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# AHRI PRACTISING CERTIFICATION PROGRAM

## PROGRAM INFORMATION GUIDE 2023



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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 recognises HR professionals who are practising effective and business-savvy HR and who are capable of bringing their HR expertise to the role of strategic partner to the business. The AHRI Practising Certification (APC) Program will provide independent verification of essential HR knowledge and skills, and critically assess the capability of APC candidates to apply these skills and knowledge in the workplace.

As part of their studies, APC program participants will submit an application to the National Certification Council (NCC) to be formally certified as a Certified Practitioner HR (CPHR).

Conferring of certification signifies that successful candidates have:

- Achieved a cognitive mastery of globally benchmarked HR knowledge and skills
- Demonstrated the capacity to apply HR 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 skills and knowledge 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 [Australian HR Capability Framework](#). 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 on the following pages.

## Unit 1: The Strategic HR Professional

The first unit in the program provides an overview of the HR profession, it examines management theory, historical HR 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 strategic direction and translate into HR strategy
- Design effective HR strategies and practices that align with the culture of an organisation and that assist an organisation in meeting its strategic objectives
- Develop a detailed understanding of the role of the HR professional and underpinning competencies and assess competency against the *Australian HR Capability Framework*
- 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
Written response task	2,500 – 3,000
Practical work-based report	3,500 – 4,000
Learning journal	1500+

### Duration

The APC program can be completed over an 18-month period. The study period for Unit 1 is 12 weeks. This requires a commitment of a minimum of 11 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
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 2 is 12 weeks. This requires a commitment of a minimum of 11 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
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 3 is 12 weeks. This requires a commitment of a minimum of 11 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. Unit 4 of the program enables 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: 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 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.

## Certification

As well as for Unit 4 assessment purposes, the major assessment task for Unit 4 (i.e. Assessment Task 2: Work-based Project Report) is also submitted to the AHRI National Certification Council (NCC) as part of the HR certification process. The NCC will review the work-based project, along with other criteria, to determine whether it meets the HR certification requirements. If so, the candidate will be awarded HR certification and be assigned the Certified Practitioner HR (CPHR) post-nominal.

## APC Program Entry Requirements

Applicants must hold current professional AHRI membership (MAHRI or above) in order to be eligible 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 generalist 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 Program is the ideal career development opportunity for those with a minimum of 5 years' experience in a generalist HR role who are 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 and recent on-the-job HR will help ensure you are 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 Program is its work-integrated focus and practical application of learning in the workplace. Throughout the program, students will have the opportunity 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 Program, students need to be aware that 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 Program, 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 Program.

Employers who would like more information about the APC Program and about how they can best support your study should contact AHRI at [enquiries@ahri.com.au](mailto:enquiries@ahri.com.au) or call 1300 811 880.

## Skills Recognition

AHRI offers Recognition of Prior learning (RPL) and/or Credit Transfer (CT) to recognise the skills and knowledge you have gained through formal study, life and 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.

For 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.

For further information about RPL, visit the [APC Program: Recognition of Prior Learning](#) page.

### 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. *Credit Transfers only apply for those who have completed their qualification within the last 10 years.*

AHRI will only consider qualifications from institutions with whom AHRI has current articulation pathway agreements with. Please refer to our website for a list of current universities.

**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 credit transfer for Units 1, 2 and 3 of the APC Program.

For a full list of AHRI accredited postgraduate courses please contact our Student Support team at [studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.au)

For further information on credit transfer, visit the [APC Program: Credit Transfer](#) page.

### Important notes:

1. Individuals who meet either Recognition of prior learning or Credit transfer requirements have up to 12 months from their successful application to enrol into Unit 4. If the period is over 12 months, before enrolment can occur a conversation between AHRI and the applicant will be required to reassess the applicant's currency of skills.
2. There are specific application dates that apply for Recognition of Prior Learning and Credit Transfer. Check the website for up to date information on closing dates for RPL and CT applications.

