Australian Institute of Social Relations

National Provider Code: 102358

Student Handbook

Relationships AUSTRALIA · SA

Nationally Recognised Training

The Australian Institute of Social Relations RTO 102358 is the training division of Relationships Australia SA www.socialrelations.edu.au/

Australian Institute of Social Relations

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Contact information:

Phone: (08) 8245 8100
Email: info@aisr.edu.au
Website: www.socialrelations.edu.au

Welcome to the Australian Institute of Social Relations

About AISR

The Australian Institute of Social Relations (AISR) is Relationships Australia SA's training and education service and a trusted name in health and community services. We offer nationally recognised qualifications and short courses, providing accessible and affordable training to ensure our graduates are job ready.

Our experienced trainers bring real-world knowledge and current industry expertise to the classroom. And with evidence-based research and industry-shaped learning, you'll gain the practical skills you need to succeed in your career.

As educators we recognise that the Ancient Universities and ways of knowing of Aboriginal and Torres Strait Islander Peoples have existed for millennia, and we respect and honour First Nations expertise.

Australian Institute of Social Relations

Nationally Recognised Training

Our learning philosophy

At AISR we believe the following principles are intrinsic to effective education and learning:

Organisational culture as a foundation for learning

Organisational cultures that value people, and the quality of relationships between people, provide the foundation for organisational effectiveness, including learning. Actively shaping organisational culture is part of the workforce development process.

Recognising and valuing diversity

Building relationships of respect requires an ability to both recognise and encourage diversity and differences amongst staff within the organisation. Teamwork and shared understanding is a vital aspect of a learning culture. We are all enriched by diversity.

Learning practices are everywhere

Learning is a process that takes place in many situations and is not restricted to formal training sessions. Actively developing learning practices that suit specific work roles and contexts requires a broad understanding of the ways learning can take place.

Building on strengths

Recognising existing strengths provides a positive framework for the identification of required new skills and knowledge. Recognition of existing skills means the introduction of new skills becomes a positive experience for the individual involved. Without recognition of existing skills, the introduction of new skills can become a negative experience for the individual involved.

Linking workplace learning to formal training

Clarity about workplace learning practices facilitates the formal recognition of workplace learning. Through the development of explicit learning approaches within the workplace, individual staff can achieve nationally recognised competencies and work towards formal qualifications.

Our values and approach to learning

AISR recognises that all students bring a variety of relevant skills and knowledge to their courses.

Throughout your studies, AISRs educators will help you to identify, value and share these abilities. We will also work with you to identify skills that are new to you.

Our aim is to provide learning situations and experiences that are relevant to your specific requirements and to prepare you for workplace realities.

Our approach is to build on the skills and abilities that you already have.

Our intention is to ensure that your learning experience with the Institute encourages and supports you to share your needs and responses with trainers and assessors, and with other students.

Please also see the Relationships Australia South Australia Vision and Values at the end of this handbook to see how we expect our educators and students to interact at the Australian Institute of Social Relations.

Student information

Nationally recognised training

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Educational pathways and qualifications

The competency-based model means your progress is measured by your ability to demonstrate the required skills and knowledge to an industry-standard level, rather than the time spent in training. You will be assessed against nationally recognised benchmarks outlined in each unit of competency.

Progress through your course occurs as you successfully demonstrate competency in each unit. If you do not demonstrate competency on your first attempt, you will be given further opportunities to receive feedback, build your skills, and be reassessed. This approach supports flexible, individualised learning and ensures you are fully equipped to meet the expectations of your chosen industry.

Students who complete all assessment requirements for all units of competency within a qualification will be awarded a Testamur (official parchment).

Students who complete all assessment requirements for a unit or cluster of units of competency but do not fulfil the requirements for a full qualification will be awarded a Statement of Attainment listing the competencies that have been completed.

Structured training programs

A range of structured training programs and workshops are provided by AISR. In addition to face-to-face options, there are online and video conference facilities available.

These programs vary in duration from one day to several days, for courses that cover single units or

clusters of competency units, to whole qualifications offered over a year or more.

All programs have an emphasis on the application of learning in the workplace, and many will include assessment on the job, in observed role plays, or through a work placement.

AISR provides course information on our website so that participants can obtain details of upcoming programs and make an informed decision prior to enrolment.

Recognition of Prior Learning (RPL)

At AISR we value the skills and knowledge you've gained through life and work experience, whether formal or informal. Recognition of Prior Learning (RPL) is a process that gives you the opportunity to have these experiences assessed against the requirements of the course you're enrolling in. If you can demonstrate that you already meet the outcomes of a unit, you may not need to complete that part of the training or the assessment tasks. This process supports students by recognising what you already know and do, helping you build on your strengths and avoid duplication. If you're interested in RPL, our team will guide you through the steps and help you gather the evidence you need.

The RPL assessment process involves comparing your existing skills and knowledge to the requirements of the relevant units of competency. You'll be asked to provide evidence such as work samples, references, qualifications, or participate in an interview or practical demonstration. An assessor will review your evidence to determine whether it meets the standard required for recognition. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Students seeking recognition for all or part of a qualification must first complete the Recognition Application Kit.

RPL Applications must be received 14 days prior to course commencement. Applications made after this date will not be assessed. For further information visit our website or contact us to discuss your options.

