

# STUDENT HANDBOOK



w: [allenstraining.com.au](http://allenstraining.com.au) – p: 1300 559 064



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# Introduction

Welcome to Allens Training Pty Ltd. Allens Training Pty Ltd is a well-respected Registered Training Organisation (RTO NO: 90909) registered with the Australian Skills Quality Authority (ASQA).

Allens Training Pty Ltd and any trainer delivering training on their behalf are consistent with the standards for the delivery of advanced quality training and assessment programs.

When undertaking training courses with Allens Training Pty Ltd, students will develop the knowledge and skills relevant to the industry they work or are interested in. Each course is delivered by a trainer who has current qualifications, practical skills and years of industry-based experience and knowledge.



## Provider Details

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations before undertaking the course. The National VET Regulator Australian Skills Quality Authority (ASQA) have developed a Fact Sheet to use when making this decision. [Link: Choosing a Training or Education Provider.](#)

<b>Name of RTO</b>	Allens Training Pty Ltd
<b>RTO Number</b>	90909
<b>Phone Number</b>	1300 559 064
<b>Website</b>	<a href="http://www.allenstraining.com.au">www.allenstraining.com.au</a>
<b>ABN</b>	63 114 756 857

## Registration Details

Our scope of training is listed on the National Register. The link to our registration is [National Register - Allens Training Pty Ltd 90909](#)

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with the Standards for Registered Training Organisations (RTOs) 2015 which guide nationally consistent, high quality training and assessment services in the vocational education and training system.

# Purpose of the Student Handbook

The information contained in this document has been developed to assist students who are considering undertaking a course with Allens Training Pty Ltd (or one of our partners) to understand their rights and responsibilities. We want to make sure that as a student, you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and help you understand how you can seek assistance when needed.

Prior to the course the student should discuss with the trainer/RTO their individual needs and therefore be able to gain access to the educational and support services outlined in this document. This would be a great opportunity to discuss your existing skills and knowledge to allow the trainer/RTO to provide the best practice training and assessment services.

Our mission is to be a leading training provider for all Australians by providing students with high quality education that is designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

We invite all students to share our vision and this will allow Allens Training Pty Ltd and their trainers and partners to continue to be a significant contributor to Australia's continuing role as a leader in education. We have a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes. Allens Training Pty Ltd ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services

Allens Training Pty Ltd hereby states that we undertake to act at all times in an ethical manner. All activities of the Training Organisation will be carried out honestly, fairly and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained. Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available. For any enquiries, please contact the Compliance Team by email [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au)

## Student Induction & Acknowledgement

Before you complete and sign your enrolment form, please be definite that you have read through this handbook and understand all its contents.

If you do not understand some information, we urge you to contact us on 1300 559 064 to speak to one of the friendly Allens team.

By finalising, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand all its contents.





# Marketing and Advertising

Allens Training Pty Ltd ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is accurate and consistent with its scope of registration and that no comparisons are made (notably of a disparaging nature) with any other training organisation.

All Allens Training Pty Ltd, promotional information and course outlines, profiles and schedules can be found on the Allens Training Pty Ltd website [www.allenstraining.com.au](http://www.allenstraining.com.au)

## Nationally Recognised Training

### What is a Registered Training Organisation (RTO)?

Registered training organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means simply that RTOs, such as Allens Training Pty Ltd, are recognised as providers of quality training, and are the only organisations that can issue nationally recognised qualifications or statements of attainment.

### Student Protection

For your protection as a student, Allens Training Pty Ltd maintains governance arrangements across all of its operations, within its scope of operation. The CEO ensures that Allens Training Pty Ltd complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that Allens Training Pty Ltd will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, Allens Training Pty Ltd ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from students and other stakeholders.



# Governance and Legislation

Allens Training Pty Ltd is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Allens Training Pty Ltd has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Allens Training Pty Ltd or an approved Third-Party delivering training on their behalf.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Allens Training Pty Ltd take responsibility and follow processes to ensure our training and assessment practices comply with the *National Vocational Education and Training Regulator Act 2011*.

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au](http://www.australia.gov.au) and [www.legislation.com.au](http://www.legislation.com.au).

The following is a summary of the legislation that will generally apply to your day-to-day work and training:

[\*Work Health and Safety Act 2011\*](#)

[\*Privacy Act 1988 \(Cth\)\*](#)

[\*Disability Discrimination Act 1992\*](#)

[\*Age Discrimination Act 2004\*](#)

[\*Sex Discrimination Act 1984\*](#)

[\*Racial Discrimination Act 1975\*](#)

[\*Copyright Act 1968\*](#)

[\*Fair Work Act 2009\*](#)

[\*National Vocational Education and Training Regulator Act 2011\*](#)

[\*Standards for Registered Training Organisations \(RTOs\) 2015\*](#)



For further information on any of the above Acts or Regulations, please click on the relevant link.

# Student Code of Conduct

When you successfully enrol in a course with Allens Training Pty Ltd, you agree to participate in relevant practical and theory-based learning and assessment activities associated with your course. Failure to complete the requirements for assessment will mean that competency cannot be verified by the trainer and assessor.

Allens Training Pty Ltd provides training services in a spirit of cooperation and mutual respect. When attending a course delivered by Allens Training Pty Ltd or by any other individual or business on our behalf, we ask that students be courteous to each other, to our staff and to all people who you encounter in and around the venue.

