



# STUDENT WRITTEN AGREEMENT

**For Students**



**Allens Training Pty Ltd**

PO Box 1265

Goulburn 2580

administration@allenstraining.com.au

[www.allenstraining.com.au](http://www.allenstraining.com.au)

## Contents

<b>PROVIDER DETAILS .....</b>	<b>5</b>
Name of RTO .....	5
RTO Number .....	5
Phone Number .....	5
Website .....	5
ABN .....	5
Registration Details .....	5
Purpose of this agreement .....	5
<b>STUDENT INFORMATION .....</b>	<b>6</b>
Course Information .....	6
Choosing a Training or Education Provider .....	6
Unique Student Identifier (USI) .....	6
Course Delivery .....	6
Course Fees .....	7
Refund Policy and Cancellation .....	9
Guarantee of Training .....	9
Student Fee Guarantee .....	9
Work Place Health & Safety (WHS) .....	10
Access and Equity .....	11
Privacy Policy .....	11
Record Management .....	13
Complaints and Appeals .....	13
<b>TRAINING AND ASSESSMENT INFORMATION .....</b>	<b>16</b>
Diverse Student Learning Needs .....	16
Reasonable Adjustments .....	16
Recognition of Prior Learning (RPL) .....	17
Credit Transfer Policy/National Recognition .....	19
Competency Based Training .....	19
Assessment Processes .....	20
Statement of Authorship .....	22
Superseded Units/Qualifications .....	22
Issuance of Qualifications .....	23
Your feedback or survey reports .....	23
Quality Assurance .....	23
Industry Consultation .....	23

Validation and Moderation .....	24
Trainer Competencies .....	24
<b>STUDENT SERVICES AND SUPPORT .....</b>	<b>25</b>
Language, Literacy & Numeracy Support .....	25
Welfare and guidance services and client support .....	25
<b>LEGISLATION.....</b>	<b>26</b>
Legislative and Regulatory Responsibilities .....	26
Work Health and Safety Act 2011 .....	26
Privacy Act 1988 .....	26
Disability Discrimination Act 1992.....	27
Age Discrimination Act 2004 .....	27
Sex Discrimination Act 1984.....	27
Racial Discrimination Act 1975 .....	27
Copyright Act 1968.....	28
Fair Work Act 2009 .....	28
National Vocational Education and Training Regulator Act 2011 .....	28
<b>RIGHTS AND RESPONSIBILITIES .....</b>	<b>29</b>
Rules Ensuring Comfort & Convenience for all students .....	30
Medical Problems .....	30
Student misconduct & disciplinary procedures.....	31
Contact Details .....	32
<b>APPENDIX – FORMS .....</b>	<b>32</b>

Version Number	Purpose/Change	Date
1	-	13th October 2017
2	Updated Privacy Policy	11th February 2019
3	Updated Refund Policy	16 <sup>th</sup> May 2019



PROVIDER DETAILS	
<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
<b>Registration Details</b>	<p>Our scope of training is listed on the National Register. The link to our registration is <a href="http://training.gov.au/Organisation/Details/3631df49-64e3-4a58-aec2-a1d8335c972e">http://training.gov.au/Organisation/Details/3631df49-64e3-4a58-aec2-a1d8335c972e</a>.</p> <p>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.</p>
<b>Purpose of this agreement</b>	<p>The information contained in this document has been developed to assist students who are considering undertaking a course with Allens Training (or one of our partners) to enable the student to understand their rights and responsibilities. We want to make sure that 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.</p> <p>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.</p> <p>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.</p> <p>We invite all students to share our vision and this will allow Allens Training 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 ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services</p> <p>Allens Training 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.</p> <p>Before you complete and sign the student agreement and enrolment forms, please be sure that you have read this agreement and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student written agreement and will abide by the information it contains.</p>

