adobe Systems Incorporated, and related intellectual property of Google, Microsoft and Apple Computer © group of companies. Other trademarks may be displayed on the website from time to time which may belong to third parties. No permission has been provided directly or indirectly, to reproduce or publish (by any individual person) other than the restricted license granted hereunder pursuant to this Agreement to the Company's logo and related trademarks. Without the express written permission of the Company no Intellectual Property is to be reproduced by the Student or Visitor.

Electronic Communication

The Company is a professional education and training provider that delivers Approved Products and Services via the World Wide Web utilising the capabilities of the Internet and electronic mail (email) to operate and conduct arrangements and commercial dealings. You hereby are deemed to agree that the sending of emails is a central procedure/process in conducting these dealings between You and the Company. To the strongest possible position in law You hereby agree and/or deemed to consent to communicating with the Company electronically (by email), unless otherwise agreed to in writing, and that such form of communication shall satisfy the legal elements to give rise to the creation of a legal contract even if this contract may or may not have been legally executed.

Governing law

The terms and conditions of this Student Information Guide shall be governed and construed in accordance to the laws applicable to the State of Victoria and Commonwealth of Australia and the parties submit to the exclusive jurisdiction of the courts of Victoria in respect of any dispute arising under this document or its implementation or enforcement.

47   Help Lines

Here is a list of helplines that can be personally used or supplied to others when help and support is needed:

- Lifeline Australia - 131 114

- Emergency Services Australia - 000

- Beyond Blue Australia - 1300 224 636

- Suicide Callback Service Australia - 1300 659 467

- Mensline Australia - 1300 789 978

- eFriend - efriend.org.au

- 1800RESPECT - 1800 737 732

- Open Arms - 1800 011 046
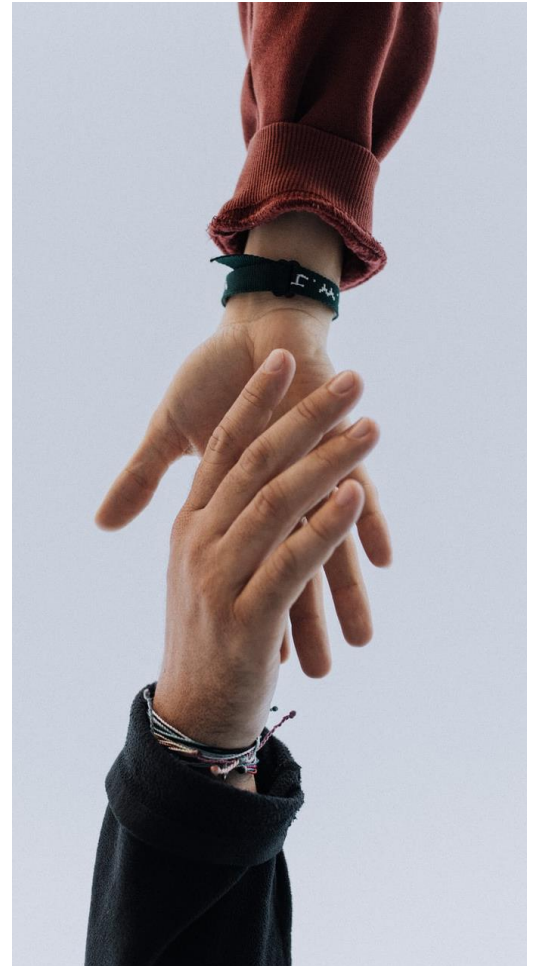
DIRECTORY OF USEFUL CONTACTS

EMERGENCY	Police, Fire, Ambulance: Tel: **000**. This is a 24 hour free service. You must state the service you require and your address.
CRISIS COUNSELLING	Lifeline: Tel: **131 114** for confidential counselling by trained professions, 24 hours a day. Just Ask: Tel: **1300 131 114.** This is also a Lifeline counselling service which operates Monday to Friday, 9.00 am to 5.00 pm.
JUSTICES OF THE PEACE	Local JP registry is available by phoning **1300 365 567** or visit your local Police Station.
HOSPITALS	In the event of an emergency, phone **000** for an ambulance or attend the Emergency Department of the closest public hospital to you.
	Royal Melbourne Hospital * Grattan Street, Parkville Tel: 9342 7000
	St Vincent's Hospital * Victoria Parade, Fitzroy Tel: 9288 2211
	Royal Women's Hospital * Grattan Street, Carlton Tel: 9344 2000
	Alfred Hospital Commercial Road, Prahran Tel: 9276 2100
	Austin and Repatriation Medical Centre Studley Road, Heidelberg Tel: 9895 3333
	Sunshine Hospital 176 Furlong Road, St Albans Tel: 1300 334 455
	Box Hill Hospital Nelson Road, Box Hill Tel: 9895 3333
	Dandenong Hospital David Street, Dandenong Tel: 9791 6000
	Epworth Private Hospital Erin Street, Richmond Tel: 9426 6666
	Maroondah Hospital Mt Dandenong Road, Ringwood East Tel: 9871 3333
	Monash Medical Centre Clayton Road, Clayton Tel: 9550 2159