Credit transfer

If you've completed one or more units of competency or a whole qualification through another Registered Training Organisation (RTO), you may be eligible for credit transfer.

This means we can recognise those previously completed units where they are equivalent to units in your AISR course, reducing the time and cost of your training. Credit transfer supports your learning journey by acknowledging your existing achievements and ensuring you don't repeat content unnecessarily. To apply, you'll need to provide your statement of attainment or transcript with listed units of competency. Our team is here to help you with the process and confirm your eligibility.

For credit transfer to occur, the original documents must be sighted by AISR, either in hard copy or a digital copy scanned or emailed. We will then determine the extent to which the original course or subject is equivalent to the required learning outcomes, competency outcomes and standards in a qualification.

Next, with your permission, we will verify your results with the issuing RTO. We cannot award credit without successful verification.

Assessment

Assessments are based on the collection of evidence of a student's skills, knowledge and attributes as they relate to the requirements of the unit and/or qualification.

AISR uses multiple techniques for gathering different types of evidence. This may include interviews, written questions, quizzes, direct observation, structured activities, third party feedback, portfolios, and the review of documents or products created as part of the course work. Such processes ensure that evidence is gathered from direct, indirect and supplementary sources to confirm competence. The use of meeting software and the ability to submit work via the online learning management system allows students to be assessed from anywhere and submit evidence at times that are convenient to them.

Assessment outcomes

The purpose of assessment is to make an informed decision through the gathering of required evidence identified in the units of competency, the qualification and the work role.

Assessment processes are guided by the principles of assessment of fairness, flexibility, validity, reliability and sufficiency. Evidence gathered for assessment purposes is guided by rules of evidence, ensuring it is valid, sufficient, authentic and current.

All tasks undertaken which require assessment will initially receive an outcome of either:

Satisfactory (S)

S indicates you have successfully demonstrated, provided, articulated, produced, performed or completed a task that meets a defined benchmark or standard for the assessment.

Further Evidence Required (FER)

FER indicates that some aspect of the benchmark or standard for the assessment task has not yet been achieved.

If the outcome is FER, the specific aspect of the benchmark or standard not yet achieved will be identified, and a plan to address this will be developed in consultation with you.

The plan to address FER will vary depending on what has not been achieved, and may include further demonstration and observation (face-to-face, online or video participation), written work, quizzes, interviews or other appropriate evidence-gathering processes.

If you receive an initial grade of FER for an assessment task, you can then resubmit two (2) further attempts to address any shortfall identified in the previous attempt. In total, you receive three (3) chances to successfully complete an assessment.

Not Satisfactory (NS)

If three unsuccessful attempts have been made for any assessment task, the task will be marked as Not Satisfactory (NS) and a final outcome of Not Competent (NC) will be applied to the unit of competency. You will need to re-enrol into that unit in a subsequent intake.

The unit result outcomes applied are:

CA – Competency Achieved NC – Not Competent

RPL-G – Recognition of Prior Learning - Granted WD – Withdrawn CT – Credit Transfer

Work placement and practicum

Many of our qualifications include a mandatory work placement component to give you real-world experience in the sector. This is an opportunity to apply what you've learned in a supported environment, develop practical skills, and build confidence working with individuals, families, and communities.

We work closely with you to ensure you're well prepared for your placement, with clear guidance on your responsibilities and the types of tasks you'll be undertaking. Placement hours are supervised by your placement provider and are a required part of completing your qualification. Specific work placement activities and requirements will be detailed in the work placement booklet for each qualification, including learning and assessment requirements that must be completed prior to commencing placement.

Many workplaces, including Relationships Australia South Australia, will have mandatory background screening and clearances that will be required prior to commencing placement. Details of these clearances will be included in the work placement booklet. Each workplace will have its own student placement process. Students are encouraged to contact their preferred work placement provider early to learn about their process and the required screenings.

Additional legislative requirements for students to be eligible for placement will vary between each State and Territory. Students must be able to produce documents as per the relevant legislative requirements for the State or Territory in which the student is seeking placement. At a minimum, photographic identification will be required.

Wherever possible and practical students are supported to:

- Undertake their work placement in an agency related to their course of study
- Undertake their work placement in their own workplace
- Undertake workplace activities in a simulated work environment
- Undertake workplace activities under supervision.

While it is your responsibility to secure a suitable placement, we provide guidance and support to help you approach potential providers—this includes help with identifying suitable organisations and understanding workplace expectations. In some cases, limited placement opportunities may be available within our organisation; however, these are not guaranteed and are subject to availability and suitability. We're here to support you throughout the process and help you feel confident in finding a placement that aligns with your learning goals and interests.

Some courses include a practicum. This is when you complete mandated work experience in a simulated setting, meaning your skills can be practiced and demonstrated in person, in a 'mock' workplace that reflects real working conditions. You may be required to demonstrate skills in a real workplace through a placement or in a simulated workplace via a practicum that uses role plays in a mock setting. Your course outline will tell you which of these is required.