<b>STUDENT INFORMATION</b>	
<b>Course Information</b>	<p>Our web site 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.</p> <p><a href="https://www.allenstraining.com.au/courses.aspx">https://www.allenstraining.com.au/courses.aspx</a></p>
<b>Choosing a Training or Education Provider</b>	<p>When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations. The National VET Regulators Australian Skills Quality Authority (ASQA) have developed a Fact Sheet to use when making this decision. This can be found by clicking <a href="#">Here</a>.</p>
<b>Unique Student Identifier (USI)</b>	<p>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.</p> <p>Every student from January 1 2015 is required to provide Allens Training with a verified USI before we can issue any certification.</p> <p>For further information on what a USI is and how this number will affect you please refer to the Allens Training website, or to the USI website:</p> <p><a href="http://www.allenstraining.com.au/students/student-information/what-is-the-usi.aspx">http://www.allenstraining.com.au/students/student-information/what-is-the-usi.aspx</a></p> <p><a href="http://www.usi.gov.au/Pages/default.aspx">http://www.usi.gov.au/Pages/default.aspx</a></p>
<b>Course Delivery</b>	<p>Allens Training courses may be delivered by way of partnership arrangements with your local trainer. The partner organisation has an agreement in place and is authorised to deliver training under the auspices of Allens Training. The course fee may be paid direct to the trainer, with no further enrolment fees required to be paid to Allens Training in this case. To find an Allens Training partner located in your area, click <a href="#">here</a>.</p>

**Course Fees**

Fees and charges are available on request from your trainer prior to enrolling into this course. There are no additional fees associated with your training, except for cancellation fees, replacement of resources and where a certificate reprint is requested a service fee will be charged. For the current charge, please access the "Certificate Reprint" online form, located under the "Students" tab on the Allens Training website or by clicking [here](#).

Students who require replacement of issued learners resources or workbooks will be liable for additional charges to cover the cost of replacement. Charges are currently \$50 for replacement of resources.

The Standards for RTOS 2015 require Allens Training to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Allens Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the below refund policy.

--	--



<b>Refund Policy and Cancellation</b>	<p>When an applicant accepts a place offered by Allens Training or an Allens Training Partner and pays the fees, it means a binding contract is created between the student and Allens Training or the Allens Training Partner. 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 or the Allens Training Partner, whichever entity the original transaction occurred with.</p> <p>In the case of cancellation/withdrawal, the following cancellation fees will apply:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Students who give notice to cancel their enrolment more than 7 days prior to the commencement of a program will be entitled to a full refund of fees paid.</li> <li><input checked="" type="checkbox"/> Students who give notice to cancel their enrolment less than 7 days prior to the commencement of the program may not be entitled to a full refund dependent on the specific circumstances relating to the withdrawal of enrolment.</li> <li><input checked="" type="checkbox"/> 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.</li> </ul> <p>Where it has been identified that there is a legitimate reason there will be no charge for a student to transfer to another course with original provider. If Allens Training or the Allens Training Partner cancels a course, then a full refund will be made available to whoever paid that course fee.</p> <p>Please note that administration fees may still apply for the processing of refunds.</p> <p>Discretion may be exercised by the Allens Training or the Allens Training Partner 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. The nominated representative may also authorise a refund of tuition fees if the circumstances require it.</p> <p>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.</p> <p><b>Note.</b> If for any reason Allens Training or the Allens Training Partner is unable to fulfil its service agreement with a student, Allens Training must refund the student's proportion of fees paid for services not delivered or make alternative arrangements.</p>
<b>Guarantee of Training</b>	<p>Allens Training 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.</p>
<b>Student Fee Guarantee</b>	<p>Allens Training holds a bank guarantee from Westpac bank for protection of student course fees that are paid in advance for a training course.</p> <p>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) ceases to operate or is unable to provide the services outlined in the contract with the student</p>

**Work Place Health & Safety (WHS)**

The safety of staff and clients is of primary importance. Allens Training 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 administration.

