



ALO Australian
Learning
Organisation

Student Handbook

Australian Learning Organisation (ALO)

Email: info@alo.edu.au

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INTRODUCTION

Welcome to Australian Learning Care (ALC) Pty Ltd is a Registered Training Organisation (RTO) trading as Australian Learning Organisation (ALO) RTO Code: 45569

At ALO we will ensure that all students receive high quality training equipping them with the required knowledge and skills through learner centred training. On behalf of everyone at ALO, we believe the time you spend with the company and will be both highly educational and extremely rewarding.

Our Trainers and Assessors are highly qualified and professional subject matter experts, and our training programs are developed and delivered in conjunction with State and Commonwealth Legislation and Regulatory requirements and industry engagement.

STUDENT HANDBOOK DISCLAIMER

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or ALOs policy may impact on the currency of information included. ALO reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates by contacting ALO.

This handbook has been prepared as a resource to help students to understand their obligations and those of ALO. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to:

Australian Learning Organisation

Address: 1 Gatwood Close, Padstow 2211 NSW

Phone: 1800 1800 88

Email: info@alo.edu.au

Website: alo.edu.au

ALO REGISTERED TRAINING ORGANISATION (RTO)

ALO is a Registered Training Organisation (RTO), Provider No 45569 and is registered with the Australian Skills Quality Authority (ASQA). ALO provides training and assessment on Nationally recognised units of competency and qualifications.

ALO adheres and complies to the following:

- Standards for Registered Training Organisations (RTOs) 2015 (*ending 30th June 2025*).
- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (*Coming into effect from 1st July 2025*)
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (*Coming into effect from 1st July 2025*)
- Vocational Education and Training Act 2011.
- Vocational Education and Training (General) Regulations 2009.
- Department of Education and Training Guidelines and Requirements.

- Australian Qualifications Framework (AQF).
- Training Package Requirements.
- Australian Skills Quality Authority.

ALCs Scope of Registration can be accessed at

<https://training.gov.au/organisation/details/45569/summary>

TERMS AND CONDITIONS

ALO's prospective and existing students are required and encouraged to familiarise themselves with the terms and conditions set out in this handbook.

This handbook has been designed and compiled to provide you, the student, with an overview of information pertaining to your participation in a training program and outlines the services provided by ALO to ensure you enjoy a safe, fair, and supportive experience. If you have any questions or concerns regarding any aspect of your training or enrolment experience, please do not hesitate to speak with your Trainer/Assessor.

We recommend that you always refer to the online version of this document to ensure that you are receiving the most up to date information.

This Handbook is available from our website www.alo.edu.au. If you wish to obtain information about a specific training program offered by ALO, please visit our website.

COMMITMENT

At ALO, our commitment is to deliver quality training and assessment that meets the needs of our clients and industry.

In recognition of this commitment, our aims are:

People: We strive to maintain and develop our industry skills and knowledge through regular and high-quality professional development.

Safety and Equality: We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

Integrity and Ethics: We conduct ourselves in accordance with the company's policies, procedures, and standards of behaviour. We hold ethical conduct and integrity as one of our highest priorities.

Quality Committed: We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.

Student Centered: We thrive on providing training and assessment that is student centered and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.

Industry Engagement: We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

ADMINISTRATION

Enrolment

All students are required to meet the enrolment criteria. Some of the course have pre-requisites which must be met either prior to commencing the training program or which may be completed as part of the training program. Information on pre-requisites for training programs, can be viewed at www.alo.edu.au.

All students are required to complete an enrolment form. Successful applicants are subject to:

- Availability
- Sufficient enrolments to meet the minimum requirements to conduct the training program.

Identification

Photo ID may be required to be provided when attending training courses.
Other personal ID may be required to meet specific requirements. ALO will advise potential students where this is applicable.

Student Acknowledgement Declaration

ALO is committed to providing:

Providing factual and current information to prospective students about our training programs.

- ❖ Students' rights and obligations, and our obligations and responsibilities to the student.
- ❖ Ensuring that the training course that you choose meets your needs by considering your:
 - Skills.
 - Workplace experience.
 - Education
 - Any disabilities.

