



STUDENT WRITTEN AGREEMENT

For Students



Allens Training Pty Ltd
PO Box 1265
Goulburn 2580
administration@allenstraining.com.au
www.allenstraining.com.au



PROVIDER DETAILS.....	4
Name of RTO	4
RTO number	4
Phone number.....	4
Web site	4
ABN number.....	4
Registration details.....	4
Purpose of this agreement	4
GENERAL INFORMATION.....	5
Course Information.....	5
Choosing a Training or Education Provider.....	5
Course Delivery.....	5
Course Fees.....	5
Refund Policy	5
Certificate Reprint Request	5
Payment Terms.....	6
Guarantee of Training	6
Student Fee Guarantee.....	6
Dissemination of legislative information and course information	6
Work Place Health & Safety	6
(WHS)	6
Access and Equity.....	7
Recognition of Prior Learning (RPL).....	7
Credit Transfer Policy.....	8
National Recognition	8
Student Records	8
Record Management.....	8
Grievance, Complaint and Appeals Procedure	8
Issuance of Qualifications	9
Diverse Student Learning Needs	9
Student Protection through Legislative Requirements	9
Your Privacy.....	9
Accessing your records	10
Quality Assurance	10
Superseded Units/Qualifications	10
Your feedback or survey reports	10
CLIENT SERVICES & SUPPORT	11
Language, Literacy & Numeracy Support.....	11
Reasonable Adjustments	11
Physical Disability.....	12
Welfare and guidance services and client support	12

TRAINING SERVICES INFORMATION.....	13
Competency Based Training	13
Training Package Requirements	13
Trainers and assessors	13
Flexible delivery of your training.....	13
Induction requirements at the training course	13
Training Outcomes	13
ASSESSMENT SERVICES INFORMATION	14
Industry consultation	14
Validation and Moderation.....	14
Trainer Competencies	14
Assessment Processes	14
Assessment appeals	16
Statement of Authorship.....	16
STUDENT RIGHTS AND RESPONSIBILITIES.....	17
Student Rights.....	17
Student Responsibilities	17
Student Punctuality	17
Rules Ensuring Comfort & Convenience for all students.....	17
Medical Problems.....	18
Telephones	18
Student misconduct & disciplinary procedures	18
Contact Details.....	19
Incident Report Form.....	20
Complaint Report Form	20
ASQA Complaints Form	20
Change of Details Notification Form.....	20
Certificate Reprint Request Form.....	20
Student Feedback Forms	20
Request for Access to Student Records Form	20

PROVIDER DETAILS	
Name of RTO	Allens Training Pty Ltd
RTO number	90909
Phone number	1300 559 064
Web site	www.allenstraining.com.au
ABN number	63 114 756 857
Registration details	<p>Our scope of training is listed on the National Register. The link to our registration is http://training.gov.au/Organisation/Details/3631df49-64e3-4a58-aec2-a1d8335c972e.</p> <p>As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with National standards which guide nationally consistent, high quality training and assessment services in the vocational education and training system.</p>
Purpose of this agreement	<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 their 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 manual document will help you make informed decisions and help you understand how you can seek assistance when needed.</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>Australia's diverse population and strong educational tradition make it particularly suited to be able to provide inclusive learning opportunities. By fostering co-operative learning and encouraging student participation, all Australians are enabled to share and learn on their educational journey.</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 enrolment form, please be sure that you have read this handbook 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 handbook and will abide by the information it contains.</p>

GENERAL INFORMATION

Course Information

Our web site has a comprehensive range of information that will help you; the student 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 in a "Student Information" document for each course. The "student information" document gives you an indication of what is in the course and the assessments required, as well as vocational outcomes.

Several courses e.g. Apply First Aid also list the competency skills sheets that are used to determine competency in that unit.

The student information sheet for each course can be downloaded from the "courses" section of our website, or can be obtained from your trainer.

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

Choosing a Training or Education Provider

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 ASQA have developed a Fact Sheet to use when making this decision. This can be found by clicking [Here](#).