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

Allens Training 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 or 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 the Incident Form. Should medication be required, students will be referred to their own GP or nurse for 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,

	<p>please bring this to your trainer's attention as it may have been an oversight and is mandatory information.</p> <p><b>Manual Handling</b></p> <p>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.</p> <p>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.</p>
<p><b>Access and Equity</b></p>	<p>Access and equity policies are incorporated into all operational procedures. Allens Training prohibits discrimination towards any group or individual in any form, inclusive of</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Gender</li> <li><input checked="" type="checkbox"/> Physical or intellectual or psychiatric disability, or any organism capable of causing disease</li> <li><input checked="" type="checkbox"/> Pregnancy</li> <li><input checked="" type="checkbox"/> Homosexuality (male or female, actual or presumed)</li> <li><input checked="" type="checkbox"/> Race, colour, nationality, ethnic or ethno-religious background</li> <li><input checked="" type="checkbox"/> Age</li> <li><input checked="" type="checkbox"/> Marital status</li> <li><input checked="" type="checkbox"/> Socio-economic factors</li> </ul> <p>Our training programs are designed and wherever possible facilities are set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all students.</p> <p>We do this by:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.</li> <li><input checked="" type="checkbox"/> Ensuring training services are delivered in a non-discriminatory, open and respectful manner.</li> <li><input checked="" type="checkbox"/> Training all staff members so that they are appropriately skilled in access and equity issues.</li> <li><input checked="" type="checkbox"/> Providing reasonable access to learners of all levels.</li> <li><input checked="" type="checkbox"/> Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.</li> <li><input checked="" type="checkbox"/> Actively encouraging the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.</li> <li><input checked="" type="checkbox"/> Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.</li> </ul> <p>Any issues or questions regarding access and equity can be directed to the General Manager <a href="mailto:jim@allenstraining.com.au">jim@allenstraining.com.au</a>.</p>
<p><b>Privacy Policy</b></p>	<p>Allen's Training takes the privacy of participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988. The <a href="#">Privacy Amendment (Enhancing Privacy Protection) Act 2012</a> (Privacy Amendment Act) made many significant changes to the <a href="#">Privacy Act 1988</a> (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 <a href="#">Australian Privacy Principles</a> (APPs) as of 12 March 2014.</p> <p>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</p>

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 states that:**

Under the Data Provision Requirements 2012, Allens Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by Allens Training for statistical, administrative, regulatory and research purposes.

Allens Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

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

The relevant Privacy Principles are summarized 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.

**Photography privacy**

At Allen's Training 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 premises owner or manager, as well as from the participants themselves.

If you have concerns about how Allens Training 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

	<p>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:  <a href="http://www.oaic.gov.au/privacy/privacy-complaints">http://www.oaic.gov.au/privacy/privacy-complaints</a>.</p>
<b>Student Data</b>	<p>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 regards 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.</p> <p>This data is known as AVETMISS data – Australian Vocational Education and Training Management Information Statistical Standard. We must gather information in regards to the following data: who the student is, where they study and what they study.</p> <p>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.</p> <p>Please Note: Enrolment into a course will not be confirmed unless the required student data and proof of ID has been collected and confirmed.</p>
<b>Record Management</b>	<p>All short courses are scanned and entered into our database. Files are stored for the legislated period of time and electronic files are backed up regularly and are stored on a protected server.</p> <p>Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential. The files are securely locked within a strong room safe.</p>
<b>Accessing your records</b>	<p>Students have access to personal records upon written request to the General Manager. A <a href="#">Request for access to Student Records Form</a> is available for this purpose, or to allow access to records by a third party. In all cases Allens Training will require proof of identity to protect the privacy of all client information. Student assessment records are only retained by Allens Training for the legislated minimum timeframe of 6 months as per the ASQA General Direction on <a href="#">Retention requirements for completed student assessment items</a>.</p> <p>Students are obligated to keep Allens Training 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.</p>
<b>Complaints and Appeals</b>	<p>Allens Training 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.</p> <p><b>What is a complaint?</b></p> <p>A complaint is negative feedback about the RTO, its trainers/assessors, services, a third party or a learner which has not been resolved locally. A complaint may be received by Allens Training 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.</p> <p>If the complainant chooses to submit their complaint in writing, this can be completed via one of the following methods:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Email to Allens Training General Manager – <a href="mailto:jim@allenstraining.com.au">jim@allenstraining.com.au</a></li> <li><input checked="" type="checkbox"/> Post Attention to the General Manager at PO Box 1265 Goulburn NSW 2580</li> </ul>

Allens Training have also made available a [Complaints Form](#) if the complainant wishes to submit their complaint in this format.