HEALTH AND MEDICAL SERVICES	Medical Practitioners (Doctors): Look in the Yellow Pages Telephone Directory under Medical Practitioners for a doctor near you, or you can make an appointment to see the following doctors who are located in close proximity to the Institute: o **Swanston Street Medical Centre** 393 Swanston Street, Melbourne Tel: **9654 2722**
LEGAL MATTERS	Community Legal Aid Services : 350 Queen Street, Melbourne, Tel: **9269 0120** visit www.leggalaid.vic.gov.au. The Law Institute of Victoria Community Legal Aid Centres www.liv.asn.au/public/clc
CRIME STOPPERS	If you witness a crime. Free Call: **1800 333 000.**
VICTIMS REFERRAL AND ASSISTANCE	Department of Justice – Tel: **9651 0333**
CONSUMER PROTECTION	Consumer protection provides advice and support regarding consumer issues such as tenancy. **Tel: 1300 558 181** or visit www.consumer.vic.gov.au
JOBWATCH	Tel: **9662 1933 or** 1800 331 617**.** Jobwatch provides legal information and advice for employees and workers in Victoria. It also produces publications on work rights and minimum pay rates. Website: www.job-watch.org.au
WAGENET	WageNet provides information on employment issues in Australia. Tel: **1300 363 264** or website: www.wagenet.gov.au
TRANSPORT	For Train, Tram and Bus Information, call Metlink Tel: **131 638**or visit www.metlink.melbourne.com.au Transport Information Line: **131 500** Melways Street Directory website: www.ausway.com VicRoads Tel: **131 171** for information on Drivers License or other road related matters or website: www.vicroads.com.au
Reading and Writing Hotline	Telephone: 1300 655 506 Website: http://www.literacyline.edu.au/index.html For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.
Australian Apprenticeship Centres (AAC)	Telephone: 1800 639 629 Website: http://australianapprenticeships.gov.au Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission	Telephone: (03) 9281 7100 Website: http://www.equalopportunitycommission.vic.gov.au/home.asp The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple
Legal Aid Victoria	Telephone: 1800 677 402 Website: http://www.legalaid.vic.gov.au Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.
Disability Rights Victoria	Telephone: 1800 462 480 Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.
Kids Help Line	Telephone: 1800 55 1800 Website: www.kidshelpline.com.au If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web and email counselling.
Fair Work Australia	Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.
Reach Out	Website: www.reachout.com.au Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people

48   Access to your records

You may access or obtain a copy of the records that AACI holds about you at any time. This includes personal information and records of participation and progress. If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access.

Access to records may be provided by:
- making copies of the records held in a file
- providing a time for you to review your file

49   Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs and continue to improve our quality.

AACI uses feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

Feedback and input from students and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any quality review of materials and in the validation and moderation processes. Industry consultation is vital. We actively encourage the collection of data from learners and employers relating to their expectation and experience of our services.

Course evaluation forms are provided to learners' mid-way through their course and also upon completion. All *students and employers* will be provided with a Quality Indicator Survey issued by the National Centre for **Vocational Education and Research (NCVER)** that they are required to complete.

Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

AACI also welcomes feedback from you at any time by email and phone.

50 Training Plan - Delivery Sequence of Units

ACM10121 Certificate I in Animal Care Pathways

Sequence	Unit
1	ACMWHS201 Participate in workplace health and safety processes
2	ACMGEN205 Source and provide information for animal care needs
3	BSBCMM211 Apply communication skills
4	ACMGEN101 Explore job opportunities in animal care and related industries
5	ACMGEN102 Approach and handle a range of calm animals
6	ACMGEN103 Assist in the care of animals
7	FSKOCM002 Engage in short and simple spoken exchanges at work

If a Learner is already working in the industry or has complete some units previously then the sequence of the units shall be adjusted in consultation with your trainer and assessor and detailed in your individualised Training Plan.