Please consider and abide by these basic rules:

- Adhere to **Workplace Health and Safety** requirements;
- Report **illegal activity** of any sort and not engage in criminal behaviour;
- Treat other students and staff with **respect and fairness**;
- Avoid **discriminatory conduct** on grounds such as gender, sexuality, race, ability, cultural background, religion, age or political conviction;
- Respect the **privacy of others** in the collection, use or access of personal information whilst undertaking studies;
- Not disclose **confidential information** concerning any matter relating to Allens Training Pty Ltd;
- Avoid **disrupting or interfering** with any teaching, learning, or other academic activity;
- **Alcohol** is NOT permitted in the training environment. The influence of alcohol spoils the learning environment of the institution. A student who appears to be affected by alcohol cannot attend the training.
- **Smoking** is not permitted in and around the training environment.
- **Chewing gum** is not permitted in and around the training environment.
- **Drugs** are not permitted in the training environment. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A student who appears to be affected by drugs cannot attend the training.
- **Firearms and knives** cannot be brought to the training course. You must NOT bring any firearms, knives or any kind of weapons to the training course. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police.
- **Clothing** should be neat and tidy. We suggest overalls or long pants for any students who are attending practical courses such as first aid, confined spaces etc.
- All **litter** to be removed following the class and there will be minor cleaning tasks required after each training session to ensure the room is left in a tidy state. See your trainer for this information.
- **Lipstick** should not be worn when you are attending first aid courses because of the stain it may leave on manikin faces.
- **Theft** As the premises of many training facilities are open to the public, students are advised not to leave their valuables unsupervised. Allens Training Pty Ltd or its approved trainers cannot be held responsible for anything which may be stolen from training premises.



- Refrain from **swearing, drinking and eating** in classrooms and other learning areas (water only allowed) unless otherwise directed or pre-approved;
- Complete all assessment tasks and final assessments honestly, and not engage in plagiarism, collusion or cheating;
- Use **property or resources**, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately;
- Not behave in a way that would **offend, embarrass or threaten** others; this also applies to the use of social media outlets;

## Student Punctuality

Students should be at the course at least 15 minutes prior to the start of training. Some courses have enrolment proof of identity requirements and students must be able to satisfy these prior to attendance. Failure to be on time may preclude you from attending. Transfer to another course is possible, but a refund in these circumstances will not be available.

## Medical Problems

Students who have medical issues that could affect their performance in the training course should identify this to the enrolment officer or to their trainer.

Allens Training Pty Ltd reserves the right to call the ambulance for assistance if you collapse and require attention.

## Telephones

Please do not make or receive calls or text whilst the trainer is conducting training. If it is expected that you might get an urgent call, please communicate this possibility to the trainer before the course begins.

If a staff member, trainer/assessor and or training/assessor delivering training on behalf of Allens Training Pty Ltd is unhappy or dissatisfied with the behaviour or performance of a student, the trainer/assessor or staff member has the authority to:

- Warn the student that their behaviour is unsuitable or unacceptable;
- Ask the student to leave the training venue or immediately cancel the class; or
- Cancel the student's enrolment in the course without refund or acceptance into another course.

If a student wishes to provide feedback or express a complaint in relation to any disciplinary action taken, they have the opportunity by following Allens Training Pty Ltd Complaints and Appeal Procedure.

Staff and associated individuals of Allens Training Pty Ltd are expected to maintain a professional and ethical working relationship with their fellow staff, management and students. Any breach of our disciplinary standards will be raised with the CEO or Compliance Manager and the appropriate action will be taken.

# Rights and Responsibilities

## Rights:

Allens Training Pty Ltd recognises that students have the right to:

- Expect the provision of high-quality training that recognises their individual learning styles and needs;
- Have access to all services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified and competent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect that Allens Training Pty Ltd will be ethical and open in their dealings, their communications and their advertising;
- Expect that Allens Training Pty Ltd will observe their duty of care to them;
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc;
- Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.



## Responsibilities:

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at time of enrolment, and to advise Allens Training Pty Ltd of any changes to their address or phone numbers within 7 days.
- Providing all required enrolment information, including proof of identity where required.
- Paying of all fees and charges associated with their course and providing their own course requirements where notified.
- Recognising the rights of staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- Ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious beliefs.
- Actively participating and monitoring your own progress by ensuring assessment deadlines are observed.
- The security of their personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to their trainer or Allens Training Pty Ltd administration office.
- Respecting Allens Training Pty Ltd and their partner's property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.

**REMEMBER:** You are expected to behave appropriately always whilst you are enrolled in a course with Allens Training Pty Ltd. Your trainer reserves the right to speak with you and act if your behaviour is disruptive to the training and/or assessment process.

## Student Misconduct & Disciplinary Procedures

Allens Training Pty Ltd will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund available. Circumstances that may result in a student being asked to leave may include;

- Cheating or lying about marks or assessments;
- Impairing others freedom to pursue their study;
- Conduct that brings Allens Training Pty Ltd into disrepute or slander of Allens Training Pty Ltd, other course students or staff;
- Plagiarising material;
- Failure to comply with reasonable instruction or supervision;
- Conduct that places others at risk;
- Assault to any member of our staff or students including verbal, physical or threatening comments or gestures;
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour;

- Destruction or damage to our property or premises used by Allens Training Pty Ltd;
- Stealing any property or equipment belonging to a student or Allens Training Pty Ltd;
- Persistent lateness or unacceptable disruption in the classroom;
- The use of profanities, crass or obscene language, drunkenness or influence by illegal substances;
- Failure to undertake assessments as set out by Allens Training Pty Ltd;;
- Behaviour that breaches the Commonwealth Privacy Amendment Act (2014);
- Criminal or anti-social behaviour.

Allens Training Pty Ltd has in place a Harassment Policy in order to create a safe environment for staff and students. The aim of this policy is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within Allen's.

