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AHRI PRACTISING CERTIFICATION PROGRAM

PROGRAM INFORMATION 2019



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HR CERTIFICATION IN AUSTRALIA

Over the years, HR practitioners have been asked to play many roles – from overseeing transactional operations to functioning as a high-level business partner.

AHRI has "set the bar" for the HR profession in Australia by clearly defining what good HR is through professional certification. AHRI certification will distinguish HR professionals who are practising effective and business-savvy HR and are capable of bringing their HR expertise to the role of true partner to the business. The AHRI Practising Certification Program (APC) will provide independent verification of essential HR knowledge and skills, and critically assess the capability of APC candidates to apply them in the workplace.

APC program participants will be submitting an application to the National Certification Council (NCC) to be formally certified. Conferring of certification will signify that successful candidates have:

- achieved a cognitive mastery of globally benchmarked HR knowledge and skills
- demonstrated the capacity to apply the knowledge and skill in the workplace
- made a commitment to continuous professional development (CPD)

For more information on HR Certification visit the AHRI website: [HR Certification](#)

AHRI PRACTISING CERTIFICATION PROGRAM OVERVIEW

The AHRI Practising Certification (APC) Program is an industry recognised program, equivalent to an AQF level 8 postgraduate qualification. It is designed to equip HR professionals with essential pre-requisites for advanced strategic HR management. The program includes an in-depth examination of the key functions of human resources management as it relates to the business environment, the organisation and the individual.

This work-integrated program is underpinned by the [AHRI Model of Excellence](#), participants will equip themselves with the professional HR capabilities and leadership behaviours to:

- apply HR thought leadership and insight to foster a productive and sustainable culture that drives individual and organisational objectives; and
- build organisational capability and influence organisational objectives.

APC PROGRAM STRUCTURE

The APC Program requires completion of four units of study:

- Unit 1: The Strategic HR Professional
- Unit 2: The HR Organisational Environment
- Unit 3: Workforce Design, Development and Performance
- Unit 4 (Capstone): Applied Project in Organisational Capability

An overview of each of these units is provided below.

Unit 1: The Strategic HR Professional

This unit provides an overview of the HR profession, it examines management theory, historical practices and continuous research in relation to the competencies required of today's HR professional. Participants will consider the value of strategic HR practices to organisational performance and how they are measured.

Learning outcomes

The learning outcomes for this unit of study are:

- Apply human resource management theory to practice human resource management
- Identify strategies and initiatives to orient an organisation's HR practice towards meeting current and future business challenges
- Apply strategic management theories, frameworks and processes to analyse an organisation's an organisation's strategic direction and translate into HR strategy
- Design effective HR strategies and practices which assist an organisation in meeting its strategic objectives and that align with the culture of an organisation
- Develop a detailed understanding of the role of the HR professional and underpinning competencies and assess competency against the AHRI Model of Excellence
- Draw on change management models to plan, implement and evaluate a change initiative within an organisation
- Identify and use HR key performance indicators, evaluation models and tools to evaluate and report on the value of HR practice in an organisation.

Assessment

Assessment for this unit of study consists of three assessment tasks:

Assessment task	Word count
Theoretical critical analysis essay	3,000 – 3,500
Practical work based report	3,500 – 4,000
Learning journal	1500+

Duration

The APC program is completed over an 18-month period. The study period for Unit 1 is 12 weeks. This requires a commitment of a minimum of 10 hours study per week. Refer to the 'APC Program Duration' and 'Delivery Modes' sections of this document for further details on the study period.

Unit 2: The HR Organisational Environment

This unit explores the factors that influence the operating environment of an organisation and their impact on strategic planning and strategic objectives. It investigates the ways in which human resource management contributes to organisational strategy through understanding the organisational context and objectives in order to develop and implement a HR strategy which supports achievement of organisational capability. Participants explore how they can build a business case for a HR initiative as part of business strategy. The unit also examines the employment relations legislative framework in which Australian businesses operate.

Learning outcomes

The learning outcomes for this unit of study are:

- Understand the impact of business context and strategy on the development and implementation of HR strategy to deliver on organisational objectives
- Build and contribute to a fair, safe, ethical, diverse and inclusive workplace through the application of employment relations legislation and practices
- Establish and foster relationships and partnerships with key stakeholders to build organisational capability.