## 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 AHRI 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 (Distance and Virtual Workshop)

Trimester	Enrolments Close	Program Commencement	Program Finish
2	01 May 2023	22 May 2023	07 August 2023
3	21 August 2023	18 September 2023	04 December 2023

### APC trimester dates – Unit 4 Capstone (Distance and Virtual Workshop)

Trimester	Enrolments Close	Program Commencement	Program Finish
2	01 May 2023	22 May 2023	11 December 2023
3	21 August 2023	18 September 2023	29 April 2024

## Delivery Modes

The APC Program is offered via Guided Independent Study and Virtual Workshop mode. Whichever study mode you choose, 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, please contact AHRI at [studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.au) or call 1300 811 880.

### Virtual Workshop delivery

AHRI has transitioned all workshops into a virtual workshop format. The student experience remains the same, with full days of interactive workshop learning as well as offline reading and study opportunities. This blended learning approach is also supported by professional academic support from your experienced Academic Coordinator.

These 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 virtual workshops will have the opportunity to discuss learning and assessment related to their study.

There are four (4) one-day virtual workshops for each unit of study running from approximately 9.00am to 5.00pm (AEST/AEDT). Workshop guidance for each trimester is provided below and specific workshop dates are confirmed one week before the course commencement date.

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

### Virtual workshop platform

Virtual workshops are conducted using the [Zoom](#) platform. Details of the virtual workshops will be published on the student portal, prior to program commencement. At a minimum, an up-to-date computer operating system, a reliable internet connection and a web browser are required to participate in a virtual workshop.

### Trimester 2 (2023) Virtual Workshop schedule\*

Unit	Workshop 1	Workshop 2	Workshop 3	Workshop 4
1	29 May 2023	12 Jun 2023	03 Jul 2023	24 Jul 2023
2	30 May 2023	13 Jun 2023	04 Jul 2023	25 Jul 2023
3	31 May 2023	14 Jun 2023	05 Jul 2023	26 Jul 2023
4	1 Jun 2023	15 Jun 2023	18 Sep 2023	20 Nov 2023

### Trimester 3 (2023) Virtual Workshop schedule\*

Unit	Workshop 1	Workshop 2	Workshop 3	Workshop 4
1	25 Sept 2023	09 Oct 2023	30 Oct 2023	20 Nov 2023
2	26 Sept 2023	10 Oct 2023	31 Oct 2023	21 Nov 2023
3	27 Sept 2023	11 Oct 2023	01 Nov 2023	22 Nov 2023
4	28 Sept 2023	12 Oct 2023	29 Jan 2024	03 Apr 2024 <sup>#</sup>

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

*\*Workshop dates are indicative only and are subject to change. Workshops dates will be confirmed one week prior to course commencement.*

*#Easter Monday 01 April 2024 – no workshops or webinars*

## Virtual Workshop attendance

It is expected participants attend all virtual workshops throughout the trimester to provide the best possible opportunity to achieve learning goals. If 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 virtual workshop absences.

## Guided Independent Study

Studying independently is often a suitable and preferred option for those working full-time or requiring more flexibility during the study schedule. This form of independent study requires a self-motivated approach to studying. Students will take responsibility for their own learning process – using their initiative in researching, time management and understanding and applying links between theory and practice.

Students have scheduled live virtual check-in sessions as well as dedicated Academic Coordinator and a week-by-week Study Guide. Both modes have identical assessment dates All units in the APC Program are offered via independent study mode. Students are also 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)
- An AHRI student support team to provide assistance with course administration matters
- Scheduled virtual check-ins with your Academic Coordinator for each unit of study (see below for further details)
- Video tutorials (for Units 2 and 3 only)
- Webinars (for Unit 4 study only – see below)
- An online discussion board to communicate with other students studying the program.

## Virtual check-ins

For each unit of study there are scheduled virtual check-ins for distance learning students to connect with their Academic Coordinator in real-time. Virtual workshops are hosted online, via platforms such as [Zoom](#) conferencing. These check-ins provide students with the opportunity to ask any questions they may have about learning and assessment for the unit of study. Virtual check-ins are generally conducted in Weeks 5 and 10 for Units 1, 2 and 3, and in Weeks 6, 15 and 22 for Unit 4. Further details are provided upon enrolment.

## Video tutorials

To guide your independent learning journey, each topic of Unites 2 & 3 is supported by a 30-40 minute video tutorial presented by an Academic Coordinator who is an experienced HR practitioner.