Staff and students need to be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

'Personnel' - refers to all employees of Allens Training Pty Ltd or third party delivering training on their behalf

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - is punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint

If a staff member or student feels they have been harassed in any way they should report it to the CEO, CEO or Compliance Manager who will initiate an investigation. The Compliance Manager will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.



# Student Information

## Course Information

Our website has a comprehensive range of information that will help you make an informed decision concerning the training we provide.



This student agreement contains general information regarding the services we provide. Course specific information is located on our website for each specific course. The course specific information will provide you an indication of what is in the course and the assessments required, as well as vocational outcomes.

## Unique Student Identifier (USI)

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015.



Your USI account will contain all of your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1 2015 is required to provide Allens Training Pty Ltd with a verified USI before we can issue any certification. For further information on what a USI is and how this number will affect you please refer to the Allens Training Pty Ltd website, or to the USI website: <https://www.usi.gov.au/>

## Enrolment

Enrolment and admission into some of Allens Training Pty Ltd courses are subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training courses are contained in individual course documentation and are made available prior to enrolment. All course information is located on our website.

In the case that a potential student does not meet the prerequisite conditions, we will endeavour to assist you in understanding your options regarding meeting the standards. Any questions regarding prerequisites can be addressed by telephoning our Contact Centre team on 1300 559 064.

Upon successful enrolment, students will be provided with login details to access their individual Training Desk Portal. Training Desk will provide the student with access to their training records (previous courses completed, Statement of Attainment) which can be downloaded at any time.



## Course Delivery

Allens Training Pty Ltd courses may be delivered directly or by an individual or business delivering training on behalf of Allens Training Pty Ltd by way of a Third-Party arrangement. The Third-Party organisation has an agreement in place which is registered with ASQA and is authorised to deliver training on behalf of Allens Training Pty Ltd.

The course fee may be paid direct to the trainer, with no further enrolment fees required to be paid to Allens Training Pty Ltd in this case.



## Course Fees

Each qualification, unit of competency or course offered by Allens Training Pty Ltd and or a third-party delivering training on their behalf has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected course.

Course fees are set at competitive rates and will be advised prior to the enrolment in a course. These fees may vary from course to course. Fees and charges are available on request by telephoning Allens Training Pty Ltd Contact Centre 1300 559 064 or the third-party delivering training on behalf of Allens Training Pty Ltd prior to enrolling into this course.

All fees will be paid according to the fee structure provided prior to enrolment.

It is our policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Course fee inclusions:

- ✓ All tuition;
- ✓ Support and coaching;
- ✓ Any associated student workbooks, handouts or manuals;
- ✓ Classrooms and facilities;
- ✓ Access to any specialised equipment necessary in the training.



Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

There are no additional fees associated with your training, except for cancellation fees or replacement of resources.

Students who require replacement of issued learner's resources or workbooks will be liable for additional charges to cover the cost of replacement.

## Payments

Course fees are due and payable at the time of enrolment unless otherwise negotiated. No Statement of Attainment or Qualification will be issued until full and final payment has been received.

## Student Fee Guarantee

Allens Training Pty Ltd holds a term deposit for protection of student course fees that are paid in advance for a training course.

The intent of this is to ensure that mechanisms are in place to protect the student's investment and provide access to funds or a comparable course acceptable to the student at no additional cost, in the event that the RTO (Allens Training Pty Ltd) ceases to operate or is unable to provide the services outlined in the contract with the student.

## Refund Policy and Cancellation

When an applicant accepts a place offered by Allens Training Pty Ltd and pays the fees, it means a binding contract is created between the student and Allens Training Pty Ltd. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Allens Training Pty Ltd.

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment fees less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Allens Training Pty Ltd is required to cover the cost of staff and resources which will have already been committed based on the student's initial intention to undertake the training. Enrolments into short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Enrolment into a course via distance delivery will be deemed to have commenced when the learner resources have been dispatched.

There is no charge for a student to transfer to another course with Allens Training Pty Ltd. If Allens Training Pty Ltd cancels a course, then a full refund will be made available to whoever paid that course fee.

Please note that administration fees may still apply for the processing of refunds.

Discretion may be exercised by the CEO in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. CEO may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form which can be downloaded from our website under the student section.

Note: If for any reason Allens Training Pty Ltd is unable to fulfil its service agreement with a student, Allens Training Pty Ltd must refund the student's proportion of fees paid for services not delivered or make alternative arrangements.

## Guarantee of Training

Allens Training Pty Ltd reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Allens Training Pty Ltd reserves the right to change course fees, dates, content, trainers, or method of presentation at its discretion.

Allens Training Pty Ltd undertakes that in the event they are unable for any reason to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements.

## Workplace Health and Safety (WHS)

The safety of staff and clients is of primary importance. Allens Training Pty Ltd observes all WHS legislation. Trainers incorporate WHS considerations when planning and delivering training, and students will be advised of the WHS requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes the Workplace Health and Safety requirements. As a student you have obligations to complete your training in a safe manner and promptly report any injuries or harassment to your trainer or Allens Training Pty Ltd administration.

Allens Training Pty Ltd is committed to providing a safe and healthy work environment for its staff, students, contractors (such as trainers) and visitors. Allens encourages all workplace students to regard accident prevention and working safely as a collective and individual responsibility.

Allens Training Pty Ltd recognises its corporate responsibility under the WHS Acts and regulations. Students as well as trainers and assessors share a dual responsibility for ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health.

This includes to:

- Provide and maintain safe equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees and students.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into the training - WHS performance.



### Equipment

Any equipment that is not working, including electrical equipment should be reported to your trainer as soon as possible. Electrical work should only be performed by trained personnel.