Assessment

Assessment for this unit of study consists of three assessment tasks:

Assessment task	Word count
Theoretical critical analysis essay	3,000 – 3,500
Work based report	3,500 – 4,000
Learning journal	1500+

Duration

The APC program is completed over an 18-month period. The study period for Unit 2 is 12 weeks. This requires a commitment of a minimum of 10 hours study per week. Refer to the 'APC Program Duration' and 'Delivery Modes' sections of this document for further details on the study period.

Unit 3: Workforce Design, Development and Performance

This unit addresses the HR competencies required to respond to challenges in workforce design, development and performance management in order to meet organisational objectives. The unit examines efficient processes for job analysis and design, attraction, recruitment, development, performance management, retention, and reward and remuneration strategies. Participants will learn how to plan, implement and evaluate these strategies using appropriate HR management strategies and processes.

Learning outcomes

The learning outcomes for this unit of study are:

- Design and develop workforce planning strategies that facilitate a sustainable workplace and a capable workforce
- Use workforce analytics to identify and evaluate strategic and operational workforce requirements
- Apply human resource strategies to attract, develop and retain a capable workforce
- Establish and implement performance and reward frameworks and systems to ensure a capable workforce
- Understand and anticipate the impact of social, technological, economic and demographic changes on an organisation.

Assessment

Assessment for this unit of study consists of three assessment tasks:

Assessment task	Word count
Theoretical critical analysis essay	3,000 – 3,500
Work based report	3,500 – 4,000
Learning journal	1500+

Duration

The APC program is completed over an 18-month period. The study period for Unit 3 is 12 weeks. This requires a commitment of a minimum of 10 hours study per week. Refer to the 'APC Program Duration' and 'Delivery Modes' sections of this document for further details on the study period.

Unit 4 Capstone: Applied Project in Organisational Capability

This unit is designed to consolidate learning from Units 1, 2 and 3 of the AHRI Practising Certification Program. It focuses on the demonstration and application of the AHRI Model of Excellence competencies and leadership behaviours that effective HR professionals require to:

- Apply HR leadership and insight to contribute to organisational strategy through HR strategy
- Foster a productive and sustainable workplace culture, and
- Drive organisational objectives.

This demonstration and application is achieved through the planning, implementation and evaluation of a work-based project in which an organisational capability initiative is implemented.

Learning outcomes

The learning outcomes for this unit of study are:

- Apply human resources skills, knowledge, practices and behaviours in the context of an organisation
- Develop, implement and deliver a HR strategy/initiative that enhances organisational capability
- Reflect and evaluate on own current capability and identify future professional development needs.

A distinguishing feature of the APC is its work-integrated focus and practical application of learning in the organisation. Undertaking Unit 4 will enable participants to demonstrate their professional competency against the HR capabilities and behaviours outlined in the AHRI Model of Excellence. Assessment of professional competence is focused on the HR professional's ability to demonstrate their advanced human resource management knowledge and how to apply this knowledge in the workplace to achieve organisational objectives.

Note: Participants must successfully complete Units 1, 2 and 3 to undertake Unit 4.

Assessment

Assessment for this unit of study consists of three assessment tasks:

Assessment task	Word count
Work-based project: Project proposal and plan	2,500 – 3,000
Work based project: Project report	4, 000 – 5,000
Learning journal – reflection and evaluation	1500+

Examples of a work based project areas could include:

- Workforce planning/strategy
- Induction projects
- Performance management projects
- Learning and development initiatives
- Culture change initiatives
- Review of HR functions.

Note: The work based project that is selected will depend upon the needs and circumstances of the individual student and the needs of their organisation.

Duration

The APC program is completed over an 18-month period. Due to work-integrated approach to the capstone unit and the project-based requirements, the study period for Unit 4 is 30 weeks. This requires a commitment of a minimum 10 hours study per week. Refer to the 'APC Program Duration' and 'Delivery Modes' sections of this document further details on the study period.

Further information on the program content is available from the AHRI website.

APC ENTRY REQUIREMENTS

Applicants must first hold current professional AHRI membership (MAHRI or above) in order to commence studies in the APC Program.