Course Delivery

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.

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, however there is a cancelling fee and there are fees associated with obtaining a copy of a lost certificate.

Refund Policy

When an applicant accepts a place offered by Allens Training and pays the fees, it means a binding contract is created between the student and Allens Training. 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.

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 is required to cover the cost of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

There is no charge for a student to transfer to another course with Allens Training. If Allens Training 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 General Manager 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. General Manager 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.

Note. If for any reason Allen's Training is unable to fulfil its service agreement with a student, Allen's Training must refund the student's proportion of fees paid for services not delivered.

Certificate Reprint Request

Where a certificate reprint is requested a service fee will be charged. For the current charge, please access the "Request for Certificate Reprint" document, located under the "Documents" tab on the Allens Training website.

Payment Terms	<p>http://www.allenstraining.com.au/documents.aspx</p> <p>All student fees are payable at time of enrolment. Corporate clients, following a successful credit reference check, will be offered an invoice or other arrangements as agreed to by Allens Training</p>
Guarantee of Training	<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>
Student Fee Guarantee	<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>
Dissemination of legislative information and course information	<p>All students may have access to any details concerning legislative requirements, pertaining to the training and course information, upon request to management. Some examples are:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Policies and Procedures Manual available on Allens Training web site <input checked="" type="checkbox"/> Student Agreement <input checked="" type="checkbox"/> Mail outs <input checked="" type="checkbox"/> Course brochure, Posters <input checked="" type="checkbox"/> Student email, memos and notices <input checked="" type="checkbox"/> Reception desk enquiries
Work Place Health & Safety (WHS)	<p>The safety of staff and clients is of primary importance. Allens Training observes all WHS legislation and copies of the relevant Act are available to staff and clients. 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 administration.</p> <p>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.</p> <p>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.</p> <p>This includes to:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Provide and maintain safe equipment and systems of work. <input checked="" type="checkbox"/> Provide, monitor and maintain systems for safe use, handling, storage and transportation or equipment and substances. <input checked="" type="checkbox"/> Maintain the workplace in a safe and healthy condition. <input checked="" type="checkbox"/> Provide adequate facilities to protect the welfare of all employees and students. <input checked="" type="checkbox"/> Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles. <input checked="" type="checkbox"/> Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner. <input checked="" type="checkbox"/> Check WHS system compliance via ongoing auditing. <input checked="" type="checkbox"/> Integrate continuous improvement into the training - WHS performance. <p>NSW Workplace Health & Safety Act can be found at www.legislation.nsw.gov.au</p> <p>Incidents/Accidents</p> <p>All incidents and accidents should be immediately reported to your trainer. An incident report form may be required to be completed. A sample NSW Workcover Incident Report Form can be downloaded by clicking Here, however your trainer may have their own template.</p> <p>First Aid</p> <p>In the event of a student requiring First Aid, a trainer or First Aid Officer will administer First Aid</p>

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.

Access and Equity

Access and equity policies are incorporated into all operational procedures. Allens Training 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
- Homosexuality (male or female, actual or presumed)
- 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 maximize 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 General Manager jim@allenstraining.com.au. Some examples of support offered include:

- Language and Literacy support of students who have difficulty with written or spoken English.
- Numeracy support
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification

If you have completed courses in a related field you may be able to take advantage of a facility called "RPL" or "Recognition of Prior Learning". This means that account may be taken of related qualifications to satisfy some or all of the course requirements. Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. 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 units 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.

Students may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the RPL supervisor of Allens Training can grant RPL to the student. Students are required to indicate their intention to apply for RPL upon registration and complete the RPL Application form available at reception or as a downloadable document from the Allens Training Website. Students will then be informed in writing as to the results of

their application and if any further evidence is required.

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.

The assessor or Allens Training will advise the cost prior to the application being submitted. The cost may vary by course and must be paid at the time of application.

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.