These tutorials provide distance learners with insights to the topic, address key points, and discuss practical application of human resource practices.

## Unit 4 webinars

Those studying the *Unit 4 Capstone: Applied Project in Organisational Capability* are required to participate in three (3) scheduled online webinars in support of their work-based project. Webinars will be confirmed prior to the commencement of the study period and will be recorded for distribution to all students.

### Trimester 2 (2023) Webinar dates\*

Unit 4 Capstone	Webinar 1	Webinar 2	Webinar 3
Date	Wed 31 May 2023	Wed 20 Sept 2023	Wed 22 Nov 2023
Time	6.30 – 7.30pm AEST	6.30 – 7.30pm AEST	6.30 – 7.30pm AEDT
Duration	1 hour	1 hour	1 hour

### Trimester 3 (2023) Webinar dates\*

Unit 4 Capstone	Webinar 1	Webinar 2	Webinar 3
Date	Tues 26 Sept 2023	Tues 30 Jan 2024	Wed 03 Apr 2024
Time	6.30 – 7.30pm AEST	6.30 – 7.30pm AEDT	6.30 – 7.30pm AEDT
Duration	1 hour	1 hour	1 hour

*\*Workshop dates are indicative only and are subject to change. Workshops dates will be confirmed one week prior to course commencement.*

## 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 in the program. 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 in human resources. 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 the [AHRI Practising Certification Program](#) page to access the online enrolment.

## 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

Please note:

- Fees are applied per unit of study.
- Program fees are not subject to the Australian Goods and Services Tax (GST) as the program is a GST-free education course.

Fee Per Unit	Distance	Virtual Workshop
AHRI members	\$600	\$1,200

## Additional program costs - textbooks

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

Textbook title	Required for	ISBN and edition	Publisher
Nankervis, A, Baird, M, Coffey, J & Shields, J 2023 <i>Human Resource Management: Strategy and Practice</i>	Units 1, 2 & 3	ISBN: 9780170458795 11th edition	<a href="#">Cengage Learning Hardcopy textbook or eBook version</a>
Thomas, M 2005, <i>High Performance Consulting Skills: The Internal Consultant's Handbook</i>	Unit 4	ISBN-10:1854182587 ISBN-10:1914928008 ISBN-13: 9781854188533 (e-book)	<a href="#">Thorogood Publishing UK Paperback or eBook version</a>

## Program Materials

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

- Digital Student handbook
- Digital Unit workbook
- Assessment Outlines and templates (where required)
- Learning resources and support services.

All reading materials are provided in PDF for students to download or read online. Participants enrolling in the program will also require the prescribed textbooks to complete their studies – refer to the 'Additional program costs' section above for a list of textbooks.

## Assessment Requirements

For this postgraduate level study program, you will be expected to write assessments (ranging between 3,000–4,000 words) that require research, analysis, evaluation and synthesis of business/HR theories and concepts.

The style of academic writing will differ to that of work reports and communications that you may be familiar with in your workplace or other study experiences.

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

### Assessment submission

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

### Extension Requests - Special consideration only

We understand that things happen which may be out of a student control. In those cases, student can apply for an assessment extension under 'special consideration' rules. Special Consideration is intended to provide equitable academic treatment for students whose performance in an assessment task has been adversely affected by special circumstances beyond their control.

Requests for an extension are considered on a case-by-case basis and applications must be submitted via the Special Consideration Form via the student portal and will only be approved in line with the guidelines which are outlined in the APC Program Student Handbook.

## 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 virtual workshop students:

- Academic Support - access to ongoing learning and assessment support and guidance from Academic Coordinators who are highly experienced HR professionals. The Academic Coordinator is contactable by email throughout the study period. Their role is focused on guiding you with course related content, learning and assessment.
- Comprehensive learning and assessment materials, and student handbook that outlines the support services, policies and study skills information, are provided 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 provides students with the opportunity to connect and interact with other students in support of course-related discussion and learning.
- AHRI student support services assists students with any administrative queries.

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 student support 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



- Information about AHRI's student policies and procedures
- Timely access to current and accurate records of participation and assessment progress.