The criteria for MAHRI (minimum level) membership is below:

- Experienced HR professionals with a minimum of five (5) years' working in a HR role (without a formal qualification); or
- HR professionals with an undergraduate degree from a recognised tertiary institution and a minimum of two (2) years' recent experience in a HR role; or
- Experienced people managers or business leaders with a minimum five (5) years' relevant experience in people management, seeking to broaden and enhance their HRM capability.

If you are not currently an AHRI member and you wish to commence your studies in the APC Program, please visit [AHRI membership](#) to learn how to obtain your professional membership prior to enrolment.

Do you have a minimum of five years' experience working in an HR role?

The APC is the ideal career development opportunity, for those with a minimum of 5 years' experience in a HR role, seeking to formalise their HR skills and advance their career. Your on-the-job HR experience will provide you with a solid platform on which to advance your HR capabilities through formal study at a post-graduate level.

Have you studied formally within the last ten years and worked in an HR role?

If you have an undergraduate degree with a minimum of 2 years' recent experience in an HR role, then you are more than likely study and job ready to broaden and advance your HR capabilities. Your combined academic study with your recent on-the-job HR, will have you adequately equipped to undertake formal study in HR at a post-graduate level.

Are you currently employed in an HR role and do you have the support of your employer?

A distinguishing feature of the APC is its work-integrated focus and practical application of learning in the workplace. Throughout the program, students will be required to relate and apply their learning to an organisational environment. For students who are employed during their studies, their workplace environment will be the setting in which their learning and HR competencies are applied and reflected upon.

When undertaking the APC, students need to be aware that in order to complete their final capstone Unit 4: Applied Project in Organisational Capability, access to a workplace environment is essential. They will need the support of their employer to provide them with a workplace sponsor who will be tasked with the endorsement of their organisational capability project for Unit 4.

AHRI strongly advises students to inform their employer of their intention to study the APC, the value it can bring to the organisation's HR function and the opportunity it provides to enhance organisational capability. Discussion with your employer will assist in preparing the ground for your studies and ensure you have the support and resources in your workplace to complete the APC.

Employers who would like more information about the APC and how they can best support your study can contact AHRI at enquiries@ahri.com.au or call 1300 811 880.

SKILLS RECOGNITION

AHRI offers Recognition of prior learning (RPL) or Credit transfer (CT) to recognise the skills and knowledge you have gained through formal study, life/work experience and non-accredited training.

Units eligible for skills recognition

- Unit 1: The Strategic HR Professional
- Unit 2: The HR Organisational Environment
- Unit 3: Workforce Design, Development and Performance

Note: Unit 4: Applied Project in Organisational Capability is not available for skills recognition. Candidates will be eligible to undertake Unit 4 upon successful recognition of the above units.

Further information about skills recognition please [click here](#).

Recognition of prior learning

Recognition of prior learning (RPL) is the recognition of skills and knowledge gained through life and work experience and through non-accredited training.

Eligibility requirements: Six (6) years or more recent experience in a HR generalist role.

Credit transfer

Credit transfer is the recognition of previously completed formal training and/or qualifications. Your previous post-graduate study may count towards credits for units within the APC.

AHRI will consider qualifications (AHRI accredited only) completed within the last 10 years. If your qualifications are more than 10 years old, you can still submit an application if you can demonstrate you have maintained involvement in the subject area, to ensure currency of knowledge and skills.

Eligibility requirements: completion of an AHRI accredited post-graduate qualification, combined with a minimum of two (2) or more years recent experience in a HR generalist role. Participants who meet these eligibility requirements are eligible for direct credit transfer for Units 1, 2 and 3 of the APC Program.

For a full list of AHRI Accredited postgraduate courses please [click here](#).

Note 1: Individuals who meet either Recognition of prior learning (RPL) or Credit transfer (CT) requirements have up to 12 months from their successful application to enroll into the Unit 4. If the period is over 12 months before enrolment a conversation between AHRI and the applicant will be required to reassess the applicant's currency of skills.

Note 2: There are specific application dates that apply for Credit Transfer and Recognition of Prior Learning. For further information and to ensure you apply by the due date, please [click here](#).

APC PROGRAM DURATION

Part-time: 18 months

The APC program is offered in a trimester format over 18 months on a part-time basis. It is recommended students undertake no more than one unit at a time, unless a case can be presented by the student to demonstrate capacity to fast-track their studies. All four units of the APC program must be completed within four years of commencement.