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

Credit Transfer Policy

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

Credit transfer: Where a student is assessed and considered previously to have completed the equivalent of a unit or a proportion of a course through formal study or other study, work or life-experience (see Recognition of prior learning), they may receive credit for that unit or proportion, and the course requirements may be correspondingly reduced. Fees associated with this process will be advised prior to the assessment of the material.

National Recognition

Under national recognition, Allens Training recognises the qualifications issued by other Australian RTO's and will grant an exemption for all previous training resulting in a competent result where the unit of competency can be identified, either as listed in the relevant Training Package or NTIS website. Students are required to indicate their intention to apply for exemption at the time of enrolment and complete the RPL Application form. Students will be informed in writing regarding the cost prior to application, the results of their application and any further evidence required.

Student Records

Under the National Standards of Registration, 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.

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.

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'.

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

Record Management

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.

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.

Students have access to personal records upon written request to the General Manager. In all cases Allens Training will require proof of identity to protect the privacy of all client information.

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.

Grievance, Complaint and Appeals Procedure

Allens Training has a Student Grievance and Appeals Policy and Procedure ensuring that all student grievances are considered confidentially with expediency and to the satisfaction of all parties involved.

Students are encouraged to make all grievances, complaints or appeals known to Allens Training through the [Complaints form](#). Students may complete a [Complaints form](#) and lodge it at the reception. An appropriate staff member will contact the student and organize a

meeting to discuss their concerns.

The basis of the complaints system is:

- A. Each complaint and its outcome is recorded in writing
- B. Each complaint has an opportunity to present his or her case if required.
- C. Each complaint is given the outcome in writing including any reasons
- D. If a complaint is found to be substantiated, then Allens Training will act on that outcome
- E. Each appeal is heard by an independent person.

If an amicable result cannot be achieved the student may access 3rd party intervention as made available by Allens Training. Students will receive a student complaint, grievance or appeals outcome statement. Allens Training Grievance and Appeals Policy and Procedure does not restrict the student's right to pursue other legal remedies.

Allens Training has in place arrangements for a person or body independent of and external to Allens Training to hear complaints or appeals arising from the Allens Training's internal complaints and appeals process. Each party may be accompanied and assisted by a support person at any relevant meetings.

If the complainant is not satisfied with the handling of their complaint by Allens Training, or there are extenuating circumstances that preclude the complainant from lodging their complaint directly with the RTO, they may lodge their complaint with the [registering body](#). Simply click on this link for a complaint that can be made to the [Australian Skills Qualifications Authority](#).

Issuance of Qualifications

On successful completion of a course, and subject to checking of documentation students will be issued with the appropriate certification within 21 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 managements. On successful course completion students will be eligible to receive qualifications/statement of attainments.

If students do not complete all required subjects 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.

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.

Allens Training will maintain a record of all qualifications/statements of attainment issued for a period of 30 years.

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.

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

Student Protection through Legislative Requirements

Allens Training follows all relevant Commonwealth and State laws. All of these documents can be sourced at <http://www.austlii.edu.au/databases.html>

Allens Training abides by the principles of the Privacy Act, however the organisation may be required to provide student contact details to State or Federal Authorised personnel for the purpose of audit or upholding the law.

Your Privacy

We understand the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act (2001) and where they apply to our dealings with you the participant.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant.

The relevant Privacy Principles are summarized as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
Data quality	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.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

Accessing your records

During the enrolment process personal details of students are recorded (i.e. name and address) on an internal database. Students have access to personal records upon written request to the General Manager. In all cases Allens Training will require proof of identity to protect the privacy of all client information

Students must apply in writing to access to their student records, or to allow access to their records by a third party. The form to complete for this request can be found in the Documents area of the website.

Quality Assurance

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.

Superseded Units/Qualifications

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 there will be a transition period that will enable existing students to finish training and assessment in the superseded unit of competency/qualification in which they are enrolled.

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.

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.

Your feedback or survey reports

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.

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 phoning 1300 559 064 and asking for Jim.