Enrolment process and course administration

Enrolling in one of AISRs courses is a straightforward process designed to support you from the start. Once you've chosen your course, you can enrol using the form on our website. When selecting your enrolment form, be sure to choose the one aligned to your preferred enrolment type (full-fee, subsidised or VSL). Once we receive your completed enrolment form, we'll guide you through the steps to progress your enrolment, which may include an eligibility check, a short pre-enrolment interview and a Language, Literacy, and Numeracy activity. During this process, we'll also talk with you about any support needs, recognition of prior learning or credit transfer options, and provide clear information about fees, study requirements, and next steps. Our team is here to ensure you feel confident and well-informed as you begin your learning journey.

As part of the enrolment process, you'll need to provide your Unique Student Identifier (USI), which allows us to issue your qualification and ensures your training records are kept securely in the national system.

Unique Student Identifier (USI)

A USI is a reference number made up of numbers and letters. All students are required to create a USI at the time of enrolment at **www.usi.gov.au/students**. Creating a USI is free and is required for anyone undertaking nationally recognised training or an accredited course. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it is yours for life.

The USI is linked to the National VET Provider Data Collection. This means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- Link a student's VET achievements, regardless of where in Australia they completed the course
- Let students easily access secure digital transcripts of their achievements
- Give students more control over their VET information.

Course related fees

AISR will ensure that all current course fee information is published on its website prior to each intake period.

For all Nationally Recognised Qualifications the total fee payable is determined by which scheme you enrol in the qualification under. Some courses may offer places for full fee paying students, SA Government subsidised training (SA based students only) or under the VET Student Loans Scheme.

Tuition fee

The tuition fee covers all learning materials, required texts, content delivery, subscriptions and any other items needed by the student to participate in the course.

Full fee paying students can opt to be invoiced for the amount of each unit of study (once census date passes), or apply to enter into a fortnightly payment plan arrangement. Payment plans will be negotiated to ensure course fee obligations are met prior to completion of the course. These are discretionary and are assessed on a case by case basis. We are not required to provide reasons for non-approval.

For government subsidised courses there will be a tuition gap fee payable. The tuition gap fee is the difference between the tuition fee of the qualification and the subsidy receivable for SA Government. The tuition gap fee is evenly spread across each unit of study and is invoiced to the student once a census date for each unit of study has passed.

Payment of fees

Invoices from the Australian Institute of Social Relations (AISR) will be shown on your Student Portal. On the left hand side of the Dashboard is a $ icon, here you will find all invoices issued to you, you can make payments directly through your portal using your Credit/Debit card. EFT payments can also be made - you will find AISR's account details on your Invoice. Payment information and receipts are also available within your student portal.

Payment terms for an invoice are 14 days from date of issue.

Payment Plan

Where negotiated prior to commencement of the course, students can apply to enter into a payment plan with AISR. Payment plans will be negotiated to ensure course fee obligations are met prior to completion of the course. These are discretionary and are assessed on a case by case basis.We are not required to provide reasons for non-approval. To apply for a payment plan please contact our team by email admin@aisr.edu.au.

Course cancellations

Where a course is cancelled by AISR, all fees paid will be returned in full.

Withdrawal

Students who wish to withdraw from their course must do so before the next Census Date to avoid the charge for that Unit of Study. The Census Date is published on the Schedule of Fees, available on the website prior to enrolment and on your Student Portal on Moodle. Students must formally Withdraw prior to the Census Date using the AISR official Withdrawal Form, which can be found on your Student Portal on Moodle. If AISR does not receive this completed form prior to census date students will be charged fees for that entire unit of study. For students accessing VSL please see the Vet Student Loans (VSL) Overview under Course Related Fees for clarification

If appropriate, a Statement of Attainment will be issued to students for units of competence that have been completed prior to withdrawing.

Deferring

Students who wish to defer from their course must do so before the next Census Date to avoid the charge for that unit of study. The Census Dates are published on the Schedule of Fees on your Student Portal on Moodle.

Students must formally Defer using the AISR official Deferral Form which you can find on your Student Portal on Moodle. If AISR does not receive this completed form prior to census date students will be charged fees for that entire unit of study. For students accessing VSL please see the Vet Student Loans (VSL) Overview under Course Related Fees for clarification.

Students may apply to defer studies for up to 12 months.

Please be aware that any difference between fees previously paid and course fees at the time of re-commencement are the liability of the student.

Refunds

Refunds can be negotiated in exceptional personal circumstances. Examples of reasons where a refund may be granted are when a student withdraws from their AISR course and experiencing:

- Loss of employment or income
- Medical reasons
- Unforeseeable personal circumstances e.g. family loss and/or breakdown
- Unplanned travel overseas and/or move interstate.

A refund request can be initiated by emailing us at admin@aisr.edu.au.

Unpaid fees and course progression

If a student has fallen into arrears with their tuition payment, AISR may request that the student does not attend/participate in future sessions until payments are up to date.

If there are any unpaid fees upon completion of the course AISR will not issue either a Testamur, Statement of Attainment or transcript of results to a student until full payment has been made.

Training guarantee

AISR is committed to supporting all enrolled students to complete their program of learning that leads to the award of a qualification or attainment of a unit or groups of units of competency.