APC trimester dates – Units 1, 2 and 3*

Trimester	Enrolments Close	Program Commencement	Program Finish
1	14 December 2018	14 January 2019	1 April 2019
2	15 April 2019	13 May 2019	29 July 2019
3	12 August 2019	9 September 2019	25 November 2019

*Please note: Units 1, 2 and 3 are offered each Trimester.

APC trimester dates – Unit 4

Trimester	Enrolments Close	Program Commencement	Program Finish
1	14 December 2018	14 January 2019	5 August 2019
2	15 April 2019	13 May 2019	2 December 2019
3	12 August 2019	9 September 2019	13 April 2020

DELIVERY MODES

The APC is offered via distance or workshop mode. Whether selecting to study via distance or workshop, students are offered comprehensive learning and assessment materials and academic support to enable successful completion of their studies.

If you require assistance to choose the most suitable study mode based on your circumstances or learning needs, contact AHRI at enquiries@ahri.com.au or call 1300 811 880.

Workshop delivery

AHRI's workshops are delivered by experienced facilitators and experts in the field of human resources.

Four (4) workshops are delivered in each unit of study. Facilitator-led workshops are underpinned by adult learning principles and provide a learning environment where open dialogue and peer learning is enabled and encouraged. Students attending workshops will have the opportunity to discuss learning and assessment related to their study and form new professional networks.

Workshops are offered in capital cities across Australia.

Note: workshops are only confirmed once AHRI has received a minimum number of enrolments.

Workshop times

The workshops run from 9.00am until 5.00pm. It is recommended participants arrive at the workshop venue 15 minutes prior to workshop commencement.

Trimester 1 workshop dates 2019

Unit	Workshop 1	Workshop 2	Workshop 3	Workshop 4
1	Mon. 21 January	Mon. 11 February	Mon. 4 March (Mon. 11 Mar – WA)	Mon. 25 March
2	Tue. 22 January	Tue. 12 February	Tue. 5 March	Tue. 26 March
3	Wed. 23 January	Wed. 13 February	Wed. 6 March	Wed 27 March
4	Thu. 24 January	Thu. 14 February	Thu. 16 May	Thu. 18 July

Trimester 2 workshop dates 2019

Unit	Workshop 1	Workshop 2	Workshop 3	Workshop 4
1	Mon. 20 May	Mon. 10 June (QLD/WA) Mon. 17 June (all other states)	Mon. 1 July	Mon. 22 July
2	Tue. 21 May	Tue. 11 June	Tue. 2 July	Tue. 23 July
3	Wed. 22 May	Wed. 12 June	Wed. 3 July	Wed. 24 July
4	Thu. 23 May	Thu. 13 June	Thu. 12 September	Thu. 14 November

Trimester 3 workshop dates 2019

Unit	Workshop 1	Workshop 2	Workshop 3	Workshop 4
1	Mon. 16 September	Mon. 7 October	Mon. 28 October	Mon. 18 November
2	Tue. 17 September	Tue. 8 October	Tue. 29 October	Tue. 19 November
3	Wed. 18 September	Wed. 9 October	Wed. 30 October	Wed. 20 November
4	Thu. 19 September	Thu. 10 October	Thu. 23 Jan. 2020	Thu. 26 Mar. 2020

Note: Workshops can be cancelled, at AHRI's discretion, prior to the commencement of the program due to insufficient numbers.

Workshop attendance

It is expected participants attend all workshops throughout the trimester to provide the best possible opportunity to achieve learning goals. If a you are unable to attend a workshop it is your responsibility to inform your Academic Coordinator to discuss any study assistance you may require.

Note: AHRI does not offer refunds for workshop absences.

Workshop locations

Workshop locations will be in the CBD and details will be advised prior commencement of your APC program.

State	Venue	Address	Phone
ACT	TBC	Canberra CBD Area	TBC
NSW	ELMO Cloud HR & Payroll	Level 27, 580 George Street, Sydney NSW 2000	02 9250 0999
SA	Cliftons Adelaide	Level 1, 80 King William St., Adelaide SA 5000	08 8233 0999
QLD	TBC	Brisbane CBD Area	TBC
VIC	AHRI Training Room	Level 4, 575 Bourke St., Melbourne VIC 3000	03 9918 9200
WA	TBC	Perth CBD Area	TBC

Distance delivery

Studying via distance is often a suitable and preferred option for those working full-time or requiring flexible study options. Study occurs at your chosen time and pace within the program parameters. All units in the APC program are offered via distance mode.