ACM20121 Certificate II in Animal Care

Sequence	Unit
1	ACMWHS201 Participate in workplace health and safety processes
2	ACMSUS201 Participate in environmentally sustainable work practices
3	BSBCMM211 Apply communication skills
4	ACMGEN201 Work in the animal care industry
5	ACMGEN202 Complete animal care hygiene routines
6	ACMGEN203 Feed and water animals
7	ACMGEN204 Assist in health care of animals
8	ACMGEN309 Provide basic animal first aid
9	ACMGEN310 Provide reception services for an animal care facility
10	ACMVET201 Assist with veterinary nursing reception duties
11	ACMSPE316 Provide general care of domestic dogs
12	ACMSPE317 Provide general care of domestic cats

If a Learner is already working in the industry or has complete some units previously then the sequence of the units shall be adjusted in consultation with your trainer and assessor and detailed in your individualised Training Plan.

ACM40418 Certificate IV in Veterinary Nursing

Sequence	Unit
1	ACMWHS301 Contribute to Workplace Health and Safety Processes
2	ACMGEN315 Communicate effectively with clients and team members
3	SIRXHWB002 Promote Workplace Health and Wellbeing
4	ACMSUS401 Implement and Monitor Environmentally Sustainable Work Practices
5	ACMINF301 Comply with Infection Control Policies and Procedures in Animal Care Work
6	ACMVET202 Carry out daily practice routines
7	ACMGEN314 Identify animal anatomy and physiology for animal care work
8	ACMSPE316 Provide general care of domestic dogs
9	ACMSPE317 Provide general care of domestic cats
10	ACMVET401 Coordinate Veterinary Reception Duties
11	ACMVET404 Perform practice office procedures
12	ACMVET406 Nurse animals
13	ACMVET402 Apply imaging routines
14	ACMVET416 Assist with the preparation of veterinary drugs and poisons
15	ACMVET407 Carry Out Medical Nursing Routines
16	ACMVET403 Perform clinical pathology procedures
17	ACMVET405 Coordinate and perform surgical nursing routines
18	ACMVET413 Prepare for anaesthesia and monitor animal anaesthesia and analgesia
19	ACMVET410 Carry out veterinary dental nursing procedures
20	ACMVET408 Provide nutritional advice and support for animals
21	ACMVET409 Provide specific animal care advice

If a Learner is already working in the industry or has complete some units from the course previously then the sequence of the units shall be adjusted in consultation with your trainer and assessor and detailed in your individualised Training Plan.

51 Appendix D - Western Australia Veterinary Surgeons' Board

Please note that in Western Australia the Mentor must be a veterinary surgeon (not a VET Nurse) and they must supervise a list of prescribed duties detailed contained in Appendix D. (please visit www.vsbwa.org.au)

Regulation 65 of the Veterinary Surgeons Regulations 1979 sets out the duties and veterinary services that may be performed by veterinary nurses.

(1) The duties and veterinary services set out in this regulation are prescribed for the purposes of sections 26(4)(b) and 26E(4) of the Act as duties and veterinary services that may be performed by a veterinary nurse.

(2) A veterinary nurse may, in the presence of, and under the immediate and direct personal supervision of, a registered veterinary surgeon, assist the surgeon to perform surgical procedures.

(3) The following duties and veterinary services may be performed by a veterinary nurse under the personal supervision of a registered veterinary surgeon –

(a) dental prophylaxis, including simple extraction of teeth;

(b) superficial surgical procedures (such as suturing skin);

(c) taking images using x-rays, ultrasound, ECG or similar imaging techniques, in accordance with the Radiation Safety Act 1975 and any other relevant written law;

(d) taking samples for the purposes of pathology tests;

(e) setting up and supervising intravenous drips and transfusions;

(f) inserting and removing indwelling catheters for the administration of intravenous fluids;

(g) assisting with and monitoring the administration of anaesthetics;

(h) monitoring the recovery of animals from anaesthesia.

(4) The following duties and veterinary services may be performed by a veterinary nurse under the direction of a registered veterinary surgeon –

(a) physically examining animals;

(b) giving general health advice in relation to weight loss, nutrition, parasite control and similar matters;

(c) isolating animals and carrying out barrier nursing;

(d) administering scheduled drugs;

(e) supplying to customers medication specified by the registered veterinary surgeon;

(f) dressing wounds and post-surgical care;

(g) supervising, caring for and nursing animals;

(h) performing clinical pathology tests.