### Incidents/Accidents

All incidents and accidents should be immediately reported to your trainer. An Incident Report Form may be required to be completed.



### First Aid

In the event of a student requiring first aid, a trainer or First Aid Officer will administer first aid and the student must complete an Incident Form. If medication is required, students will be referred to their own GP or nurse for professional medical advice. In the case of an emergency, staff will call an ambulance and stay with the student until it arrives.

## Induction & Fire Safety

Housekeeping responsibilities will be explained at the induction process and at the beginning of the course. Fire and evacuation procedures will also be explained for your training venue. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as it may have been an oversight and is mandatory information.



## Manual Handling

While some courses will require a certain level of physical ability in order to undertake an assessment task, students and assessors are encouraged not to lift anything related to the training and assessment provided unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity, always bend the knees and keep the back straight when picking up items. If you have experiences back problems in the past do not attempt to lift heavy objects at all, ask for assistance from someone else.



## Access and Equity

Access and equity policies are incorporated into all operational procedures. Allens Training Pty Ltd prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender;
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease;
- Pregnancy;
- Sexual orientation or preference;
- Race, colour, nationality, ethnic or ethno-religious background;
- Age;
- Marital status;
- Socio-economic factors.



Our training programs are designed and wherever possible facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all students. We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training all staff members so that they are appropriately skilled in access and equity issues.
- Providing reasonable access to learners of all levels.
- Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encouraging the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

Any issues or questions regarding access and equity can be directed to the Compliance Team email [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au)

# Privacy Policies and Notices

## Allens Training Pty Ltd Privacy Policy

Allens Training Pty Ltd takes the privacy of students very seriously and complies with all legislative requirements. These include the *Privacy Act 1988*. The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Privacy Amendment Act) made many significant changes to the *Privacy Act 1988* (Privacy Act). The main change is that all businesses that collect or handle personal information will be required to comply with a new set of Principles, the Australian Privacy Principles (APPs) as of 12 March 2014.

In our operation as a Registered Training Organisation (RTO) we are required to collect certain information by external agencies such as the National VET Regulator and other licensing bodies in order to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request. The Privacy Notice at Schedule 1 of the National VET Data Policy explains these requirements, which can be accessed through: <https://www.education.gov.au/privacy-notice>.

The Privacy Notice as at Schedule 1 of the VET Data Policy is provided in this document. It is current as of January 2021.

The relevant Privacy Principles are summarised as:

<b>Collection</b>	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
<b>Use and disclosure</b>	Personal information will not be used or disclosed for a secondary purpose.
<b>Data quality</b>	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
<b>Security</b>	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

Allens Training Pty Ltd will only use or disclose personal information about a student for a purpose other than the primary purpose of collection (a 'secondary purpose') if:

1. the secondary purpose is related to the primary purpose of collection and the student would reasonably expect to use or disclose the information for the secondary purpose, or
2. Allens Training Pty Ltd reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety, or
3. Allens Training Pty Ltd has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities, or
4. the use or disclosure is required or specifically authorised by law.



Notwithstanding the above, Allens Training Pty Ltd is prohibited by law from releasing a student's personal information to third parties, including members of their family without that individual's prior written consent.



## Photography Privacy

We recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premise's owner or manager, as well as from the students themselves.



If you have concerns about how Allens Training Pty Ltd is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the *Privacy Act 1988* (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Student Data

Under the Standards for RTOs 2015, we are required to capture student data at the time of enrolment. It is the student's responsibility to ensure they provide accurate information in regard to themselves and their enrolment. It is the student's responsibility to ensure they inform us of any change of personal details in writing within seven days of the change occurring.

This data is known as AVETMISS data – Australian Vocational Education and Training Management Information Statistical Standard. We must gather information in regard to the following data: who the student is, where they study and what they study.

We are also required to confirm the identity of the student enrolling into the course. This may involve requesting copy of photo ID or other documents that will verify the student ID. For more information on specific ID requirements for your course, refer to the 'Student Information' for your course available on the Allens Training website.

Please Note: Enrolment into a course will not be confirmed unless the required student data and proof of ID has been collected and confirmed.

## Records Management

All course paperwork is scanned and entered into our Training Desk database. Files are stored for the legislated period of time and electronic files are backed up regularly and are stored on a protected server.

Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential.



## Accessing your Records

Students have access to personal records upon written request to the Compliance Team email [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au). A Request for access to Student Records Form is available for this purpose, or to allow access to records by a third party. The form can be downloaded from our website under the student section.

In all cases Allens Training Pty Ltd will require proof of identity to protect the privacy of all client information. Student assessment records are only retained by Allens Training Pty Ltd for the legislated minimum timeframe of 6 months as per the ASQA General Direction on Retention requirements for completed student assessments.

Students are obligated to keep Allens Training Pty Ltd informed of their current contact details and to inform us immediately of any change in these details. Students should be advised that if they do not receive any correspondence due to incorrect contact details, they are fully responsible.

## National Centre for Vocational Education Research Ltd (NCVER) Privacy Notice

Privacy Notice as at Schedule 1 of the VET Data Policy is provided below.

### Why we collect your personal information

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

### How we use your personal information

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

### How we disclose your personal information

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

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

## How the NCVER and other bodies handle your personal information

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

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

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

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

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

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

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

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

## Surveys

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

## Contact information

At any time, you may contact Allens Training Pty Ltd to:

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



## Complaints and Appeals

Allens Training Pty Ltd understands that on occasion there may be instances of student dissatisfaction. We welcome the opportunity for improvement through receiving feedback from a dissatisfied party so that a resolution can be found and an opportunity to consolidate the feedback into a review and improvement of our policies and practices. This right to a complaint and appeal also extends to persons seeking to enrol into a course with Allens Training Pty Ltd or Third-Party delivering training on behalf of Allens Training Pty Ltd.