Those studying via distance are supported by AHRI in their study efforts with:

- A dedicated Academic Coordinator to provide assistance and guidance on learning and assessment matters (available by email and phone)
- A dedicated AHRI Education Coordinator to provide assistance with administrative matters
- An online discussion board to communicate with other students studying the program
- Webinars (for Unit 4 study only – see below).

Unit 4 Webinars

Participants who are studying via distance in Unit 4 Capstone: Applied Project in Organisational Capability are required to attend and participate in three (3) scheduled online webinars in support of their work-based project. Webinars will be confirmed prior to the trimester commencing and will be recorded for distribution to all participants.

Trimester 1 webinar dates

Unit 4	Webinar 1	Webinar 2	Webinar 3
Capstone – Applied Project in Organisational Capability	Tue. 22 January	Tue. 14 May	Tue. 16 July
Time	7.30 – 8.30pm EST	7.30 – 8.30pm EST	7.30 – 8.30pm EST
Duration	1 hour	1 hour	1 hour

Trimester 2 webinar dates

Unit 4	Webinar 1	Webinar 2	Webinar 3
Capstone – Applied Project in Organisational Capability	Tue. 14 May	Tue. 10 September	Tue. 12 November
Time	7.30 – 8.30pm EST	7.30 – 8.30pm EST	7.30 – 8.30pm EST
Duration	1 hour	1 hour	1 hour

Trimester 3 webinar dates

Unit 4	Webinar 1	Webinar 2	Webinar 3
Capstone – Applied Project in Organisational Capability	Tue. 17 September	Tue. 21 Jan. 2020	Tue. 24 March 2020
Time	7.30 – 8.30pm EST	7.30 – 8.30pm EST	7.30 – 8.30pm EST
Duration	1 hour	1 hour	1 hour

APC ENROLMENT

Unit 1 enrolment

Enrolment into the APC program is available online: [APC Unit 1 enrolment](#).

Prior to enrolment applicants must have:

- Read the APC Program Information Guide
- A current CV ready for upload
- A certified copy of academic transcripts (where applicable)
- A current AHRI Professional Membership*
 - non-members can apply for membership at time of enrolment
 - professional members MAHRI or above are eligible to enrol. It is the responsibility of new applicants to check eligibility against membership criteria prior to submitting their application.

* AHRI membership gives you access to resources, services, tools and professional networks that support and develop your career. For further information about AHRI Membership please visit the AHRI website: [AHRI Membership](#).

Note: enrolment is not valid until payment has been received in full.

Unit 2, 3 and 4 enrolments

For participants enrolling in subsequent units of the APC program please visit [click here](#) to access the online enrolment form.

Completion of units

It is a program requirement for participants to commence the APC program in Unit 1. AHRI strongly recommends completing the units in sequential order (i.e. Unit 1, 2, 3, 4), however, if needed participants may complete Unit 2 and Unit 3 in either order.

Participants are only eligible to complete Unit 4 after having successfully completed Units 1, 2 and 3.

PROGRAM FEES

NOTE: Fees are applied per unit.

Fee Per Unit	Distance	Workshop
AHRI members	\$495	\$995
AHRI member overseas	\$795	N/A

Note: Program fees are not subject to the Australian Goods and Services Tax (GST) as the program is a GST-free education course.

Additional program costs

Participants enrolling in Unit 1 also require the following textbooks to complete their studies. It is the responsibility of the student to source and purchase these textbooks. Textbooks can be sourced via the publisher's website or by searching online using the ISBN.