This will enable students to make informed decisions about which training course is appropriate.

ACCESS & EQUITY

We encourage people with disabilities to apply for our courses.

ALO is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with State and Australian Government legislation.

Our team members aid all clients to identify and achieve their desired outcomes. We're committed to providing training and assessment services to all clients regardless of age, race, religion, sex, socio-economic status, ability, language, literacy or numeracy (LLN).

Our team members follow the principles of fairness and flexibility in training and assessment.

Special client needs will be identified through:

Initial contact with training administration team members

Receipt of enrolment form,

During information sessions, prior to the commencement of training and or assessment

Programs are designed and, wherever possible, facilities set up to enhance flexibility of delivery to maximise the opportunity for access and involvement by disadvantaged students.

FEES and REFUNDS

In accordance with applicable Legislation, ALO is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as learning resource materials, student services and training and assessment services.

Students who require replacement of issued training resource materials will be liable for additional charges to cover the cost of replacement.

Tuition fees

ALO will publish tuition fees on its website and fees are available by enquiry when contacting ALO

Tuition fees policy

The fee payment schedule for publicly offered courses and courses paid for by employers/ job providers will be in accordance with the RTO Standards for NVR Registered Training Organisations/ National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025.

Fee for service payments

ALO offers fee for service enrolments into qualifications and courses where:

The RTO does not have state government funding allocations OR

For student who are not eligible for government funding

A tuition fee is charged for each subject. Total fee for the course is calculated by using the number of subjects that must be completed to achieve a qualification.

Payable fees for a course consist of a fee for every commenced subject.

The RTO will not charge student more than \$1500 in advance of training services provided at any given time.

Fees

Additional fees

Fees indicated below are at the discretion of the RTO.

- There are NO FEES charged for Credit Transfer
- Resources fees may apply to some courses, information about resources fees will be provided in the invoice breakdown.
- Re-marking of an assessment after three attempts– each unit \$25.
- Replacement of award/qualification/academic record \$20.00
- Replacement card \$16.00
- Re-issue of academic statement.
 - Results on computer network \$20.00.
 - Results from archive \$30.00.

Outstanding Fees

Outstanding fees will be followed up and in the event of fees remain outstanding a student may be suspended until fees are paid in full. For further information contact us email info@alo.edu.au

REFUNDS

Fee for Service Refunds

Students are able to apply for refunds where the student has not engaged in training, where training has commenced, no refunds are available.

Where refunds are requested, this needs to be undertaken in writing and will be processed within 21 business days.

Refunds

- Students must advise in writing that they wish to withdraw and are seeking a refund.
- Requests for refunds must be lodged to ALOs office within two weeks of the official withdrawal date

Full Refunds

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- A unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached
- Student provides verifiable documentation as to why they are unable to commence the course. This must be provided within 5 business days before the course commencement.

The Director can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer/assessor, or due to other circumstances caused by the RTO.

Part Refunds

Students who withdraw for reasons other than those outlined above and who lodge a withdrawal form before the withdrawal date for a unit – which the RTO will determine for each unit,

- no less than 20% duration for that unit will be eligible for a full refund and
- 50% of the resource fee if the course is below Diploma level.

Pro Rata Refunds

The Director can approve a pro-rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control. For example:

- Serious illness resulting in extended absence from classes.
- Injury or disability that prevents the student from completing their program of study.
- Other exceptional reasons at the discretion of the accountable officer.
- In all cases, relevant documentary evidence (for example, medical certificate) is required.

Refunds Following Re-Assessment

Students requesting a review of their assessment should do so within four weeks of the date of publication of the results. There are fees associated with this service – refer to the section Incidental Charges.

Should a 'Not Yet Competent' student achieve an outcome of 'Competent' on a review of the assessment, the \$25 per unit re-assessment charge is to be refunded. The \$50 per unit charge for reporting on assessments is not refundable at any time.

