

## **Pre-enrolment information**

### **Student Pre-Enrolment Information 2023 - 2024**

---

This information has been prepared to help proposed students make an informed decision about where to study. It includes details of Australian Learning Organisation's policies and procedures that could affect training and assessment for those considering studying at Australian Learning Organisation. It also provides information about the various options that may be available to those students. It is important that students read this information carefully prior to enrolment.

Australian Learning Organisation is a Registered Training Organisation. We will take our registration seriously and endeavour to do all that is required to ensure our policies and procedures comply with the requirements of Standards for RTOs 2015 which outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to proposed students.

### **General Course Information**

---

#### *Choosing a Course*

In the initial stages, Australian Learning Organisation is registered to deliver:

#### **Business:**

BSB30120 Certificate III in Business

BSB50420 Diploma of Leadership and Management

#### **BSB50420 Diploma of Leadership and Management**

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

BSB50420 Diploma of Leadership and Management consists of 6 core and 6 elective units.

The training package explicitly identifies 33 units of competency that make up this qualification. Of these 33 units of competency, candidates must satisfactorily complete 12 units of competency.

The Packaging Rules specify 6 core units plus 6 elective units. Six elective units must be from the training package list and the other 2 elective units may be selected from the elective units listed or may be selected from a Certificate IV or above or any other currently endorsed Training Package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the integrity of the AQF alignment and contribute to a valid, industry-supported vocational outcome.

#### **BSB30120 Certificate III in Business**

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

Total number of units = 13

6 core units plus  
7 elective units

### **Recognition of Prior Experience or Study**

RPL is the acknowledgment of current skills and knowledge which have been gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence provided against a set of criteria in a qualification. Fees apply.

### **Credit Transfer**

---

Credit transfer is the formal recognition that parts of some courses are equivalent in content and AQF level to parts of others. Australian Learning Organisation has developed a formal credit transfer arrangement. If proposed students are eligible, credit transfer results in:

- automatic status or credit in part(s) of a course/qualification and
- exemption from that part of the course

Status granted through credit transfer is recorded on Student Academic Record. There are no fees when students are granted credit transfer.

### **National Recognition**

---

National recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualifications and Statements of Attainment issued by another RTO in Australia.

Australian Learning Organisation will accept Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs. There are no fees for national recognition.

---

### **Student Enrolment**

---

When an enrolment form is completed, student will be acknowledging that they have been provided with the information contained in this brochure. Candidates are requested to ensure they fill in all sections of the form so that we may support any specific study requirements. This assistance will enable us to ensure students are enrolled in the correct course of study. Students are encouraged to identify on the enrolment form if they have a disability and require support so that we can make the necessary arrangements to meet those needs.

To assist Australian Learning Organisation in determining a student's suitability to enrol, students are requested to provide:

- Current position description (if applicable)
- Resume
- Certificates acquired during the previous three years

**Unique Student Identifier (USI).** From 1<sup>st</sup> January 2015 every student will need to apply for a USI before enrolment can be processed. To find out more about this, please read the information sheet accompanying this document.

### **Privacy Policy**

---

Australian Learning Organisation is required to collect and store personal information in order to administer applications and enrolments, to monitor academic progress and to provide other services. Australian Learning Organisation will ensure that information collected is not excessive and is only used for the purpose for which it was collected.

### **Course Fees**

---

Each course has an established fee which varies between courses, depending on the nature of the course and the materials required. Details relating to specific fees are outlined on the

scheduled of fees. If students wish to discuss any aspect, they are encouraged to contact us for clarification.

## **Australian Learning Organisation Refund Policy**

---

### **Policy**

Australian Learning Organisation is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

### **Procedure**

A deposit \$1500.00 or 30% (not more than \$1500.00) of the total enrolment fee is payable on enrolment to any program.

A further 50% (not more than \$1500.00) of the remaining fees should be paid upon commencement of the course, and balance paid before *completion*.

Should a participant cancel an enrolment with Australian Learning Organisation the following conditions will apply regarding a refund of fees:

Cancellation prior to the commencement date 80% of the deposit paid for course fees will be refunded.

No refunds or transfers will be given for cancellations or discontinuations after a course commencement date except where extenuating circumstances prevail\* or after exclusion for unsatisfactory attendance or behaviour

All requests for cancellation or refunds must be made in writing using Australian Learning Organisation Refund Request Form and accompanied with supporting documentation where necessary

Normal processing time for a refund request is up to four weeks

Refunds will be paid within one (1) week of the claim being agreed upon

\*Extenuating circumstances: Should a participant have to discontinue a course for legitimate reasons, such as sickness or exceptional family circumstances, a full refund less 20% will be paid.