### **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 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 within 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 applies the following principles to its complaints and appeals handling:

- ☑ A written record of all complaints is to be kept by Allens Training including all details of lodgement, response and resolution. Allens Training will maintain a complaints 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 General Manager 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 60 calendar days are required. As a benchmark, Allens Training 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 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 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 representative will disclose information to any person without the permission of Allens Training General Manager. 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 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 General Manager will advise of an appropriate party independent of Allens Training to review the complaint (and its subsequent handling) and provide advice to Allens Training in regards 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, they are to have the opportunity for a body that is external to Allens Training 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 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: <http://www.asqa.gov.au/complaints/complaints.html>



## TRAINING AND ASSESSMENT INFORMATION

### Diverse Student Learning Needs

Allens Training aims to identify and respond to the learning needs of all students. It is our intention that all trainers are to identify, at the start of training, the learning and assessment needs of their students. This may be accomplished informally through class discussion.

Trainers will ask questions that reveal the general English level of the students, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The trainers when formulating their lesson will use this information in assessment plans.

Students should 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 induction procedure, Student Feedback Forms, email surveys, trainer discussion and an open invitation to approach staff with suggestions at any stage.

Students enrolled in courses via distance delivery will also be provided with email and phone support by their assessor.

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

### Reasonable Adjustments

**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.

If a student meets essential entry requirements, the RTO must endeavour to make 'reasonable adjustments' necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, student learning materials or the manner that a theory test is completed.

In most situations, a student with a disability will be able to tell the RTO what he or she needs to be able to study. If necessary, the RTO should also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

Adjustments may include:

- ☑ Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.
- ☑ Modifying or providing equipment. For example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.
- ☑ Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.
- ☑ Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.

Please note that in some Training Packages, first aid training for example, there are mandatory skills that cannot be modified as a reasonable adjustment. The student is required to complete 2 minutes of adult CPR on a manikin on the floor. There is no room for reasonable adjustment as it is stated what is required in the Training Package.



**Recognition of Prior Learning (RPL)**

In accordance with the requirements of the Standards RTOS 2015, Allens Training 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 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 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 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:

1. Provide the qualification based on the material supplied.
2. Provide the qualification subject to some form of assessment, but without classroom attendance.
3. 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 Allen's Training 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 General Manager.

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

<https://www.allenstraining.com.au/courses.aspx>

### Credit Transfer Policy/National Recognition

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

Credit transfer/National Recognition: 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 RTOS 2015, 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. 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 copies of the original with consent to verify the qualification/s provided with the issuing organisation.

#### 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 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 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.

### 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 “Not Yet Competent” 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.

Refer to the re-assessment process outlined below.

## 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.

Allens Training 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.

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

See the FAQ section for your particular course for information on assessment methods.

Allens Training 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, log books 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**; if not they will be marked **NYC** for **Not Yet Competent** until a re-assessment takes place. If a student is not able to demonstrate competency after re-assessment they will be **NC Not Competent**.

Allens Training do not provide job or work placements as part of the course delivery unless specified in your course information. Refer to the FAQ section for your particular course information.

### 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 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 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 Not Yet Competent in FIRST assessment

Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.