UNIQUE STUDENT IDENTIFIER (USI)

According to the Student Identifiers Act 2014, a Registered Training Organisation can not issue a VET Qualification or VET Statement of Attainment to a student after 2014, unless the student has a Unique Student Identifier. To obtain a USI, simply visit www.usi.gov.au and follow the prompts.

The USI will allow all your training records and previous qualifications that are entered in the national vocational education and training (VET) data collection, to be linked.

The USI will make it easier for you to find, collate and authenticate your training achievements into a single transcript. It will also ensure that your records are not lost. The USI enables you to provide ALO with access to an online authenticated record of your attainment to assist with the recording of enrolment details.

The following procedure is to be followed by all ALO employees when gaining consent to apply for a USI on a student's behalf:

- Upon enrolling into a training course with ALO, it is a compulsory requirement that all students have a Unique Student Identification Number.
- If a student does not have an USI, ALO is able to apply for a USI on the student's behalf with consent.
- The student must fill out a Unique Student Identifier (USI) Permission Form which can be obtained at reception.
- Once completed, ALO personnel can create the individual an USI.
- Unique Student Identifier (USI) Permission Form is then filed with the course paperwork and saved against the student's profile.

IMPORTANT NOTE:

The USI will be linked to the student's name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID. If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to assist you in obtaining a USI.

PRIVACY AND CONFIDENTIALITY

The RTO will comply with Privacy Legislation (NSW Privacy Act 2009 and the Australian Privacy Principles (Privacy Act 1988)) in relation to the collection and management of personal information ensuring personal information is safeguarded, confidentiality is respected, and our records are secure.

What information do we collect?

Personal information that may be collected and will be held confidential on our database could include:

- Student details such as address, telephone number, and the name and address of any other contact person such as partner or parent, and information such as birth date
- Any essential medical information for the purposes of identifying and providing services, for example information about disability
- Information in relation to student selection process and outcomes, enrolment details and outcomes of training

Ensuring confidentiality

To maintain confidentiality and privacy of information:

- You may access your personal information in line with these procedures and the records procedures outlined above
- Folders and files containing confidential information will only be accessible to authorised users
- No public access or unauthorised access to the office computers will be allowed.

Collecting, handling, and using information

In collecting, handling, and using personal information the RTO will:

- Only collect personal information directly related to the service delivery or your participation, and will treat it as confidential
- Inform you of the nature of the information held by us and how it is to be used
- Not disclose any information we hold to third parties without written consent unless the disclosure is required or authorised by law, except in emergencies
- Obtain written informed permission prior to any photographic, video, or other identifying images of students being taken and used, for example in marketing materials
- File written permission in the relevant personal file, and abide by all conditions imposed
- Allow you to view your own records, personal file, portfolio of work and any personal information held (with supervision by the training manager or delegate) and amend any incorrect records
- Inform you about your obligations under privacy legislation through the student handbook and these procedures
- Treat any breaches of confidentiality and privacy seriously, supporting you to access our complaints mechanisms
- Inform relevant parties and regulators of any breaches of this policy as a matter of priority

The RTO uses information collected to:

- Perform administrative tasks
- Inform you about our services or those of other organisations
- Develop products and services that may be of help to you
- Comply with the requirements of regulatory and registering bodies
- Assist in the resolution of complaints and appeals.

The RTO provides access as follows:

- Anyone about whom we hold personal information may request access to the information we hold. This must be done in the presence of an RTO team member who will allow records to be copied but not removed. You may also request us to amend this information if our records are inaccurate
- Only upon receipt of written consent by you, the RTO will provide a third party with your personal details.
- Access to student records may be provided where the Standards for Registered Training Organisations or an officer of the law require the RTO to do so.

Students' personal information will not be used for any purpose outside the Privacy Act guidelines by ALO.

PRIVACY AND ACCESS TO TRAINING RECORDS

ALO takes the privacy of students very seriously. Under the Privacy Act 1988, all records of USI's are protected from misuse. Collection, use and disclosure of an individual's student identifier without consent is illegal, unless it is authorised by the Student Identifiers Act 2014.

ALO is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests for information from present and past students.

All staff employed by ALO will be required to apply themselves to the provisions of the Privacy Act 1988.