Trainee Veterinary Nurses Duties

NOTE: Only persons approved or authorised by the Veterinary Surgeons' Board may perform the duties of veterinary nurses or trainee veterinary nurses.

Regulation 66 of the Veterinary Surgeons Regulations 1979 sets out the duties and veterinary services that may be performed by trainee veterinary nurses (s. 26(4)(b)).

(1) The duties and veterinary services set out in regulation 65(2), (3) and (4) (see Veterinary Nurse's duties) are prescribed for the purposes of section 26(4)(b) of the Act as duties and veterinary services that may be performed by a trainee veterinary nurse.

(2) A trainee veterinary nurse may perform those duties and veterinary services only in the presence of, and under the immediate and direct personal supervision of, a registered veterinary surgeon.

(3) An authorisation issued under section 26(4)(b) of the Act to a trainee veterinary nurse-

(a) is valid for the period specified in it unless it is revoked by the Board before the expiration of that period; and

(b) may be renewed.

(4) An application for authorisation under section 26(4)(b) of the Act as a trainee veterinary nurse, or the renewal of such an authorisation, is to be-

(a) made in an approved form; and

(b) accompanied by such evidence with respect to the application as the Board may require; and

(c) accompanied by the fee set out in regulation 80.

52   Appendix E – Privacy Notice and Personal Information Procedure Data Provision Requirements 2020

Why we collect your personal information

As a registered training organisation (RTO 45823), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice. (also see below)

Commonwealth legislation

| Legislation	Link
National Vocational Education and Training Regulator Act 2011	www.legislation.gov.au/Series/C2011A00012
National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020	www.legislation.gov.au/Series/F2013L00160
Standards for Registered Training Organisations (RTOs) 2015	www.legislation.gov.au/Series/F2014L01377
Student Identifiers Act 2014	www.legislation.gov.au/Series/C2014A00036
Student Identifiers Regulation 2014	www.legislation.gov.au/Series/F2014L01204
Student Identifiers (Exemptions) Instrument 2018	www.legislation.gov.au/Series/F2018L01447
Privacy Act (1988)	www.legislation.gov.au/Series/C2004A03712
Australian Privacy Principles	www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool

State or Territory legislation and guidelines

Document name	Link
Education and Training Reform Act 2006 (Vic)	www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006/080
AQTF Essential Conditions and Standards for Continuing Registration (Vic)	www.vrqa.vic.gov.au/Documents/VETessecondstandrdscont.pdf
Victorian Registration and Qualifications Authority Guidelines for VET Providers	www.vrqa.vic.gov.au/registration/Pages/vetqualitydef.aspx
Vocational Education and Training Act 1996 (WA)	www.legislation.wa.gov.au/legislation/statutes.nsf/law_a858.html
Vocational Education and Training (General) Regulations 2009 (WA)	www.legislation.wa.gov.au/legislation/statutes.nsf/law_s41125.html