In the event that this is not possible, AISR will negotiate with each student to:

- Arrange new study details including deferment, new start dates and timetables
- Find an alternative Registered Training Organisation to complete the course of study
- Investigate alternative delivery options including self-directed learning and assessment.
- Where no alternative solution can be found, if AISR is unable to meet its obligations, AISR will refund fees paid for the program of learning not yet delivered.

Vet Student Loans (VSL) overview

VSL (VET Student Loans) is an Australian Government loan program designed to help eligible students enrolled in approved VET courses at diploma level or above cover some or all of their tuition fees.

The loan is income-contingent, meaning you only begin repayments when your income passes a certain threshold. The amount you borrow is a debt you owe to the Commonwealth, managed through the Australian Taxation Office (ATO). The loan amount is indexed annually (adjusted in line with inflation) so the debt may grow over time.

The VET Student Loans program is governed by the VET Student Loans Act 2016 and the VET Student Loans Rules 2016. The VET Student Loans (Charges) Act 2016 allows for the imposition of an annual approved course provider charge on providers.

Only students who meet the eligibility criteria can access the VSL scheme.

What you can expect from us?

As an approved provider for VSL, we will help you with the following:

- enrolments
- tuition fees
- census days
- eligibility criteria for VET Student Loans
- applying for a VET Student Loan
- the correct withdrawal procedure
- getting your FEE-HELP balance re-credited and your HELP debt removed under special circumstances
- grievance procedures for student complaints.

Information about qualification tuition fees and delivery schedules can be accessed at any time on our website www.socialrelations.edu.au/qualifications/

Am I eligible?

Students are eligible for a VET Student Loan if they:

- are enrolled in a VET Student Loans approved course offered by a VET Student Loans provider;
- meet citizenship/residency requirements;
- have a FEE-HELP balance of more than $0; and
- meet student entry requirements.

Detailed eligibility information can be found in the VET Student Loans Information Booklet **here**.

If you are unsure, our team can help you. Send enquiries to admin@aisr.edu.au or call 08 8245 8100.

Considerations before applying for a VET Student Loan

There is no interest charged on **HELP** debts. Your HELP debt is, however, indexed each year. It increases annually on 1 June to maintain its real value, adjusting in line with changes in the cost of living (as measured by the Consumer Price Index figure released each March).

A 20 per cent loan fee applies to VET Student Loans for full fee paying / fee for service students.
The loan fee does not count towards your FEE-HELP limit.

You do not have to pay the loan fee upfront – it is reported by your provider and is added to your HELP debt at the ATO.

Your **VET Student Loans** debt forms part of your **accumulated HELP debt**. You must start repaying your HELP debt through the tax system once your income is above the compulsory repayment threshold, even if you are still studying.

How much you must pay back is calculated from the amounts given on your income tax return for:

- your taxable income,
- reportable fringe benefits (reported on your payment summary),
- total net investment loss (including net rental loss),
- reportable super contributions, and
- exempt foreign employment income amounts.

From 1 July 2017, anyone who has a HELP debt, and earns above the minimum repayment threshold, will be required to repay their debt regardless of where they live, whether in Australia or overseas.

Visit www.studyassist.gov.au for more information.

If you move overseas and have a HELP debt you have the same repayment obligations as those living in Australia. This applies if you already live or intend to move overseas for a total of 183 days or more in any 12 month period.

You will be required to notify the ATO by updating your contact details through ATO online services within seven days of leaving Australia. Visit www.ato.gov.au/overseasobligations or www.studyassist.gov.au for more information.

For more information about repaying your loan see the VET Student Loans Information Booklet available **here**.

Enrolment

You must first enrol in the course you want to study and indicate you wish to access a VET Student Loan.

Once your application is received we will give the department your enrolment information, including the nearest applicable census day, through the electronic Commonwealth Assistance Form (eCAF) system.

You will then receive an email from the department allowing you to sign into the eCAF system. Once you sign-in, you will need to verify the pre-populated information and complete the mandatory fields. You must then wait at least two full business days after you have enrolled in your studies before submitting the eCAF. You must submit the eCAF on or before the first census day for which you would like the loan to apply.

Once you submit your eCAF, you will receive an email confirming your loan approval and providing

you with a copy of your completed form. You should keep this form for your records.

1. Tax File Number (TFN)

If you want to use a VET Student Loan to pay for your study, you must meet the TFN requirements:

- you must have a valid TFN by the census day, or
- if you don't have a TFN, you can obtain a Certificate of application for a TFN. This certificate is available from the Australian Taxation Office (ATO) after you have applied for a TFN.

2. Prior study and Vet Fee Help (VFH) balance

VET Students Loans has a life-time cap. If you have exceeded this, you will not be eligible. You can check your HELP debt by using either myUniAssist or myGov.

For information about how to view and manage your VET Student Loans (HELP) debts, please refer to the VET Student Loans Information Booklet

3. Upfront Assessment of Needs

All students applying for a nationally recognised qualification with the Australian Institute of Social Relations will be assessed for learning support needs and a learning support plan will be established if additional and/or special needs are identified.

4. Language, Literacy and Numeracy (LLN) – Level of study

Student must be assessed as academically suited to undertake the approved course on the basis of either:

- providing your Australian Year 12 Certificate; OR
- providing evidence of successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English); OR
- displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.