Personal information provided to ALO will be used for the purposes of:

The Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) reporting

- Australian Skills Quality Authority (ASQA) audits and reporting
- General training administration.

Students' personal information will not be used for any purpose outside the Privacy Act guidelines by ALO.

THIRD PARTY PROVIDERS

Third Party Providers are organisations that provide training under the ALO RTO Code 45569.

If ALO uses a Third-Party Provider, you will be advised upon enrolment.

STUDENT RIGHTS AND RESPONSIBILITIES

Your rights

As a student you have a right to:

- Be treated fairly and with respect from all the RTO team members
- Learn in an environment free from discrimination and harassment
- Pursue your vocational training goals in a supportive environment
- Have access to student support
- Privacy concerning records or documents that contain personal information
- Apply to have your existing skills and knowledge recognised
- Have access to assessment results and progressive outcomes
- Lodge a complaint or appeal without fear of any repercussions

Your responsibilities

- Treat team members at the RTO with respect and fairness
- Take ownership of your role as a student
- Have mobile phones set to silent mode during training /assessment sessions
- Submit assessment items by the due date or seek approval for an extension
- Submit assessment items that are your own. (Please refer to Plagiarism Policy)
- Keep a copy of your training plan and update it as you progress and complete assessments
- Attend scheduled training sessions
- Smoke only in designated smoking areas
- Notify your trainer/tutor if intending to suspend or withdraw from your training program

BEHAVIOUR MISCONDUCT

ALO seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. ALO seeks to encourage acceptable behaviour and to inform all personnel and students about the ALO standards of behaviour.

Behaviour misconduct is defined as actions that breach the ALOs policies and procedures. This includes but is not limited to:

- Breaches of Commonwealth or State Law and Legislation which impact on the company's RTO operations.
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of the RTO.
- Refusing or failing to identify themselves truthfully.
- Any act or failure to act that endangers the safety or health of any other person.
- Actions that impair any student's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO.

- Acting in a way that causes students or personnel or other persons within the RTO to fear for their personal safety.
- Acting in a way that causes damage to RTO property.
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment.
- Any form of harassment, whether based on gender, race, age, sexual preference, or religious belief.
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft.
- Being under the influence of prohibited drugs and/or substances including alcohol.
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students.
- Making a false representation as to a matter affecting student status.
- Possession of dangerous articles or banned substances.
- Acting in an unsafe manner that can place themselves and others at risk of harm.
- Abusive Behaviour.

A student must always maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

It is the responsibility of each student to recognize and respect the boundaries set by others. It is important to speak with a Trainer/Assessor or other appropriate person if you feel uncomfortable or feeling harassed.

Any person who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the training program. If you are asked to leave a session or training program, you have the right of appeal through ALOs Complaints and Appeals Procedure.

LANGUAGE, LITERACY AND NUMERACY (LLN)

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 ALO will:

- Require online enrolments to complete a declaration confirming their language, literacy, and numeracy skills.
This will be reviewed during the enrolment process to ensure prospective students have adequate skills to complete the training.
- Confirm with students before their training commences of their LLN capabilities and record against their enrolment in ALO Data.
- On the first day of training students will then complete a LLN self-assessment to highlight areas of difficulties with language, comprehension or numeracy which assist in identifying potential issues and provide a basis to discuss how best the Trainer/Assessor may assist you with your learning.

- The Trainer/Assessor will review and assess if the student requires assistance and will support students during their study with training and assessment materials so that they are easily understood and suitable to the level of the skills being delivered.
- Refer students to external language, literacy, and numeracy support services (TAFENSW) who are beyond the support available within ALO.
- Negotiate an extension of time to complete training programs if necessary.

This support 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 training program. 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 will not be altered in any way.

Please note that in some Training Packages, the assessment is closed book and must be completed without assistance.

STUDENT SERVICES AND SUPPORT

ALO caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. You are encouraged to express your views about your learning needs at all stages of your learning experience from the initial course advice, application and enrolment stage.