**Language, Literacy
& Numeracy
Support**
CLIENT SERVICES & SUPPORT

All courses incorporate competency units, which focus on communication skills. In addition language, literacy and numeric support is accessible to all students and can be organized on a case-by-case basis during student orientation day. The enrolment officer can organize required support when required.

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.

Centrelink Literacy & Numeracy Training telephone number is 132 850

Some examples of the type of support that we can offer include:

Literacy

- Providing essential writing tasks.
- Considering the use of group exercises for assessments.
- Providing examples and models of completed tasks, such as those on our website in the form of video examples and skills sheets for the First Aid course.
- Ensuring that documents and forms are written and formatted in plain English.
- Using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Giving lots of practical examples.
- Encouraging you to ask questions.
- Asking questions to ensure you understand.

Numeracy

- There is very little numeracy required in the short courses that we offer.
- There is a numeracy standard required for higher qualifications. However, we encourage the use of calculators.

**Reasonable
Adjustments**

Reasonable adjustment means adjustments that can be made to the way in which evidence of candidate performance can be collected. 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 (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised. (Definition taken from The Standards for NVR Registered Training Organisations 2011)

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.

Physical Disability

A person with a disability has the right to study at an educational institution in the same way as any other student.

The *Disability Discrimination Act (DDA) 1992* makes it illegal for an educational authority to discriminate against persons with a disability. A registered training organisation (RTO) may not prejudice and must offer people with a disability the same educational opportunities as everyone else.

The DDA protects people with a disability against discrimination in education, such as:

Admission:

- Refusal or failure to accept an application for admission from a person with a disability
- Accepting a person with a disability as a student on less favourable terms or conditions than others. For example, asking a person with a disability to pay higher fees.

Access:

- Denying or limiting access to people with a disability. For example, delivering lectures in an inaccessible format, inaccessible student facilities.
- Subjecting a person with a disability to any other detriment such as discriminatory selection criteria.

**Welfare and
guidance services
and client support**

If you experience a problem with your course, you should immediately speak with your trainer or the Student Support Officer (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

TRAINING SERVICES INFORMATION

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 one further attempt 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.

If the student is still deemed as “Not Competent” after the additional assessment attempt, they must re-enroll and complete the training again.

Training Package Requirements

All nationally recognized training, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Course Guidelines. These documents are found on our web site under the tab of the corresponding course. Students may access this information and student information documents and familiarize themselves with each competency unit criteria.

Some courses e.g. Apply first aid will also display competency sheets to help you understand what tasks are required and what competencies are required.

Trainers and assessors

All training staff are employed (or are operating under a partner agreement) on the basis of having the requisite qualifications, skills, knowledge, experience and attitude for the position. Allens Training follows employment legislation and promotes EEO principles in its recruitment practices.

Flexible delivery of your training

Allens Training practices the principles of flexible delivery. Programs are designed and delivered in a way that is best suited to the course content and the needs of the students. At times this means courses are available to be delivered in a classroom environment, on line or using a combination of classroom and on line methods.

At the start of each course trainers will identify the delivery needs of the students and may adapt delivery strategies to meet the needs of the students, provided the content and evidence of competency still meets the needs of the training package or accredited course. Allens Training must approve changes to course delivery methods *prior* to the commencement of training. This ensures properly recognised qualifications can be issued.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual.

Induction requirements at the training course

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 if may have been an oversight and is mandatory information.

Assessment requirements will be explained on how you can achieve competency for this course.

Training Outcomes

All delivery and assessment is geared towards one final outcome – that is the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

ASSESSMENT SERVICES INFORMATION

Industry consultation

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.

Validation and Moderation

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.

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 (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) by course advisory committees at bi-annual meetings.

Trainer Competencies

All assessment will be undertaken by assessors who meet the requirements stated to apply under the Australian Quality Training Framework in effect at the time at which assessment is conducted. (This includes the necessary assessment competencies determined by the National Quality Council or its successors in effect at the time of delivery and assessment or the requirements stated to apply under the Standards for NVR Registered Training Organisations.)