In cases of extreme hardship, an appeal can be made to our CEO who can amend our policies.

The Australian Learning Organisation charges for replacement of certificate, should a replacement certificate be required, the Employer/School or the Participant will be charged \$50 for a replacement. For a full list of replacement charges please refer to Australian Learning Organisation schedule of fees and charges

### **Are my fees protected in case I need a refund?**

Yes - Australian Learning Organisation acknowledges that it has a responsibility to protect the fees paid by students. To meet this need, we only accept payment of no more than \$1500.00 from each student prior to the commencement of the course. The subsequent payments are paid according to schedule for each qualification. If the cost of the course is less than \$500.00, the full amount will be requested before the program commences.

### **Do I pay GST in my tuition fees?**

No - GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

## **Rights and Responsibilities**

---

Australian Learning Organisation is responsible for:

- The quality of the training and assessment conducted by any person engaged by us.
- The issuance of the AQF certification documentation. Once deemed competent, a certificate will be posted to you at the address appearing on the enrolment form.

Consequently, it is essential you keep us updated on any changes to your personal details.

- Where there are any changes to the services agreed upon, Australian Learning Organisation will advise the learner as soon as practicable, any change in ownership, either via email, website or phone.

### ***Students' Rights***

Australian Learning Organisation recognises that students have the right to:

- expect Australian Learning Organisation to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all Australian Learning Organisation 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, competent and diligent 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, and be treated with dignity and fairness,
- expect that will be ethical and open in their dealings, their communications and their advertising,
- expect that 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

### ***Students' 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 Australian Learning Organisation of any changes to their address or phone numbers within 7 days
- 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 regularly, punctually and 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 Australian Learning Organisation administration office
- respecting Australian Learning Organisation property and observing policy guidelines and instructions for the use of equipment
- seeking clarification of their rights and responsibilities when in doubt abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on Australian Learning Organisation property or engaged in an Australian Learning Organisation controlled or sponsored activity
- abstain from acts of self-harm.

## LEGISLATION

---

There are a number of policies relating to educational issues that may affect a candidate's study. These policies are available in the student handbook which is provided to students upon enrolment.

- Student Complaints and Appeals Process
- Access & Equity Policy
- Alcohol & Other Drug Policy
- Assessment Policy

The Student Handbook which is made available to every student also contains a range of Health and Safety & Welfare policies

Australian Learning Organisation will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by applying the procedures outlined below:

Australian Learning Organisation is committed to a fair and equitable process for dealing with client complaints and appeals against assessment outcomes.

### *Complaints and Appeals Policy*

#### **POLICY**

Australian Learning Organisation will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by applying the procedures outlined below:

Australian Learning Organisation is committed to a fair and equitable process for dealing with client complaints and appeals against assessment outcomes.

To ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process, Australian Learning Organisation will:

- Make its complaints and appeals policy publicly available by producing it in Student Handbook and making it available on the organisation's website
- Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable as outlined in complaints process Point 6
- Provide for review by an appropriate party independent of Australian Learning Organisation and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal
- If an appeal is to be lodged, in the first instance, issues should be raised directly with the relevant person and attempt to resolve the issue.
- All complaints and appeals shall be acknowledged to the complainant/appellant via email within 7 days of receipt, however where it is apparent that a resolution will take more than 60 days to facilitate and resolve, Australian Learning Organisation shall keep the claimant/appellant advised in writing of progress and any reasons for such a delay.

Clients wishing to appeal an assessment result will be required to lodge the appeal on the Appeals Form clearly outlining their reasons for the appeal and lodge same with Australian Learning Organisation within fourteen days of receipt of assessment result. Clients will be advised of the process and of their rights, with regard to complaints and appeals, prior to commencement of program delivery and at induction. This information will also be conveyed as part of any initial program delivery or process.

These processes are outlined in the Student Handbook and Staff Handbook  
The steps in the Complaints and Appeals Process are:

#### **(a) Local Level Resolution**

1. We encourage open communication and an environment of trust. Therefore, any student with a complaint is encouraged to firstly raise the matter directly with the Australian Learning Organisation staff involved.