We provide suitable resources to help you to identify your learning needs and provide team members with the required information for use in designing your training and assessment strategies. In designing and adapting training and assessment products ALO will do its best to ensure they are relevant to industry needs.

We are committed to providing you the required support, advice, or assistance while training.

To achieve this and to ensure the quality delivery of training and education, ALO provides:

During the course you may be supported by:

- Training sessions with a Tutor or Trainer
- Email service
- Telephone support
- Special Needs Support Learning and study aids
- Literacy
- Numeracy
- Reasonable adjustment
- Monitoring of course progress

Should you be experiencing any personal difficulties you should make contact directly with the Australian Learning Organisation trainer or training manager who will assist you as best as they can, and if your needs exceed our support capacity, we will refer you onto an appropriate external agency.

You can also seek support immediate by contacting:

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:**National:**

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au or info@acal.edu.au/ 03 9546 6892

REASONABLE ADJUSTMENT

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

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

In most situations, as a student with a disability you will be able to tell the RTO what you need to be able to study. If necessary, the RTO will 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**

Ensuring that classes are in rooms accessible to the person with a disability.

Ensuring that bathroom facilities are made available and are accessible to the person with a disability.

Modifying or providing equipment

Enlarging computer screens

Providing specific computer software. (Text To Speech)

Changing assessment procedures

Allowing for alternative examination methods such as oral exams

Allowing additional time for someone else to write an exam for a person with a disability

Allowing one-on-one assessment

Changing course delivery

Providing study notes or research materials in different formats (Text to Speech)

Please note: Some Training Packages state there are mandatory skills that cannot be modified as a reasonable adjustment.

If there is no room for reasonable adjustment in a particular unit of competency the RTO will discuss alternative with the student as part of their individual training plan.

MONITORING OF COURSE PROGRESS

ALO will systematically monitor your course progress against your Training Plan and will provide counselling if it is deemed you are at risk of failing to meet your course progress requirements.

We will make contact via e-mail, SMS, or phone when you fail to attend scheduled classes and/or progress through your learning activities.

VOCATIONAL OUTCOMES

While the training offered by ALO will aid Students in acquiring new skills and knowledge, ALO makes no guarantees or offers any assurances on the vocational benefits that this training may bring.

ALO does not guarantee or offer any advice on what roles or positions may become available to a student through completion of this training.

USE OF ARTIFICIAL INTELLIGENCE

Students may not utilise artificial intelligence (AI) chatbots to augment their assessment response. ALO's assessment system is specifically designed to assess students' own understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program.

Students are expected to demonstrate their skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

ALO has implemented measures to identify any responses that may have been generated by AI. In cases where a questionable response is detected, the Plagiarism Policy outlined in the ALO Student Handbook may be applied.

Repeated incidents may lead to the application of the ALO Discipline Policy. Additional steps to ensure the student's course progress is maintained may also be introduced.

It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that students' capabilities are accurately assessed based on their own understanding, knowledge, and learning. AI chatbots, including but not limited to: ChatSopt, ChatGPT, Bing Chat, Bard, Jasper Chat, Perplexity, Tidio Lyro, Kommunicate, Drift, Infobip, and LivePerson, are examples of AI chatbots that students may not use.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning (RPL)

If you have any previous qualifications or significant experience in the industry of your potential course, you may be eligible for Recognition of Prior Learning (RPL).

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits.

RPL is an assessment process for applicants to get their existing skills, knowledge, and experience (formal, non-formal and informal learning) recognised, without having to attend training or do further study.

RPL recognises any prior knowledge and experience and measures it against the qualification/unit of competency in which students are enrolled. The applicant may not need to complete all a training program if they already possess some of the competencies taught in the program.

Formal learning is the learning that takes place through a structured program of learning that leads to the full or partial achievement of an officially accredited qualification/unit of competency.

Non-formal learning refers to learning that takes place through a structured program of learning but does not lead to an officially accredited qualification.

Informal learning is learning gained through work, social, family, hobby or leisure activities and experiences. Unlike formal or non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support.