We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- A Certificate IV in Training and Assessment (TAA40104) and
- A minimum of five (5) years' current industry experience in your vocational area
- Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and;
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.
- Current working with Children Check.

Assessment Processes

All delivered units will be assessed at the time of delivery by the trainer/assessor. All assessment tasks are competency based and cover the entire scope of the units covered in the training program. Assessments are then subjected to checking by Allens Training prior to the issue of statements of attainment or course certificates

Assessment tasks are designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies.

Students are provided with every opportunity, within their course duration, to obtain and show competency. Students not able to show competency after the completion of their course will have the opportunity to redo the aspects of the assessment that require evidence of the student's competence. This must be achieved within one month of completing the course, alternately, it may be decided that the student will need to re-enroll in the course and complete the outstanding assessment activity as part of the course. The trainer/assessor will indicate the requirements to demonstrate competencies required.

Students are able to discuss the structure of the course delivery in order to meet their own schedules.

Competency Based-Training and Assessment

All assessments completed by Allens Training with align with the following rules of assessment:

- Validity** - Assessment methods will be valid; they will assess the skills and knowledge as stated in the training package
- Reliability** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- Fairness** - Assessment procedures will be fair, so as not to disadvantage any

learners. Assessment procedures will:

- be equitable, culturally and linguistically appropriate,
- involve procedures in which criteria for judging performance are made clear to all participants,
- employ a participatory approach,
- provide for students to undertake assessments at appropriate times and where required in appropriate locations.

Flexibility - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

Recognition of Prior Learning - Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Application Forms

Assessment Criteria

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process. This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Assessment Methods

Three methods of assessment will be conducted for each competency. 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 etc.

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

Once competency 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**.

Assessment Completion Timeframes

You have two years from the date of enrolment to complete all required units of study within a qualification. For example an enrolment confirmed on the 1st January 2012 would need to be completed by January 1st 2014.

Applications for extension to completion timeframes must be made in writing to Allens Training for review. Please email 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 for the volume of learning within a qualification, please refer to the 'Student Information' for that particular course.

Assessment Re-sit Procedure

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.

- 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 Not Yet Competent in FIRST re-sit/re-submit

- 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.

- 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 Not Yet Competent 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.

Allens Training Appeals process is listed below.

Assessment appeals

All appeals should in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. Re-assessment should occur within one month of the original attempt; otherwise re-enrolment in the course will be required.

Students wishing to make an appeal should first make an appointment with the trainer/assessor. If the matter is not resolved an appointment (or telephone/email) should be made for an interview with the General Manager. Allens Training Head Office on 1300 559 064, or email jim@allenstraining.com.au

If this cannot be resolved, then the student's appeals are eligible to be heard by an independent party. Unresolved appeals will be heard by a Solicitor of Johnson and Sendall of Goulburn NSW 2580

Statement of Authorship

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.

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.

STUDENT RIGHTS AND RESPONSIBILITIES

Student 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.

Student 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.
- 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.

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.

Rules Ensuring Comfort & Convenience for all

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.

students

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. It is against the law in New South Wales to carry firearms or knives at the public places. 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 partners cannot be held responsible for anything which may be stolen from training premises.

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 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.

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 Privacy Act 1988
- 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. 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

'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 believed 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 General Manager or Managing Director who will initiate an investigation. The Business Administration Manager will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.

Contact Details

For further information relating to the information contained in this Student Agreement, please contact Allens Training on 1300 559 064 or email: jim@allenstraining.com.au

APPENDIX – FORMS

Incident Report Form

[Sample NSW Workcover Form](#)

Complaint Report Form

[Allens Training Complaints Form](#)

ASQA Complaints Form

[ASQA Complaints Form](#)

Change of Details Notification Form

[Allens Change of Details Form](#)

Certificate Reprint Request Form

[Allens Training Request Form](#)

Student Feedback Forms

[Allens Training Feedback Forms](#)

Request for Access to Student Records Form

[Allens Training Request Form](#)