	<ul style="list-style-type: none"> <li>☑ 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.</li> </ul> <p><b>Stage 3: Student deemed Not Yet Competent in FIRST re-sit/re-submit</b></p> <ul style="list-style-type: none"> <li>☑ If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.</li> <li>☑ 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.</li> </ul> <p><b>Stage 4: Student deemed Not Yet Competent in SECOND re-sit/re-submit</b></p> <ul style="list-style-type: none"> <li>☑ If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.</li> <li>☑ Re-enrolment fees may be required to be paid to your trainer prior to arranging the repeat of the unit of competency.</li> <li>☑ This will be arranged directly with your trainer.</li> </ul>
<p><b>Statement of Authorship</b></p>	<p>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. 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.</p> <p>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.</p>
<p><b>Superseded Units/Qualifications</b></p>	<p>It is the aim of Allens Training to ensure that students have every opportunity to undertake the most current national qualification. When a Training Package or UOC is superseded, Allens Training will ensure all learners are either supported to complete the course in which they are enrolled or will transfer them to the current training product within twelve months.</p> <p>As soon as is practical after the endorsement of the new training package, Allens Training 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.</p> <p>During this transition period particular attention will be paid to monitoring client feedback and the implementation of any changes that are identified as necessary in this process.</p>

<b>Issuance of Qualifications</b>	<p>On successful completion of a course, subject to all outstanding checking of documentation and providing all agreed fees the student owes to Allens Training or the partner organization 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 units trainers will submit Student Results Forms to the course completion supervisor for checking and entry into the electronic data management system. On successful course completion students will be eligible to receive qualifications/statement of attainments.</p> <p>If students do not complete all required units of competency to a competent level they will not be eligible to receive a qualification. They will, however, be eligible to receive a Statement of Attainment for the units successfully completed within the course.</p> <p>Students enrolled in individual units of competency are required to complete all assessment tasks to a satisfactory level in order to be found competent and be eligible for a Statement of Attainment to be issued.</p> <p>All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.</p> <p>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.</p> <p>Allens Training will maintain data of all qualifications/statements of attainment issued for a period of 30 years.</p>
<b>Your feedback or survey reports</b>	<p>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) Print off, complete and simply email, fax or mail it to us.</p> <p>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.</p> <p>Feedback is also encouraged at any time by emailing <a href="mailto:jim@allenstraining.com.au">jim@allenstraining.com.au</a> or phoning 1300 559 064.</p>
<b>Quality Assurance</b>	<p>Allens Training is responsible to effectively monitor training and assessment delivered on our behalf to ensure it meets the Standards for RTO’s 2015. As a part of our quality assurance processes at Allens Training, you may be contacted by a member of Allens Training 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.</p>
<b>Industry Consultation</b>	<p>Industry means the bodies that have a stake in the training, assessment and client services provided by RTOs. Allens Training 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</p>

<b>Validation and Moderation</b>	<p>Allens Training 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.</p> <p>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.</p> <p>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.</p>
<b>Trainer Competencies</b>	<p>All assessment will be undertaken by assessors who satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.</p> <p>We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The necessary training and assessment competencies as stated in the Standards for RTOs 2015</li> <li><input checked="" type="checkbox"/> Relevant vocational competencies at least to the level being assessed</li> <li><input checked="" type="checkbox"/> Demonstrated current industry, training and VET knowledge and skills;</li> <li><input checked="" type="checkbox"/> Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles.</li> <li><input checked="" type="checkbox"/> Current working with Children Check or National Police Check</li> </ul>



## STUDENT SERVICES AND SUPPORT

### Language, Literacy & Numeracy 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 will:

- ☑ Assess a student’s language, literacy and numeracy skills during their 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 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 and where this level of support is assessed as necessary; and
- ☑ Negotiate an extension of time to complete training programs if necessary.