Should you wish to apply for Recognition of Prior Learning (RPL). Please contact the ALO office on 1800 1800 88 or email info@alo.edu.au

RECOGNITION OF QUALIFICATIONS – CREDIT TRANSFER

Recognition policy

ALO recognises qualifications and statements of attainment issued by any other RTO and communicates this recognition through its information provided to potential and enrolling students.

Recognition procedures

Information relating to ALO's recognition policy will be provided to you and relevant ALO team members

Credit transfer applications must include originals of all qualifications and/or statements of attainment for consideration for Recognition

An ALO team member will photocopy submissions and ask you to sign and date to indicate your ownership

Credit transfer applications received by ALO shall be forwarded to compliance for consideration and approval.

An ALO team member will contact the issuing RTO to verify the accuracy and validity of any qualifications and/or statements of attainment submitted for consideration for Recognition

VERIFICATION OF COMPETENCY

ALO is committed to ensuring individuals have the required skills and knowledge to carry out their roles, responsibilities, and duties in their current job. It is no longer acceptable for employers to "assume an employee is competent" which makes Verification of Competency assessment a key process for pre-employment competency checks for employees to demonstrate competence to complete certain tasks or skills with a required level of proficiency.

A Verification of Competency is NOT training and assessment. To undertake a Verification of Competency, employees must provide their relevant License or Statement of Attainment prior to assessment.

Verification of Competency will ensure that individuals will meet and be compliant with Workplace Health and Safety (WHS) obligations by being aware of any changes that may have occurred within the industry and provides them with the opportunity to confirm that their skills and knowledge remain within the expected standard to perform tasks or to operate plant and/or equipment.

COMPETENCY BASED TRAINING AND ASSESSMENT

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace because of completing a training program. Assessment is the process of collecting evidence and making judgments on whether competency has been achieved.

Qualifications and Units of Competency can be found on the training.gov.au website and have several requirements.

To be assessed as competent, the student will need to demonstrate the following:

- Ability to perform tasks and duties to the standard expected in the workplace
- Be assessed against the entire unit/s of competency
- Be assessed over a period (during the training program) and/or a range of scenarios
- Demonstrate each skill and knowledge successfully.

The final outcome for achieving competency for a Unit of Competency is marked as Competent (C) and for NOT achieving competency is marked as Not Yet Competent (NYC).

Attempt at competency

Students are required to demonstrate “competency” at the completion of each assessment, e.g. written assessment.

Competency will be assessed by observation of practical demonstrations, written and verbal questions or a combination of both. Students will be assessed as either “S” Satisfactory or “NS” Not Satisfactory in relation to the various assessments of a unit of competency. If a student completes all sections with “S” Satisfactory, they will be deemed “C” Competent.

Should a student be found “NS” Not Satisfactory on the completion of the various assessments, the Trainer/Assessor will provide additional mentoring/training, but if the student cannot demonstrate competency in one or more assessments, they will be deemed “NYC” Not Yet Competent.

If, for any reason you have been deemed not yet competent (NYC) after your initial assessment submission for a given subject, your assessor will provide additional learning support and feedback, including identifying the areas which require further development.

For qualifications

You are allowed 2 further resubmissions for competency for this subject.

Resubmission attempts should be lodged within 21 days unless negotiated otherwise with your assessor/RTO.

Should you provide your 2nd submission (2nd attempt), and it is again deemed not yet competent, your assessor will provide additional learning support, demonstrating gaps in your evidence and strategies to demonstrate the required skills, knowledge and competencies required for competency. Resubmission attempts should be lodged within 21 days unless negotiated otherwise with your assessor/RTO.

If you are unsuccessful upon their 3rd submission (3rd attempt), you will be deemed not yet competent, and the RTO will discuss your options with you, before re-enrolling in the full subject.

Trainers/assessors are available for consultation if you wish to discuss your responses before submission.

Successful completion of a short training program (minimum of one unit of competency) or incomplete qualification will result in the issuance of a Statement of Attainment only.

A Qualification will be issued for successful completion of all training course requirements associated with a qualification. A Qualification is accompanied by a Record of Results document which lists all units of competency associated with the qualification.