5. Proof of Australian Citizenship

To be an eligible student you must provide proof that you are:

- an Australian citizen, or
- a qualifying New Zealand citizen , or
- a permanent humanitarian visa holder, who is usually resident in Australia.

A qualifying New Zealand citizen is a New Zealand citizen who meets all of the following:

- holds a special visa category, such as the New Zealand Special Category Visa (SCV);
- has been usually resident in Australia for at least 10 years;
- was a dependent child when he or she was first usually resident in Australia;
- has been in Australia for periods totalling 8 years during the previous 10 years; and
- has been in Australia for periods totalling 18 months during the previous 2 years.

Census Dates

Census date(s) are the last day on which you can withdraw from your course or part of course without having to pay tuition fees for the course or part of the course. The date is set by your approved course provider in accordance with the Act and Rules.

You will need to be aware of your census date(s) as this date is critical to getting a loan or withdrawing your enrolment.

You will incur your liability to pay tuition fees for each part of your course on the census date for that part of your course.

If you do not wish to incur a liability for that part of the course you must withdraw your enrolment in that part of the course, before the census date. You must withdraw in writing and in line with your approved course provider's withdrawal procedure.

You will receive a Vet Student Loans Fee notice 14 days prior to each unit of study Census Date. If you believe that the information contained in the Vet Student Loan Fee Notice is incorrect, you have the right to request a correction. If you believe there has been a mistake please email admin@aisr.edu.au with all your relevant

student information, the AISR must receive this 2 business days prior to Census Date in order for a correction to be investigated, you will receive notification of the outcome by return email.

Schedule of Fees and Loan Gap

The amount of a VET Student Loan for a course is capped. The loan may not be sufficient to cover all the tuition fees for a course. We will send you a written notice of the amount of your course tuition fees covered by the loan and any gap fees required to be paid by you. The information must be sent to you by the first census date for your course. You are responsible for paying the gap fee.

All VET Student Loan approved courses contain several units of study (UOS) of equal length with each having at least one census date. The total course fees are reasonably apportioned across the units of study and are added to your HELP debt once the census date for each respective UOS has passed.

Complaints and the Commonwealth VSL Ombudsman

If you are dissatisfied with any academic (e.g. grade) or non-academic (e.g. fee or debt dispute) matter you can lodge a grievance (i.e. an issue or complaint) as per our Complaints and Appeals policy.

Students should contact their Course Coordinator in the first instance for issues or complaints relating to academic and non-academic matters.

A copy of our **Complaints and Appeals policy** is located on our website https://www.socialrelations.edu.au

For debt complaints, you may also wish to contact the VET Student Loans Ombudsman. Further information on the VET Student Loans Ombudsman is available **here**.

The National Training and Complaints Hotline (13 38 73) is also a national service for consumers to register complaints concerning vocational education and training.

Withdrawing/Deferring

Prior to Census Date

You must withdraw from a course or a particular part of a course before the census day to avoid incurring a debt for that course (or part of the course). To withdraw from a course or a particular part of a course you must complete our Deferral/Withdrawal/ Transfer form located on your student portal on Moodle. You can access the form at www.socialrelations.edu.au/study-with-us/student- information/

After the Census Day and Special Circumstances

If you withdraw from a unit after the census day because you become seriously ill or for other special circumstances, you can apply to your provider to have your FEE-HELP balance re-credited and your HELP debt removed. You cannot have your debt removed if you have already successfully completed your unit of study.

Changing your mind or failing a unit is not a good enough reason to apply for special circumstances and you will still be required to repay your HELP debt.

For your provider to be satisfied that special circumstances apply to you, you must be able to prove that the circumstances:

- were beyond your control,
- did not make their full impact on you until on or after the census day, and
- made it impracticable (i.e. impossible) for you to complete your unit(s) of study requirements.

Genuine Student Check and eCAF

As a student accessing a VET Student Loan, a student engagement and progression requirement applies to your continued access to a VET Student Loan.

An invitation email with login details to the eCAF system will be sent to you requesting that you indicate your study intent and complete a short survey. Depending on the duration of your course and the length of time you take to complete the course, you may be requested to complete this form more than once during the length of your course.

If you do not complete the form and survey, you may be ineligible to continue accessing VET Student Loans to pay for the remainder of your course tuition fees.

SA Government Subsidised Funding overview

Subsidised funding is a South Australian government initiative allowing South Australian residents to gain approved qualifications at a subsidised rate. Participant Eligibility Criteria apply. Applicants need to meet course entry requirements and verify their eligibility before being offered a place with the AISR. Please check your eligibility **here**.

For further information about the S.A. Government subsidised training scheme see **here**.

Student records & personal information

We value your privacy at AISR, and we are committed to protecting your personal information in accordance with the *Privacy Act 1988 (Cth)*. When you enrol with us, we collect information that is necessary for your training, assessment, certification, and support services. This includes your contact details, course progress, attendance, and outcomes, as well as any information we are required to report to government agencies. Your information may be shared with the Australian Government, state or territory government departments, and other relevant authorities for the purposes of education and training compliance, reporting, and funding.

We will not disclose your personal information to anyone else without your consent, unless required or authorised by law. You have the right to access and correct your personal information, and our staff are available to help you understand your rights and our responsibilities under our Privacy Policy.