## Complaints and appeals

Every effort is made to ensure that students are able to appeal against any decision or incident they feel is unfair or inconsistent with what they were told prior to enrolment. All complaints or appeals are handled with confidentiality and sensitivity and according to the AHRI Complaints and Appeals Process.

The AHRI [Complaints and Appeals Policy and Procedure](#) governs the process for responding to complaints about a situation, a process, a person or people, a facility or a service provided by AHRI (both academic and non-academic). A copy of this document is available from the AHRI website as well as in your student portal.

*A complaint or appeal should be lodged via the link available in your student portal.* You may also request a copy of the link from [studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.au)

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 taken to manage and finalise the process in the shortest possible time.

All complaints are lodged and tracked in a Complaints and Appeals Register which outlines details of the complaint, action and outcomes.

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 the student portal.

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 advise 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, has paid their fees, and wishes to postpone the commencement of their studies.

### Conditions of deferral

The following conditions apply for all students across all four units of the APC Program. A student who wishes to defer their enrolment in the APC Program must:

- Complete a Deferral Form via the student portal, and
- Make the deferral payment (where applicable) at the time of the deferral request. The deferral fees and time periods that apply are set out in the table below.

Please note that:

- A deferral will not be accepted until the deferral fee has been received and processed by AHRI Student Support.
- AHRI membership fees are non-refundable and not available for deferral.
- Textbooks and e-textbooks are non-refundable.
- The student's deferred placement will automatically lapse after 12 months.
- If deferral lapses after the 12-month period, the remaining enrolment fees will be retained by AHRI.
- Only one deferral per unit enrolment is permitted.
- Where a student has deferred their studies, they will be contacted by email by AHRI prior to the start of the intake they have deferred to, and they will be provided with information on course commencement dates.

### Deferral timelines and fees

#### Units 1-3

Deferral before enrolment close date	No fee payable
Deferral between enrolment close date and one week after program commencement date	Fee payable – capped at 25% of total unit enrolment and upon receipt of payment
Deferral week 2 of program onwards	Deferral no longer available

#### Unit 4

Deferral before enrolment close date	No fee payable
Deferral between enrolment close date and one week after program commencement date	Fee payable – capped at 25% of total unit enrolment and upon receipt of payment
Deferral week 2 of program onwards	Subject to approval via application by General Manager, Standards & Learning

## Deferral from Unit 4 (capstone)

If a student is experiencing hardship, or the delivery of their project has been adversely affected by outside forces beyond their control, a student may defer from the Unit 4 capstone at any point during the study period subject to approval by the General Manager, HR Standards and Learning, AHRI.

Students seeking to defer from Unit 4 are required to complete a Deferral Form via the student portal, for review by the General Manager HR Standards and Learning. The GM HR Standards and Learning will make the final determination for approval of deferral if circumstances are warranted.

*The standard deferral conditions apply to all units – including deferral fees, enrolment lapse and deferral limits etc.*

## Program Withdrawal

Program withdrawal refers to the formal and permanent withdrawal from the AHRI Practising Certification (APC) Program by the student.

### Conditions of withdrawal

A student who wishes to withdraw from the APC Program is advised to discuss the issue with their Academic Coordinator and/or AHRI Student Support ([studentsupport@ahri.com.au](mailto:studentsupport@ahri.com.au)) before completing a Withdrawal Form as there may be other suitable options available (e.g. extension, special consideration, deferral).

- All requests for withdrawal must be made using a Withdrawal Form via the student portal. A withdrawal will not be accepted until this form has been received by AHRI.
- Should a student wish to resume their studies after withdrawing, they must re-enrol in the APC Program.
- All study materials must be returned to AHRI, at the time of request for the withdrawal, before a refund is granted.
- 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

Withdrawal before enrolment close date	Course fees refunded in full
Withdrawal between enrolment close date and 1 (one) week after program commencement date	Admin fee retained by AHRI, capped at 25% with remaining course fees refunded
Withdrawal from week 2 (two) of program onwards	No refund of course fees available

*Note: The withdrawal fee will be deducted from the course fee paid by the student upon enrolment into the course. Fees are not subject to the Australian Goods and Services Tax (GST) as the program is a GST-free education course.*

## 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](mailto: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](http://www.ahri.com.au/privacy-policy).