Allens Training Pty Ltd has a Student Complaints and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency, fairness and transparency to the satisfaction of all parties involved.

### What is a Complaint?

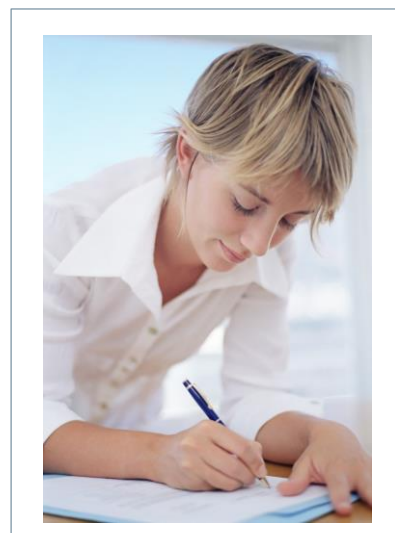
A complaint is negative feedback about the RTO, its trainers/assessors, services, a third party or a student which has not been resolved locally. A complaint may be received by Allens Training Pty Ltd in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

If the complainant chooses to submit their complaint in writing, this can be completed via one of the following methods:

- Email to Allens Training Pty Ltd Compliance Manager – [rtocompliance@allenstraining.com.au](mailto:rtocompliance@allenstraining.com.au)
- Post Attention to the Compliance Manager at 1/6 Bottlebrush Avenue, Noosa Heads 4565

Allens Training Pty Ltd have also made available a Complaints Form if the complainant wishes to submit their complaint in this format. This can be downloaded from our website under the student section.

In all cases, acknowledgement of receipt of a complaint will be provided in writing to the complainant within forty-eight (48) hours.



### What is an Appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. This includes decisions made by Allens Training Pty Ltd or a third-party providing services on our behalf. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Allens Training Pty Ltd within twenty-eight (28) days of the student being informed of the assessment decision or finding.

### Early Resolution of Complaints & Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## Complaint and Appeals Handling

Allens Training Pty Ltd applies the following principles to its complaints and appeals handling:

- A written record of all complaints is to be kept by Allens Training Pty Ltd including all details of lodgement, response and resolution. Allens Training Pty Ltd will maintain a complaint register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- All parties involved in the allegations will be informed and provided an opportunity to present their case.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where Allens Training Pty Ltd CEO considers that more than 60 calendar days are required to process and finalise the complaint, the GM or a staff member appointed by the GM must inform the complainant in writing, including reasons why more than sixty (60) calendar days are required. As a benchmark, Allens Training Pty Ltd will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of Allens Training Pty Ltd and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.
- Allens Training Pty Ltd shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Allens Training Pty Ltd representative will disclose information to any person without the permission of Allens Training Pty Ltd CEO. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision.
- Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

## Review by an Independent Person

Allens Training Pty Ltd provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances the Allens Training Pty Ltd CEO will advise of an appropriate party independent of Allens Training Pty Ltd to review the complaint (and its subsequent handling) and provide advice to Allens Training Pty Ltd in regard to the recommended outcomes.

## Review by External Agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Allens Training Pty Ltd, they are to have the opportunity for a body that is external to Allens Training Pty Ltd to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Allens Training Pty Ltd may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.
- Complaints can also be lodged directly with the National VET Regulator the Australian Skills Quality Authority via their website at the following link: <https://www.asqa.gov.au/complaints>

The National VET Regulator (Australian Skills Quality Authority – ASQA) is not able to act as an independent third party for review of complaints or appeals on assessment decisions and cannot act as an advocate for an individual student. Where the complainant seeks an external/independent review, any costs associated with that review process shall be borne by the complainant.

# Training and Assessment Information

## Student Learning Needs

Allens Training Pty Ltd aims to identify and respond to the learning needs of all students as soon as practicable to maximise the chances of our students successfully completing their training. Students are encouraged to express their views about their learning needs at all stages of their learning experience.

We want to help students to identify their learning needs through the enrolment and induction procedure, Student Feedback Forms, email surveys, trainer discussion and an open invitation to approach staff with suggestions at any stage.

It is our intention that all trainers are to identify, prior to or at the start of training (whichever is the earliest), the learning and assessment needs of their students and provide access to the required support through their training.

This may include providing support through:

- LLN support;
- Assistive technology or equipment;
- Additional tutorials including online tutorial support;
- Email and telephone support where required;
- Other mechanisms, such as assistance in using technology.

Support may be provided directly by Allens Training Pty Ltd staff or through arrangements with a third party. Support strategies will be developed in consultation with the student and where any support offered attracts an additional cost to the student, Allens Training Pty Ltd will inform the student and seek approval prior to referral.



Again, these strategies provide staff with the required student-based information for use in designing quality training.

## Reasonable Adjustment

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

To ensure flexibility and fairness in assessment, Allens Training Pty Ltd makes reasonable adjustments to qualifications and units/clusters to ensure that all students are accommodated and that no unnecessary barriers exist to their ability to demonstrate competence.

Allens Training Pty Ltd recognises that some people are better suited to learning via alternative teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

Allens Training Pty Ltd respect these differences among students and will endeavour to make any reasonable adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence provided the student can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Where adjustments are made a declaration is to be stated, describing how the assessment was adjusted and signed by the student and the assessor.

Allens Training Pty Ltd staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Allens Training Pty Ltd can offer, they will be referred onto an appropriate external agency. The student will be made fully aware of associated costs prior to referral.