Textbook title	ISBN and edition	Author	Publisher
1. Human Resource Management: strategy, people, performance	9781760421229 5th edition	Kramar, R., Bartram, T., De Cieri, H., Noe, R.A., Hollenbeck, J.R., Gerhart, B. & Wright, P.M. (2014)	McGraw Hill Education a) Hardcopy textbook OR b) eBook version
2. Human Resource Management: Strategy and Practice	ISBN13: 9780170369862 9th edition	Nankervis, A., Compton, R. L., Baird, M., Coffey, J. & Shields, J. (2017)	Cengage Learning Hardcopy textbook or eBook version
3. High Performance Consulting Skills: The Internal Consultant's Guide to Value-added Performance	ISBN (10): 1 85418 258 7 1st edition	Thomas, M. (2005)	Thorogood Publishing UK Paperback or eBook version

* **NOTE:** Textbooks 1. and 2. are required for Units 1 – 3. Textbook 3. is required for Unit 4.

** **NOTE:** By searching by title and ISBN you may find providers, other than the publishers, that sell the prescribed textbooks.

PROGRAM MATERIALS

Participants will be provided with the following online learning materials to assist them in successfully completing each unit within the APC program:

- Online participant handbook
- Online unit workbook
- Online unit discussion board
- Academic coordinator

Participants enrolling in Unit 1 will also require the following textbooks to complete their studies, for a list of textbooks please refer to the [Program Fees](#) section of this document.

ASSESSMENT REQUIREMENTS

Assessment in the APC is designed to assess the knowledge, skills and behaviours required of HR professionals in the application of advanced strategic HR management. Students will be applying their 'toolkit' of HR competencies and behaviours learnt throughout the APC, through a combination of theoretical and applied work-based assessments and reflections recorded in their learning journals.

Please refer to the [APC Program Structure](#) section of this document in each of the unit outlines for specific information for the assessment requirements of each unit.

Assessment submission

Assessments are submitted in electronic format and uploaded to the online student portal. The APC participant handbook (provided to participants at course commencement) contains detailed information about how to upload assessments, view assessment progress and results.

Assessment extension

Requests for an extension of the due date for any assessment must be submitted via the AHRI Extension Request Form **no later than one week prior to the assessment due date** and will only be approved in line with the Assessment Extension guidelines.

What happens if I do not meet the requirements of one of my assessments?

Participants are entitled to **one resubmission per assessment, per unit**. A resubmission is only granted for an assessment graded as a 'No Pass' (NP).

Participants, who do not successfully meet the overall assessment requirements for a unit, will need to re-enrol at the full enrolment fee.

Special consideration

If you experience temporary hardship during your studies or when completing assessment, you may be eligible for Special consideration. Special consideration is an assessment adjustment for unexpected circumstances that are outside of your control, which have a significant adverse impact on your performance in assessment or prevent you from attempting or submitting your assessment. If you wish to apply for Special consideration you are encouraged to speak with the AHRI Education Team to check if it is right for your circumstances. A Special consideration application form is downloadable from the student portal.

STUDENT LEARNING AND SUPPORT SERVICES

Access and equity

AHRI encourages people from all backgrounds, abilities and needs to participate in its training and education programs. AHRI is committed to providing training and assessment services that are responsive to the diverse needs of individuals and ensuring access and equal opportunity to all students to develop their skills and achieve their vocational outcomes. AHRI's policies and procedures ensure student learning support and alternative assessment arrangements are made available where necessary.

Learning and assessment support

AHRI is committed to ensuring all participants receive the learning support they need to successfully complete their studies and seeks feedback to continuously improve its training and assessment services.

AHRI seeks to ensure that:

- Participants are informed on how to access the services they require to successfully complete their training and assessment.
- Feedback is collected about AHRI's provision of support services and the feedback is systematically collated, analysed and used to improve training and assessment services

A range of learning support resources and services are provided to all distance and workshop learners:

- Academic Support- access to ongoing learning and assessment support and guidance from appropriately qualified Academic Coordinators who are also highly experienced HR professionals and are contactable by email throughout the semester. Their role is focused on guiding you with course related content, learning and assessment.

- Comprehensive learning and assessment materials, student handbook that outlines the support services, policies and study skills information to assist students in their successful completion of formal study.
- Unit 1 students are able to access and induction webinar to support them in their first unit of study in the APC program.
- Online student forum – an online platform to provide participants with the opportunity to connect and interact with others in support of course-related discussion and learning.
- AHRI Education Team to assist in administrative needs or issues related to study.

Additional learning support will be provided where participants experience learning difficulties, employment issues, any other issues impacting on their ability to achieve their learning and assessment outcomes. Participants will be referred to external support services where necessary.