Schedule 1

ACSF Core Skill Levels

ACM10121 - Certificate I in Animal Care Industry Pathways

This diagram from LLN Robot indicates the ACSF Core Skill levels of a student that has successfully completed, (graduated) from this particular qualification.
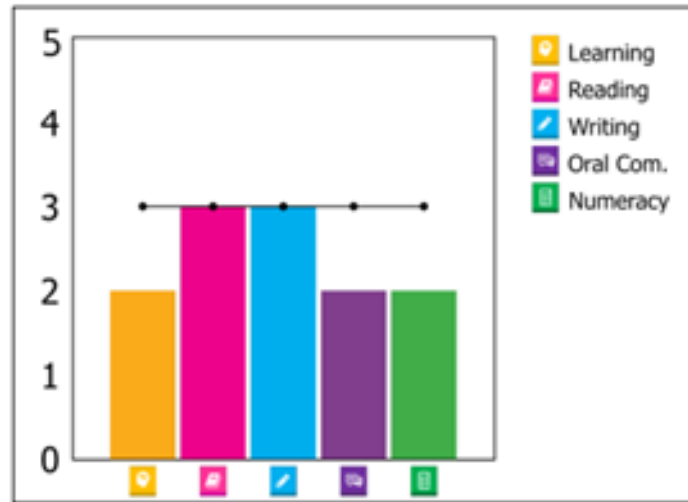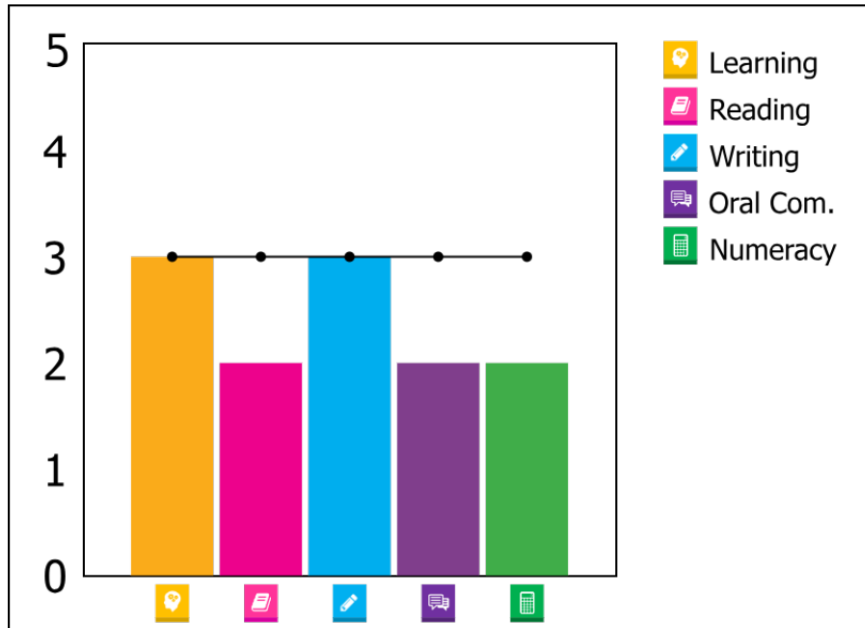
Schedule 2

ACSF Core Skill Levels

ACM20121 Certificate II in Animal Care

This diagram from LLN Robot indicates the ACSF Core Skill levels of a student that has successfully completed, (graduated) from this particular qualification.

Schedule 3

ACSF Core Skill Levels

ACM40418 Certificate IV in Veterinary Nursing

This diagram from LLN Robot indicates the ACSF Core Skill levels of a student that has successfully completed, (graduated) from this particular qualification.
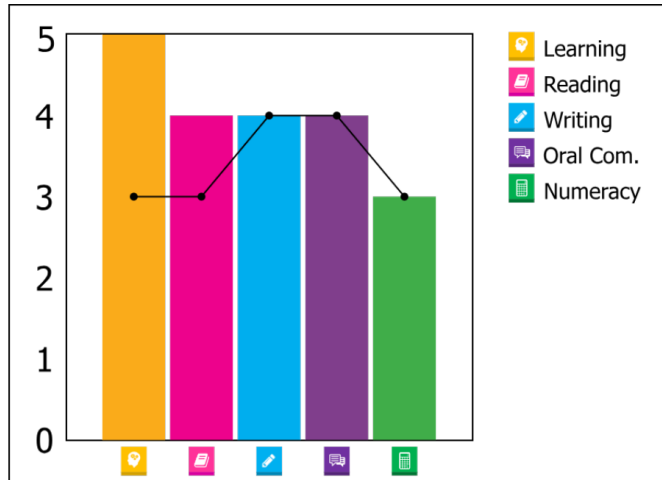

Please read our LLN Policy and Procedure or further details

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact AACI to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

AACI Contact Details

info@aaci.edu.au or visit the website www.aaci.edu.au or www.avni.edu.au

660 Great Ocean Road, Bellbrae Victoria 3228 Australia

To access AACI's Privacy Policy, please click

www.aaci.edu.au/privacypolicy

53   Review/ amendment history

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Review Date: 1 May 2024

Version	Date	Details
1.0	4 August 2021	First Lodged with ASQA
2.0	22 January 2022	Updated and Re-Lodged with ASQA
3.0	1 June 2022	Updated and released
4.0	1 August 2022	Updated contact details and re-released
5.0	1 September 2022	Updated contact details and TOID
6.0	1 January 2023	Minor change – date changed from 2022 to 2023
7.0	10 April 2023	Minor change – updated overseas delivery mode
8.0	1 May 2023	Updated LLN and ACSF schedules

END OF DOCUMENT