As the training division of Relationships Australia South Australia, AISR operates under RASA's Privacy Policy. RASA has a privacy policy that outlines how your personal information is handled and this information can be found on the RASA website www.rasa.org.au.

Student information is collected and stored as per the Data Provision Requirements. AISR is required to collect personal information and disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER) and relevant government departments for funding purposes.

AISR may disclose student's personal information to third parties including:

- School, if the student is a secondary student undertaking VET, including a school based apprenticeship or traineeship.
- Employer, if the student is enrolled in training paid by my employer.
- Commonwealth and State or Territory government departments and authorised agencies.
- National Centre for Vocational Education Research Ltd (NCVER).
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

Students may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Changes to personal details

It is the student's responsibility to keep AISR informed of any changes to their enrolment details, such as name, address or other contact details. If a student's address or other personal details change during the period of enrolment they must update information online within the student portal.

AISR will not be held responsible for failure to deliver information or records to students if the student has not provided information in regard to these changes.

Participation and progress

AISR aims to provide high quality learning in which all students and staff can participate safely and effectively. We care about your learning, and we want to work collaboratively with you to get the most out of our courses.

We will provide students with learning support in the form of resources, readings, activities, personal guidance and assessment information, online and face-to-face support. Information on students' progress will also be provided using verbal, written and online feedback.

Students are expected to take responsibility for actively engaging in learning activities and following up with any questions during the program. As a participant in an AISR course, you will be encouraged and expected to participate fully in the training and assessment process.

You will have group and individual activities or projects which need to be completed, and you will be expected to ask questions if you do not understand some aspect of the content being covered.

All efforts will be made to ensure that students are accepted into the level of program that best suits their learning needs and ability.

Students whose training is sponsored or paid for by an organisation should note that AISR will provide information about their progress to the sponsoring organisation. This may include information on attendance, participation and formative and summative assessment results.

Here is an overview of some important areas to keep in mind:

Unacceptable behaviour includes but is not limited to:

- Aggressive, abusive, threatening or intimidating conduct toward staff, students or visitors
- Racism, sexism, homophobia, transphobia or any other discriminatory or harassing behaviour prohibited under the Equal Opportunity Act 1984 (SA) and the Racial Discrimination Act 1975 (Cth)
- Bullying, including repeated negative or demeaning behaviours
- Use of offensive or obscene language
- Behaviour that disrupts or interferes with teaching, learning, assessment, or the ability of others to participate fully in training activities
- Bringing alcohol, illegal substances, or dangerous items into the learning environment
- Any action that endangers, or could reasonably be expected to endanger, the safety or wellbeing of classmates, staff or oneself.

AISR takes these matters seriously. Where disruptive or unacceptable behaviour occurs, action may be taken under AISR's policies and procedures, which may include counselling, warnings, suspension or cancellation of enrolment.

Plagarism and use of AI

All students are expected to submit work that is their own and reflects their understanding of the course content. Plagiarism - including copying from other sources without proper acknowledgement, submitting someone else's work as your own, or using artificial intelligence (AI) tools to generate assessment responses without permission - undermines the integrity of your learning and is not acceptable. While AI can support learning when used appropriately (such as for research or brainstorming), all submitted work must demonstrate your original thinking and meet the assessment requirements. If plagiarism or inappropriate use of AI is identified, it may result in your work being deemed Further Evidence Required (FER), and further action may be taken in line with our assessment and misconduct policies.

When using information from other sources, including online content or AI-generated material, you must clearly reference those sources to show where your ideas or information have come from.

Timely completion

To support your success and ensure compliance with training requirements, it's important that you actively participate in your course and complete all assessments within the agreed timeframes. Your course has a defined duration, and we expect students to make consistent progress to meet milestones and finish their training on time.

Successful completion of units of study is generally the requirement for progression into the next unit of study as some competencies are essential pre-requisites for subsequent units of competency. Regular engagement with learning activities and communication with your trainer or assessor will help you stay on track.

If you're experiencing challenges that may affect your ability to complete your course within the scheduled timeframe, please let us know as early as possible so we can discuss support options or a possible extension. We understand that some students may require more time due to individual circumstances, and we are committed to providing flexible support or adjusted timelines where appropriate to help you successfully complete your course.

Assignment Extensions

We understand that life can sometimes present challenges that may impact your ability to complete assessments on time. If you find yourself needing additional time, you can request an extension of up to 2 weeks for assessment submissions. You can do this by completing an Extension Request form, found on the Student Portal on Moodle. An application for extension of time must be submitted 48 hours prior to the due date.

Extensions are granted at the discretion of the trainer, and you may be asked to provide supporting documentation, such as a medical certificate or other evidence, to assist with your request. We encourage you to communicate with us as early as possible to ensure we can accommodate your needs and support your continued success in the course.

Attendance

At AISR we encourage active participation in all aspects of your course, as this is central to your learning experience and success. Each qualification includes compulsory components that must be completed in order to achieve competency. These may include:

- Mandatory online learning modules and webinars
- Attendance at scheduled assessment days
- Completion of supervised work placement hours (where required)

The specific requirements will vary depending on the qualification you are enrolled in.