In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

## Recognition of Prior Learning (RPL)

In accordance with the requirements of the Standards for RTOs, Allens Training Pty Ltd provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is RPL?

RPL means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities.

### Recognition Guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled. Students are required to indicate their intention to apply for recognition upon their registration into the course.
- Students may not apply for recognition for units of competence or a qualification which are not included in Allens Training Pty Ltd scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Allens Training Pty Ltd reserves the right to verify the authenticity of all certification with the issuing RTO
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### Forms of Evidence for Recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience. Most importantly, it should be noted that recognition is just another form of assessment.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team.



The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- ✓ Work records;
- ✓ Records of workplace training;
- ✓ Assessments of current skills;
- ✓ Assessments of current knowledge;
- ✓ Third party reports from current and previous supervisors or managers;
- ✓ Evidence of relevant unpaid or volunteer experience;
- ✓ Examples of work products;
- ✓ Observation by an assessor in the workplace;
- ✓ Performance appraisal; or
- ✓ Duty statements.



Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence.

Allens Training Pty Ltd reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence. If further evidence is required, then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, and collection of other material.

The outcome may be that we can:

- Provide the qualification based on the material supplied.
- Provide the qualification subject to some form of assessment, but without classroom attendance.
- Provide partial recognition of the course and thereby reduce the classroom and assessment process leading to course completion.

Fees will be charged for the RPL service and will be discussed when you approach Allens Training Pty Ltd to determine the requirements that will need to be supplied. Fees may vary by course and must be paid at the time of application. The RPL assessor is available to discuss applications or provide advice on evidence that may support an application. The responsibility of providing complete and accurate documentation is a student responsibility.

If you are not granted RPL, you have the opportunity to ask for a review from the Compliance Manager.

For further information on RPL please refer to the RPL/CT Information Handbook for Students which can be downloaded from our website.

To assist you RPL Applications are available as a downloadable document under each course listed on our website. Please go to the "courses" tab of our website.



## Credit Transfer

Credit Transfer is available to all students enrolling in Allens Training Pty Ltd courses on our scope of registration.

### Credit Transfer/National Recognition?

This is the recognition of learning achieved through formal education and training where there is a current equivalent unit on training.gov.au. Under the Standards for RTOs, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded. Administration fees associated with this process will be advised prior to the assessment of the material.

### Evidence Requirements

If you are seeking national recognition you are required to present your statement of attainment or qualification for examination to Allens Training Pty Ltd. These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO.

Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original with consent to verify the qualification/s provided with the issuing organisation.

Allens Training Pty Ltd reserves the right to validate the authenticity of any evidence provided by you. This may require an Allens Training Pty Ltd staff member to contact the issuing RTO for confirmation that the evidence provided by you is authentic and valid.

### National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course or qualification in which they are currently enrolled. Students are required to indicate their intention to apply for recognition upon their registration into the course.
- Students may not apply for national recognition for units of competence or qualification which are not included in Allens Training Pty Ltd scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.
- Allens Training Pty Ltd reserves the right to verify the authenticity of all certification with the issuing RTO.
- Students will be informed in writing of the outcome of their application.

For further information on Credit Transfer, please refer to the RPL/CT Information Handbook for Students which can be downloaded from our website.

## Competency Based Training

All training is based on the principles of Competency Based Training. Delivery and assessment will involve students accomplishing tasks required to demonstrate competency in any given unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.

If a student is deemed as “Satisfactory” (Reserve Competent for completion) in any unit, they will be provided with further attempts to demonstrate competency. This should be within one month of the initial assessment. Timing and location of the re-assessment attempt must be negotiated with your trainer.

The trainer should provide the student with relevant feedback on the areas that need further work.

For further information, refer to the re-assessment process outlined below.

## Qualified Trainers and Assessors

All Allens Training Pty Ltd trainers and assessors have long and valuable industry experience as well as demonstrated vocational experience in delivering training and assessment as required under ASQA Standards for Registered Training Organisations (RTOs). Individuals involved in the delivery of training and/or evaluation of student assessment materials are required to comply with the principles of assessment and rules of evidence as described in Clause 1.8 of the Standards for Registered Training Organisations when involved in the learning and assessment process.

Allens Training Pty Ltd ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- The necessary training and assessment competencies as stated in the Standards for RTOs;
- Relevant vocational competencies at least to the level being assessed;
- Demonstrated current industry skills and knowledge;
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles;
- Current working with Children Check or National Police Check.



Approved Trainers and Assessors will:

- Adhere to Allens Training Pty Ltd Facilitator Guides and timeframes governing the delivery of training and assessment activities for each course of study in which a student is involved;
- When required provide support to students to assist with queries during the learning process;
- Provide timely and accurate feedback to students relating to their assessment tasks;
- Keep accurate and secure records of student assessment results;
- Provide accurate data relating to the student's assessment results and progress through the learning process; and
- Report on a student's progress and results clearly, concisely, open and honest, focusing only on information of relevance to the student's progress and assessment outcomes.



## Statement of Authorship (Plagiarism)

All assessment materials, including but not limited to: homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work.

Plagiarism is using someone else's work and pretending it is your own work. Failing proper acknowledgement of the origin, source, or ownership of material is a form of cheating. When work is submitted for assessment in any form, it is a fundamental expectation that the work being submitted is the sole work of the individual (or individuals if an assessment has been assigned as part of a group exercise).

While general discussion is recommended and encouraged to allow a better understanding of a topic or the requirements of an assessment item, assessment submissions must be your own work, for example written in your own words without assistance from the trainer or others. Submitting an assessment that is a result of a 'joint effort' where the task is required to be completed individually is deemed collusion and is unacceptable.

Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people. All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enroll in the relevant unit/s.

Trainers/Assessors may verify authentic assessment in the following ways:

- ✓ Student confirmation and declaration (assessment summary sheet completed);
- ✓ Workplace supervisor verification;
- ✓ Additional verbal questions given to students on a random basis;
- ✓ Comparison of work style and quality for all work undertaken.



The signed student declaration in each unit of competency is a declaration by the student that all work contained therein is the student's own work.

Cheating in any form will not be tolerated. Where cheating is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

Where cases of plagiarism are identified trainer/assessor will refer matters to the Compliance Manager to investigate and action.

## Assessment Processes

Units of competency can be assessed on the same day of delivery, or afterwards depending on the mode of delivery. Units of competency delivered by mode of face-to-face for example is likely to be assessed on the same day as delivery.

### Rules of Evidence

Allens Training Pty Ltd will ensure our assessment tools meet the **Rules of Evidence**:

- ✓ **Validity** - The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- ✓ **Sufficiency** - The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- ✓ **Authenticity** - The assessor is assured that the evidence presented for assessment is the learner's own work.
- ✓ **Currency** - The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## Principles of Assessment

Assessment approaches will be in line with the **Principles of Assessment**:

- ✓ **Fairness** - The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
- ✓ **Flexibility** - Assessment is flexible to the individual learner by:
  - Reflecting the learner's needs;
  - Assessing competencies held by the learner no matter how or where they have been acquired; and
  - Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
- ✓ **Validity** - Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:
  - Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
  - Assessment of knowledge and skills is integrated with their practical application;
  - Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
- ✓ **Reliability** - Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## Assessment Methods

Allens Training Pty Ltd uses a combination of assessment methods. Some of the methods may include:

- ✓ **Observation:** where the student will be observed performing a series of tasks a number of times to determine their competency.
- ✓ **Verbal question and answers:** when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- ✓ **Written assessment:** In this instance the student will be given the opportunity to demonstrate their competency through multiple choice questions, short answer questions, written reports etc.
- ✓ Other methods include case studies, projects, essays, video tasks, logbooks and third-party reports.

All assessment tasks must consider any language and literacy issues, or cultural issues related to the task.

Once satisfactory performance is achieved in **all** the performance criteria for a unit candidate will be marked

- C for Competent; or
- If not yet deemed competent - S for Satisfactory (Reserve Competent for completion) until a re-assessment takes place;
- If a student is not able to demonstrate competency after re-assessment, they will be marked NC for Not Competent.

Allens Training Pty Ltd do not provide job or work placements as part of the course delivery unless specified in your course information.

For further information on your particular course of study, refer to the course outline for information on assessment methods.

## Assessment Completion Timeframes

Completion timeframes for courses vary depending on which course you are enrolled in. Please refer to the course specific information on our website for the completion timeframe of each course. Allens Training Pty Ltd will provide written confirmation of your timeframe and expected completion date upon registration.

Applications for extension to completion timeframes must be made in writing to Allens Training Pty Ltd for review. Please email [courses@allenstraining.com.au](mailto:courses@allenstraining.com.au) and detail the circumstances surrounding your request for an extension. You will receive a response in writing within 7 days of your request.

More information on suggested timeframes for individual units and qualifications and for the volume of learning within a qualification, please refer to the 'Student Information' for that particular course.



## Re-assessment

### Stage 1: Student undertakes in-class assessment

- Students will be notified within 21 days of undertaking an assessment of their performance.

### Stage 2: Student deemed Satisfactory in FIRST assessment

Students who are deemed to be Satisfactory are to be provided with information identifying the areas in which they failed to achieve competency.

- Students will then have the opportunity to repeat the assessment task as soon as can be practically arranged with your trainer. Ideally, this would be within 7 days of notification.

### Stage 3: Student deemed Satisfactory in FIRST re-sit/re-submit

- If the student is again deemed Satisfactory, they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification. An administration fee may be charged to cover the cost of supplying new resources in this case.

### Stage 4: Student deemed Satisfactory in SECOND re-sit/re-submit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- Re-enrolment fees may be required to be paid to your trainer prior to arranging the repeat of the unit of competency.
- This will be arranged directly with your trainer.

## Marking of Assessments

Assessors aim to mark assessments within 24 hours of receipt of submission where practicable. Students will be notified where this timeframe cannot be met for any unforeseen reason.



## Assessment Feedback

Assessors will provide students with feedback where further evidence is required. Feedback will be provided to the student in a prompt timeframe and during practical assessment where required.

## Issuance of Awards

On successful completion of a course, subject to all outstanding checking of documentation and providing all agreed fees the student owes to Allens Training Pty Ltd or the partner organisation have been paid, students will be issued with the appropriate Certification within 30 days of completion of the training course.

On completion of delivery of the course, trainers will submit all course paperwork into Training Desk for course processing and quality checking. On successful course completion, students will be issued with an Award which can be downloaded and printed from their Training Desk portal.

All qualifications and statements of attainment will be issued by Allens Training Pty Ltd and will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

Qualifications and statements of attainments must be issued according to the student's legal name as provided when creating their Unique Student Identifier (USI). In order for Certification to be re-issued under a new name, relevant evidence supporting the change of name will be requested. In addition to this, the students name will need to be updated in the USI system in order for the new certification to be issued.

Allens Training Pty Ltd will maintain data of all qualifications/statements of attainment issued for a period of thirty (30) years.

### Testamur/Award

To be eligible for a Qualification (e.g. Certificate or Diploma) a student must have successfully completed and achieved competency in all the required course work and assessments as set out in the course outline.