2. When a complaint is received – verbal, phone, email or otherwise – it shall be immediately referred to Australian Learning Organisation Chief Executive Officer (or their appointed representative) (herein after referred to as the nominated representative) by the recipient.

3. The nominated representative shall immediately contact the staff member concerned and discuss the matter, obtain all the facts and evidence; and shall attempt to mediate a resolution. In many cases complaints involve fees, or refund requests, and resolution is generally achieved at this level.

4. If a resolution is achieved this shall be advised to the client in writing via email; and also recorded on the in Australian Learning Organisation Complaints Log (Doc. 67).

5. If no resolution is made, then a formal meeting or phone discussion will be arranged between the claimant and the nominated representative, at which time the matter in dispute will be discussed. It is hoped that resolution will be achieved at this meeting.

6. The claimant has the right to bring an advocate with them to all meetings/discussions during the complaints process.

7. Notes of all discussions and meetings will be retained by Australian Learning Organisation and the claimant will be provided with a copy.

#### **(b) Resolution by nominated representative**

The claimant will be provided with Australian Learning Organisation Complaints Form which must be completed and emailed to [compliance@alo.edu.au](mailto:compliance@alo.edu.au)

- The nominated representative will:
  - acknowledge receipt of the complaint via email as soon as possible
  - document the date acknowledgment was made on the Complaints Form
  - attach a copy of the acknowledgement to the Complaints Form
  - file the form in the student's personal file
- The claimant will be given opportunity to discuss the complaint with the nominated representative
- During the process all actions and decisions will be documented
- Once all aspects have been considered and a decision reached, the outcome will be presented to the claimant, they will be given the option of receiving this information either face to face or via email.

#### **(c) Resolution by Arbitration**

- Should the matter remain unresolved following step (b), the nominated representative will contact a member of Leader (a national mediation service) at the claimant's own cost, to review the dispute and suggest an amicable resolution.

#### **Appeals Process**

Note: Appeals against decisions or assessment outcomes must be lodged immediately and no later than 14 days from the date of the receipt of the outcome. It is Australian Learning Organisation desire to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Should a client wish to appeal a decision or assessment outcome, they should follow the process outlined below:

- The appeal must be lodged on the Appeal Form within 14 days of receipt of the result and acknowledged via email. Acknowledgment is documented in section 2 of the Appeals Form.

- Discussion on the appeal will be conducted between the relevant parties within 24 hours of receipt of notice of the appeal.
- Australian Learning Organisation will attempt to resolve the issue(s) within seven (7) working days from receipt of the lodgement of the appeal
- the appellant will be notified in writing of the result
- The appellant will be notified in writing of the outcome with reasons for the decision, and the 'Appeals Register' updated (Doc.68). The appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome.
- Should the appellant choose to take this line of action, they are required to notify Australian Learning Organisation so that a meeting with our nominated independent arbitrator can be arranged. That person is Mr Ray Kerknez of Caringbah NSW (phone 02 9540 4665 a member of Leadr (a national mediation service)

### ***Access and Equity***

Australian Learning Organisation is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within Australian Learning Organisation scope of registration.

Any issues or questions raised regarding access and equity can be directed to the title.

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.

### **Support Services**

To ensure educational and support services are sufficient to meet the needs of the learner cohort/s wishing to enrol with Australian Learning Organisation, students indicating a need for support will be interviewed to identify specific needs. Where deemed appropriate, students will undertake LLN Test

If considered necessary, the student will be referred to a specialist service available to Australian Learning Organisation. Students must be aware that any costs involved in these additional support services will be the responsibility of the student.

### **Health and Safety**

Workplace Health and Safety legislation requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,

- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

### **Sustainability**

---

Australian Learning Organisation is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

### **Opportunities to "Tell us what you think"**

---

We like to hear about service that exceeds student expectations too!

Australian Learning Organisation is committed to listening and responding to what students have to say, so that we can continuously improve our services to you. We will listen with respect to feedback, treat all feedback confidentially, and take appropriate action. Feedback is welcome and will help Australian Learning Organisation to improve services to you.

### **Enquiries - Further Information**

---

For all course information enquiries:

Phone 1800180088

Email [info@alo.edu.au](mailto:info@alo.edu.au)

### **Disclaimer**

---

Every effort has been made to ensure that the information in the proposed student pre-enrolment information brochure is correct as at July 2018

Australian Learning Organisation reserves the right to alter policies at any time without prior notice. Policies may have been only partially reproduced in this brochure.