Participants seeking to access any support services should discuss this with their Academic Coordinator or contact the AHRI Education Team.

Student rights and responsibilities

Students have the right to:

- be free from any form of discrimination and /or harassment and are responsible for their health and safety.
- have their learning needs recognised and addressed by their academic coordinator/facilitator
- have their privacy and confidentiality respected
- access a fair and transparent system to help with appeals, complaints and grievances
- flexible learning and assessment procedures to cater to for individual differences in learning styles and needs
- to information about AHRI's student policies and procedures
- timely access to current and accurate records of participation and assessment progress.

Complaints and appeals

At AHRI, every effort is made to ensure each student is able to appeal against any decision or incident they feel is unfair. All complaints or appeals are handled with confidentiality and sensitivity and according to the AHRI Complaints and Appeals Process.

A Complaints and Appeals Process exists for both academic and non-academic issues. This process is fully detailed in the AHRI Complaints and Appeals Policy and Procedure which is available from the AHRI Education Team. This policy governs the process for responding to complaints about a situation, a process, a person or people, a facility or a service provided by AHRI.

A complaint or appeal should be lodged in writing, using AHRI's Complaints and Appeals Form. This form is available directly from AHRI and/or on AHRI's website: [AHRI Education and Training](#)

AHRI will investigate and respond to all complaints and appeals lodged by students:

- The process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures will be utilised to finalise the process in the shortest possible time.
- The student's enrolment will be maintained while the complaint or appeal is being investigated.
- The student will have the opportunity to formally present their case at no cost. Where a meeting is required regarding the complaint or appeal, the student and the other party may be accompanied and assisted by a support person.
- The student will be given a written statement of the outcome, including details of the reasons for the outcome.

In relation to all academic complaints or appeals, if the process results in a decision that supports the student, AHRI will immediately implement the decision or preventive action required and advises the student in writing of the outcome within five working days.

PROGRAM DEFERRAL

Program deferral applies to a student who has been offered a place in a course and wishes to postpone the commencement of their studies.

Before you defer from the program

- Check the deferral fees and timelines in the program handbook.
- Speak to your Academic Coordinator to discuss your options and to ensure program deferral is the most appropriate option.

Conditions of deferral

- A deferral will not be accepted until the online deferral form has been received (found in the Student Portal).
- AHRI membership fees are non-refundable.
- Program deferral is available for a maximum of up to one year.
- One deferral per enrolment is permitted.

Deferral timelines and fees

Timeline	Deferral fee
Deferral before the enrolment close date	No fee
Deferral: between the enrolment close date and one week after the program commencement date	\$330
Deferral: program week 2 onwards	No deferrals permitted after this date

PROGRAM WITHDRAWAL

Program withdrawal refers to the process of permanently withdrawing from the program.

Before you defer from the program

- Check the withdrawal fees and timelines in the program handbook.
- Speak to your Academic Coordinator to discuss your options and to ensure program withdrawal is the most appropriate option.
- Consider alternatives to program withdrawal outlined in the program handbook (e.g. deferral).

Conditions of withdrawal

- A withdrawal will not be accepted until the online withdrawal form has been received (found in the Student Portal).
- Should you wish to resume your studies after you have withdrawn from the program you will be required to re-enrol into a new program.
- A previously deferred student is not eligible for any refund.
- AHRI membership fees are non-refundable.
- Textbooks and e-textbooks are non-refundable.

Withdrawal timelines and fees

Timeline	Refund fee
Withdrawal before the enrolment close date	No fee
Withdrawal: between the enrolment close date and one week after the program commencement date	\$330
Withdrawal: program week 2 onwards	No refund of program fees

PRIVACY STATEMENT

AHRI is concerned with the protection of your privacy. We support the Australian Privacy Principles (APPs) in the *Privacy Act 1988* (Cth), as amended. AHRI collects and stores your personal information for the purposes of providing membership services, education and training programs. AHRI may use your contact details to promote AHRI products and services to you in the form of email communications and/or other types of communication. AHRI does not disclose any details of your education assessments without prior permission from you. AHRI may contact you for opportunities to profile your education assessments in AHRI communications.

Email reception@ahri.com.au if you would prefer not to receive communications from AHRI. To view AHRI's full privacy policy visit www.ahri.com.au/privacy-policy.