### Statement of Attainment

As a student progresses through their learning and successfully completes a unit of competency or module, a Statement of Attainment (SoA) will be awarded for those units completed where the full certificate or Diploma level course has not been completed.



### Statement of Attendance

Statements of attendance are supplied to students who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for students who attend non-accredited training (e.g. skills only).

## Superseded Units/Qualifications

It is the aim of Allens Training Pty Ltd to ensure that students have every opportunity to undertake the most current unit of competency or qualification. When a Training Package (unit of competency/qualification) is superseded, Allens Training Pty Ltd will ensure all students are either supported to complete the course in which they are enrolled or will transfer them to the current training product within twelve months.

As soon as is practical after the endorsement of the new training package, Allens Training Pty Ltd will commence delivery of the new units of competency/qualifications. There will be a monitored review of training resources, strategies and advertising materials. Mapping of the old training package qualifications to the new will be accessed and any professional development requirements of current and prospective trainers and assessors will be identified and implemented.

During this transition period particular attention will be given to monitoring client feedback and the implementation of any changes that are identified as necessary in this process.

## Student Feedback

Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your trainer asks you to complete a survey, please take time to give a considered response. If, for any reason, you are unable or uncomfortable completing the form in class, there is an additional opportunity to print off a feedback form (in the documents section of our web site) complete and simply email to us.

Successful students will also receive an email advising that their Certificate has been processed and giving the opportunity to respond with any additional feedback they may have regarding their training experience. We do listen and we do act on your suggestions for improvements.

Feedback is also encouraged at any time by emailing [rtocompliance@allenstraining.com.au](mailto:rtocompliance@allenstraining.com.au) or by phoning 1300 559 064.





## Quality Assurance

Allens Training Pty Ltd is responsible to effectively monitor training and assessment delivered on our behalf to ensure it meets the Standards for RTOs.

As a part of our quality assurance processes at Allens Training Pty Ltd, you may be contacted by a member of Allens Training Pty Ltd staff and requested to complete a telephone survey to gather feedback on the delivery of our courses. You are not required to complete these surveys and may refuse at any time if contacted by Allens Training Pty Ltd.

## Industry Consultation

Industry means the bodies that have a stake in the training, assessment and client services provided by RTOs.

Allens Training Pty Ltd liaises with industry representatives in an effort to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth.

Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

## Validation

Allens Training Pty Ltd ensures that our business model moderates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated which means results and assessment decisions made are reviewed to determine whether the tool is providing consistency and reliable outcomes.



# Student Services and Support

## Language, Literacy and Numeracy (LLN) Support

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Allens Training Pty Ltd will:

- ✓ Assess a student's language, literacy and numeracy skills prior to or on enrolment to ensure they have adequate skills to complete the training. This may be in the form of a self-assessment;
- ✓ Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- ✓ Provide clear information to students about the details of the language, literacy and numeracy assistance available. Allens Training Pty Ltd generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the student's development.
- ✓ Refer students to external language, literacy and numeracy support services that are beyond the support available within Allens Training Pty Ltd and where this level of support is assessed as necessary; and
- ✓ Negotiate an extension of time to complete training programs if necessary.

Allens Training Pty Ltd will always work in consultation with the student to ensure the appropriate nature and level of support is provided. If any external support attracts an additional cost to the student, Allens Training Pty Ltd will inform the student of those costs prior to the support being arranged.

All delivery, assessment and instruction are carried out in English unless otherwise stated.

There may be the opportunity available for you for 'reasonable adjustment' concerning the assessment process, depending on the level of support you require. This will be determined at the enrolment process.

## Welfare and Guidance Services and Client Support

If you experience a problem with your course, you should immediately speak with your trainer or the Allens Training Pty Ltd Head Office (Phone 1300 559 064) who can help you find the assistance you need. Some examples of support that may be arranged may include:

- Mentoring;
- Disability Support;
- Telephone/email learners support;
- Personal Counselling;
- Study Skills Program.

## Educational and Support Services

Where there is any change or anticipated change to the educational and support services being provided to a student, the student will be notified as soon as practicable. Change may include but not be limited to:

- Change in ownership of Allens Training Pty Ltd;
- Change to a third-party arrangement in place for the delivery of services to the student.



# Disability supplement

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question in the enrolment.

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

**Hearing/deaf** - Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

**Physical** - A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

**Intellectual** - In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

**Learning** - A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

**Mental illness** - Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

**Acquired brain impairment** - Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

**Vision** - This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

**Medical condition** - Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

**Other** - A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

# Working with Persons Under 18 Years of Age

Unless otherwise specified, students under 18 years of age may enrol with Allens Training Pty Ltd.

In some cases, our courses cannot be delivered to persons under the age of eighteen (18) years of age due to specific industry age restrictions or site requirements. Please ensure you have spoken with one of our staff members prior to enrolling.

It is the responsibility of Allens Training Pty Ltd to ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to Allens Training Pty Ltd, any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

The RTO will comply with all relevant State and Federal legislation in the area of working with children.

Allens Training Pty Ltd management require that all staff obtain a Positive Notice Blue Card for child related employment.

Information is available at: [www.ccyptcg.qld.gov.au](http://www.ccyptcg.qld.gov.au) other relevant legislation may be viewed at [www.afp.gov.au](http://www.afp.gov.au)

## Thank You and Congratulations!

Thank you for choosing Allens Training Pty Ltd as your preferred training provider.

We trust that you will enjoy your learning journey with us, and we look forward to receiving your feedback to help us improve.

If you have any further questions, please telephone 1300 559 064 as we will be only too happy to answer your questions and assist you to make the right decisions.