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 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

<b>LEGISLATION</b>	
<b>Legislative and Regulatory Responsibilities</b>	<p>Allens Training 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 has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Allens Training.</p> <p>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.</p> <p>Copies of State and Federal legislation can be found on the Internet at <a href="http://www.australia.gov.au/state-legislation">www.australia.gov.au/state-legislation</a> (State) and <a href="http://www.comlaw.gov.au">www.comlaw.gov.au</a> (Federal).</p> <p>The following is a summary of the legislation that will generally apply to your day-to-day work and training.</p>
<b>Work Health and Safety Act 2011</b>	<p>The main objective of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.</p> <p>The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.</p> <p>The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.</p> <p>Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.</p> <p>They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.</p>
<b>Privacy Act 1988</b>	<p>The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way. Review the section within this handbook that relates to privacy protection. It provides you with information about:</p> <ul style="list-style-type: none"> <li>☑ the kinds of personal information that the entity collects and holds;</li> <li>☑ how the entity collects and holds personal information;</li> <li>☑ the purposes for which the entity collects, holds, uses and discloses personal information;</li> <li>☑ how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;</li> <li>☑ how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and</li> <li>☑ whether the entity is likely to disclose personal information to overseas recipients.</li> </ul>

<p><b>Disability Discrimination Act 1992</b></p>	<p>Sect 5 - Disability Discrimination</p> <p>(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.</p> <p>For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.</p>
<p><b>Age Discrimination Act 2004</b></p>	<p>The objectives of this Act are:</p> <ul style="list-style-type: none"> <li>☑ to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and</li> <li>☑ to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and</li> <li>☑ to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and</li> <li>☑ to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and</li> <li>☑ to respond to demographic change by:             <ul style="list-style-type: none"> <li>• removing barriers to older people participating in society, particularly in the workforce; and</li> <li>• changing negative stereotypes about older people.</li> </ul> </li> </ul>
<p><b>Sex Discrimination Act 1984</b></p>	<p>The objectives of this Act are:</p> <ul style="list-style-type: none"> <li>☑ to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and</li> <li>☑ to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and</li> <li>☑ to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and</li> <li>☑ to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and</li> <li>☑ to promote recognition and acceptance within the community of the principle of the equality of men and women.</li> </ul>
<p><b>Racial Discrimination Act 1975</b></p>	<p>This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:</p> <ul style="list-style-type: none"> <li>– promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and</li> <li>– make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.</li> </ul>

<p><b>Copyright Act 1968</b></p>	<p>Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.</p> <p>Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.</p> <p>There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.</p>
<p><b>Fair Work Act 2009</b></p>	<p>The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:</p> <ul style="list-style-type: none"> <li>☑ Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;</li> <li>☑ Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;</li> <li>☑ Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.</li> </ul>
<p><b>National Vocational Education and Training Regulator Act 2011</b></p>	<p>This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. An core component of this legislation is that it defines the condition for the registration of an RTO which include:</p> <ul style="list-style-type: none"> <li>☑ compliance with the VET Quality Framework</li> <li>☑ satisfying Fit and Proper Person Requirements</li> <li>☑ satisfying the Financial Viability Risk Assessment Requirements</li> <li>☑ notifying National VET Regulator of important changes</li> <li>☑ cooperating with National VET Regulator</li> <li>☑ compliance with directions given by the National VET Regulator</li> </ul>

## RIGHTS AND RESPONSIBILITIES

<b>Student Rights</b>	<p>Allens Training Pty Ltd recognises that students have the right to:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> expect the provision of high quality training that recognises their individual learning styles and needs;</li> <li><input checked="" type="checkbox"/> 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;</li> <li><input checked="" type="checkbox"/> have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;</li> <li><input checked="" type="checkbox"/> be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;</li> <li><input checked="" type="checkbox"/> appeal for a review of the results of an assessment;</li> <li><input checked="" type="checkbox"/> expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;</li> <li><input checked="" type="checkbox"/> 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;</li> <li><input checked="" type="checkbox"/> learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;</li> <li><input checked="" type="checkbox"/> be treated with dignity and fairness;</li> <li><input checked="" type="checkbox"/> expect that Allens Training Pty Ltd will be ethical and open in their dealings, their communications and their advertising;</li> <li><input checked="" type="checkbox"/> expect that Allens Training Pty Ltd will observe their duty of care to them;</li> <li><input checked="" type="checkbox"/> efficient handling of administrative matters and in the processing of fees, concessions, refunds etc;</li> <li><input checked="" type="checkbox"/> privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.</li> </ul>
<b>Student Responsibilities</b>	<p>Students are responsible for:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> understanding and accepting the enrolment conditions for the courses they undertake.</li> <li><input checked="" type="checkbox"/> 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.</li> <li><input checked="" type="checkbox"/> providing all required enrolment information, including proof of identity where required.</li> <li><input checked="" type="checkbox"/> paying of all fees and charges associated with their course and providing their own course requirements where notified.</li> <li><input checked="" type="checkbox"/> 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.</li> </ul>