We monitor and support student progression through regular check-ins, constructive feedback, and early intervention where needed. While students are expected to complete their training within the designated timeframes, we recognise that individual circumstances can sometimes affect progress. Where possible, AISR will work with you to provide flexible support, adjusted timelines, or guidance on deferral or withdrawal options that may better suit your situation.

If a student is not meeting participation or progression requirements, a Trainer will initiate a check-in to understand the reasons, offer support, and discuss ways to re-engage. If participation remains inconsistent after support has been offered, a more formal discussion may be required to consider the continuation of study.

Complaints and appeals

We welcome and value feedback as an essential part of delivering quality education and support. Feedback may be positive, constructive or critical - it all helps us grow. If a student or stakeholder feels dissatisfied with any part of their experience, we encourage them to raise their concern through our internal processes, confident it will be taken seriously and managed respectfully. We will make every effort to resolve matters at the earliest opportunity.

Principles:

- All feedback, complaints and appeals are treated seriously, confidentially and without fear of disadvantage.
- Students and stakeholders are encouraged to raise concerns as early as possible.
- Complaints and appeals will be resolved in a timely, fair and transparent manner.
- Where appropriate, outcomes will be used to inform continuous improvement.
- Access and support will be provided to ensure language, literacy or cultural barriers do not prevent individuals from raising concerns.

Complaints

Complaints should be made in writing to the Manager using the online **Feedback, Complaints and Appeals Form**, by email to admin@aisr.edu.au, or by hand delivery or post to 49a Orsmond Street, Hindmarsh SA. All complaints will be acknowledged within 2 business days and a response provided as quickly as possible, but no later than 30 calendar days from receipt.

In the event that more time is needed to appropriately respond to the complaint, AISR will advise the complainant in writing and provide a new date that does not exceed 60 days from receipt of the original complaint.

AISR will provide a formal response to the complaint, in writing.

Appeals

Students who wish to dispute assessment results or who have a complaint about the assessment process or program are encouraged to raise their concerns with the assessor or course coordinator in the first instance.

Should this informal approach not resolve the student's concerns, they may wish to lodge a formal request for a review of a decision (appeal).

All such requests must be made in writing to the Manager by completing the online **Feedback, Complaints and Appeals Form**, by email to admin@aisr.edu.au, or by hand delivery or post to 49a Orsmond Street, Hindmarsh SA. Appeals will be handed in the same way as complaints with regard to timeframes and process.

If you would like further information please refer to our complaints and appeals policy **here**.

Consumer Protection and Student Rights

As a student, you have the right to receive quality training, accurate information, and fair treatment in line with national standards and consumer protection laws. We are committed to providing training and assessment services that are transparent, ethical, and student-focused.

If you have a concern or complaint that cannot be resolved internally, you have the right to access external avenues for support. You can make an external complaint to the Australian Skills Quality Authority (ASQA) by visiting their website, or you can contact the South Australian Skills Commission for assistance on 1800 006 488 or by visiting their website. Both agencies are available to investigate serious concerns relating to your training, fees, or provider conduct.

Issuing qualifications

Successful completion of all course or program requirements will result in either a Testamur or Statement of Attainment being issued. These documents meet the requirements of the Australian Qualification Framework (AQF) and are formal certification in recognition that a person has achieved the learning outcomes relevant to nationally endorsed units of competence, qualification, accredited course and industry requirements. Individuals issued with a Testamur will also receive a Transcript of Results that identifies the units of competency that have been achieved.

Recognising that students do not always study a whole AQF qualification, issuing a Statement of Attainment or Transcript of Results reflects their achievement of one or more units of competency.

Reissue of Parchment, Statement of Attainment or Transcript of Results

Students requesting a re-issue copy of their Testamur, Statement of Attainment or Transcript of Results will incur a fee of $50.00 to re-issue. The replacement certificate will be marked as a 'copy of original'.

Quality indicators and evaluation

As a Registered Training Organisation (RTO), we are required to collect and report data on student engagement and satisfaction to help monitor and improve the quality of our training and assessment services.

This includes asking you to complete feedback surveys, such as the Learner Questionnaire, which is part of national quality indicator reporting. The Learner Questionnaire is sent to you upon completion of your study with us. Your responses help us understand what we're doing well and where we can improve, and they also contribute to national data on vocational education and training. Participation is voluntary, your feedback remains confidential, and we encourage you to share your experiences openly to support continuous improvement.

An employer questionnaire is provided to your employer, whether or not they have paid for or supported your participation, to ensure our training meets the needs of industry and adequately prepares students to perform the job to industry standards and expectations.

You will also be asked to complete an AISR evaluation form after each unit of study is completed. This information is gathered confidentially and is used to improve our processes, and our learning and assessment materials.

Follow-up evaluation after students have completed a program takes place on a yearly basis. AISR will only contact you if you have given consent. Follow-up evaluation seeks to gather information on the influence and long-term impact of the program you participated in, both personally and professionally. Follow-up evaluations are sent by email and can be completed online.

Student feedback

Your feedback is important to us and plays a key role in shaping the quality of our training, support services, and overall student experience. Throughout your course, you'll have opportunities to provide feedback through formal surveys, informal conversations, and suggestion channels. We welcome your input—whether it's about your learning experience, course content, facilities, or support—so we can respond to your needs and continuously improve what we offer.

All feedback is treated respectfully and, where appropriate, anonymously, and we encourage you to speak up at any time before, during or after your training. You can speak with any member of the team to provide feedback or email it through to us at admin@aisr.edu.au.

Language, Literacy, and Numeracy (LLN)

To support your success in training and future employment, we assess your language, literacy and numeracy (LLN) skills as part of the enrolment process. If you're enrolling in a course subsidised by the South Australian Government, you'll complete an Upfront Assessment of Needs (UAN) using the Skills SA-approved tools. This helps us identify your current skill level and any areas where you may benefit from additional support.

The information gathered is used to tailor your learning experience and ensure you can fully participate in your course. If any learning support needs are identified, we will work with you to develop an individual support plan.

Support

We are committed to creating a safe, inclusive, and supportive learning environment where every student can thrive. If you're facing challenges - whether personal, academic, or practical - our team is here to listen and help.

We provide a range of support services, including one-to-one assistance with study skills, referral to counselling services, and flexible learning options to suit your needs. We encourage you to speak with us at any time - no concern is too big or too small. Our goal is to walk alongside you and make sure you feel safe, respected, and supported throughout your learning journey.

If you are enrolled in a Skills SA-funded course, you may be eligible to access Success and Wellbeing Services, a free and confidential support service designed to help you stay engaged and succeed in your training. Success and Wellbeing Services can assist with personal challenges, managing study alongside work or family responsibilities, accessing community services, and overcoming barriers that may impact your participation in training.

You can self-refer at any time or request a warm referral through your Educator. To learn more about the service, visit the Skills SA website: https://providers.skills.sa.gov.au/success-and-wellbeing-services

AISR offers programs and services which are relevant, accessible, fair and inclusive. We aim to redress past disadvantage and improve the position of particular groups in society including:

- Aboriginal and Torres Strait Islander people
- People from culturally and linguistically diverse backgrounds
- People with physical or intellectual disabilities
- Geographically isolated people.

Students requiring assistance with their learning and participation in our programs are supported through:

- Wheelchair access, amenities and designated parking at AISR
- Translation and interpreting services
- Language, literacy and numeracy support
- Learner Support Plans
- One-on-one tuition
- One-on-one intensive student support
- Email and telephone contact
- Use of adaptive technology.

Students requiring further information about these or other support services should contact and discuss their particular need with the relevant course coordinator.

Policies and procedures

The Australian Institute of Social Relations have Policies and Procedures that are relevant to this Student Handbook, please read them carefully so that you are fully informed about our organisation and your rights and responsibilities.

https://www.socialrelations.edu.au/student-policies/

Relationships Australia South Australia vision and values

Our vision and values underpin our commitment to work together respectfully and collaboratively. We share them with our students to outline how we expect all learners and educators to interact at AISR. Please also read Our Values and Approach to Learning on page 7.

Our vision is…

'A just and equitable society in which diversity is valued, relationships are respectful, where people have a sense of connection and belonging and an opportunity to learn and develop.'

Our values are…

Diversity

We believe that human diversity contributes to a rich and vibrant society.

We recognise the importance of culture in the lives of individuals and value cultural diversity.

We believe in each person's expression of their spirituality and the importance of all religions.

We respect the diversity of relationships between individuals, families and communities.

Respect

We believe in the unique and innate worth of all individuals.

We value the right of all people to live in safety and be treated with respect.

We support an equitable, just and non-discriminatory society.

We believe in the importance of living in harmony with our environment.

Belonging

We recognise the importance of a sense of connection and belonging in people's lives.

We value the importance of caring and loving relationships for couples, families, kin and friends.

We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.

Learning

We believe that people should have the opportunity to learn and change throughout their lives.

We value people's right to make choices and learn from their experiences.

We believe in the importance of working and living together and learning from each other.

Relationships AUSTRALIA · SA

Contact information and locations

Australian Institute of Social Relations

Email: admin@aisr.edu.au

Phone 08 8245 8100

Hindmarsh (Inner West) on Kaurna Country

49a Orsmond Street, Hindmarsh SA, 5007 | Google maps Click here

Berri (Riverland) on Erawirung Country

9 Kay Ave, Berri, South Australia, 5343 | Google maps Click here

Port Augusta (Far North with outreach to Far West) on Barngarla Country

4 Marryatt St, Port Augusta, South Australia, 5700 | Google maps Click here

Our Training partners and locations

Relationships Australia WA

Location: Ground Floor, 22 Southport Street, West Leederville WA 6007 | Google maps: Click here

Contact: Natalie Ciccotosto – Administration Officer, Post Separation Services

Email: natalie.ciccotosto@relationshipswa.org.au Tel: 1300 364 277

Relationships Australia Tasmania

Location: 20 Clare Street, New Town TAS 7008 | Google maps: Click here

Email: admin@reltas.com.au

Local call cost: 1300 364 277

Reception
Training Rooms
When at our office, please:

Australian Institute of Social Relations
Training division of Relationships Australia SA

49a Orsmond Street
Hindmarsh SA 5007

Phone: (08) 8245 8100
Email: info@aisr.edu.au

www.socialrelations.edu.au | www.rasa.org.au

Australian Institute of Social Relations

National Provider Code: 102358