	<ul style="list-style-type: none"> <li>☑ ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.</li> <li>☑ contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious beliefs.</li> <li>☑ Actively participating and monitoring your own progress by ensuring assessment deadlines are observed.</li> <li>☑ the security of their personal possessions while attending a course.</li> <li>☑ promptly reporting all incidents of harassment or injury to their trainer or Allens Training Pty Ltd administration office.</li> <li>☑ respecting Allens Training Pty Ltd and their partner's property, and observing policy guidelines and instructions for the use of equipment.</li> <li>☑ seeking clarification of their rights and responsibilities when in doubt.</li> </ul>
<b>Student Punctuality</b>	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.
<b>Rules Ensuring Comfort &amp; Convenience for all students</b>	<p><b>Alcohol</b> 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 <b>alcohol</b> cannot attend the training.</p> <p><b>Smoking</b> is not permitted in and around the training environment.</p> <p><b>Chewing gum</b> is not permitted in and around the training environment.</p> <p><b>Drugs</b> 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.</p> <p><b>Firearms and knives</b> 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.</p> <p><b>Clothing</b> 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.</p> <p>All <b>litter</b> 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.</p> <p><b>Lipstick</b> should not be worn when you are attending first aid courses because of the stain it may leave on manikin faces.</p> <p><b>Theft</b> 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 partners cannot be held responsible for anything which may be stolen from training premises.</p>
<b>Medical Problems</b>	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 reserves the right to call the ambulance for assistance if you collapse and require attention.
<b>Telephones</b>	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.

**Student misconduct & disciplinary procedures**

Allens Training will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund or recognition of competencies already achieved. 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 into disrepute or slander of Allens Training, other course participants or staff
- Plagiarizing material
- Failure to comply with reasonable instruction or supervision
- Conduct that places others at risk
- Assault to any member of our staff or participants 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
- Stealing any property or equipment belonging to a student or Allens Training
- 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 and the AQTF
- Behavior that breaches the Commonwealth Privacy Amendment Act (2014)
- Criminal or anti-social behavior

Allen's 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. Victimization 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

**'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.

	<p><b>'Sexual Harassment'</b> - 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.</p> <p><b>'Victimisation'</b> - is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint</p> <p>If a staff member or student feels they have been harassed in any way they should report it to the General Manager or Managing Director who will initiate an investigation. The Operations and 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.</p>
<b>Contact Details</b>	For further information relating to the information contained in this Student Agreement, please contact Allens Training on 1300 559 064 or email: <a href="mailto:tracy@allenstraining.com.au">tracy@allenstraining.com.au</a>

<b>APPENDIX – FORMS</b>	
<b>Complaint Report Form</b>	<a href="#">Allens Training Complaints Form</a>
<b>ASQA Complaints Page</b>	<a href="#">ASQA Complaints Page</a>
<b>Change of Details Notification Form</b>	<a href="#">Allens Training Change of Details Form</a>
<b>Certificate Reprint Request Form</b>	<a href="#">Allens Training Certificate Reprint Request Form</a>
<b>Student Feedback Forms</b>	<a href="#">Allens Training Feedback Forms</a>
<b>Request for Access to Student Records Form</b>	<a href="#">Allens Training Request Form</a>