Plagiarism

ALO is committed to quality training and assessment and will not tolerate plagiarism at any level. Plagiarism is the act of taking credit for someone else's work. As there are varying degrees of plagiarism each suspected case will be adjudicated individually.

Confirming authenticity

You are required to sign your assessment records stating the work submitted is your own.

If an assessor suspects that plagiarism has occurred, the assessor is to immediately bring the matter to the attention of the Director.

ALO Director, or delegate, will address the matter directly with you to determine the severity of the plagiarism.

If the matter is deemed as a 'low' severity you will be counselled and given the opportunity to make corrections to the submitted work.

If the matter is deemed to be a 'high' severity ALO Director can decide on whether dismiss you from further participation in the training and assessment.

All matters of plagiarism are to be treated confidentially.

Outcomes are to be recorded in your individual file.

QUALIFICATIONS ISSUANCE

ALO management shall ensure qualifications issued by ALO are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and statements of attainment.

Qualifications issuance procedure

A Statement of Attainment or Qualification will be issued upon:

- Successful completion of the training course
- Receipt of the student's validated USI number
- Full payment of training course fees.

Successful completion of a short training program (minimum of one unit of competency) or incomplete qualification will result in the issuance of a Statement of Attainment only.

A Qualification will be issued for successful completion of all training course requirements associated with a qualification. A Qualification is accompanied by a Record of Results document which lists all units of competency associated with the qualification.

As soon as practical after the confirmation of competency Compliance will formalise competency by issuing a statement of attainment or certify the qualification.

Any delivery of training and assessment in a language other than English shall be noted on the RTO's qualifications and statements of attainment.

Only the ALO Director / CEO or delegate shall have the authority to sign AQF qualifications and statements of attainment.

Before signing AQF qualifications and statements of attainment ALO Director / CEO shall ensure that these are in accordance with the Australian Qualifications Framework and RTO Standards for NVR Registered Training Organisations.

ALO Director / CEO shall ensure that all AQF qualifications and statements of attainment contain the identification of Units of Competency, National Codes or Accredited Course Codes, and the RTO Provider Number.

REPLACEMENT OF CERTIFICATION / CARDS

Any request for additional copies of certification will attract a \$20.00 inc GST re-print fee.

Replacement cards are charged at \$16.00 inc GST per card. Please contact our office for more information.

STUDENT WORK RETENTION

An ALO team member will ensure that all student records relating to your participation in training, assessment and related services are maintained in an accurate manner.

ALO will adhere to the ASQA General Direction Retention requirements for completed student assessment items:

All physical student records will be retained for a term no less than three (3) years after their completion, including enrolment information, training plans and completed student assessments where the student has been deemed competent in that unit.

All records of student's attainment of competency and qualifications will be retained electronically via AVETMISS compliant database for a term no less than thirty (30) years after their completion.

The RTO will create and store securely an AVETMISS compliant CSV data file at least annually containing the following information:

Student surname and given name

Student last known postcode

Student date of birth

Enrolment date

Qualification/Course code and title

Unit codes for each unit commenced

Unit outcomes for each unit commenced

Credential awarded (Statement of Attainment, Certificate, Diploma)

Date credential issued

Credential number

ALOs Director will be advised in writing at least one week in advance of before any records are to be destroyed. Records will be made available for audit purposes.

The RTO will comply with all laws relating to record keeping:

Public Records ACT 1973

Record keeping requirements under the Standards for NVR Registered Training Organisation

Electronic Transactions Act 2000

RECORDS MANAGEMENT

ALO is committed to implementing best practice in its records management practices and systems. The ALO team will be required to apply themselves to the following procedures and safeguard confidential and personal information according to the Victorian Information Privacy Act 2000 and the Australian Privacy Principles (Privacy Act 1988).

Student files and records

Upon enrolment, each student's personal details shall be kept in an electronic format on the password protected server, and/or entered directly into the Student Management System

Student personal details and records shall be maintained in a current up to date condition.

Only ALO team members directly involved with student welfare and or student results will have access to personal student details.

The ALO team will comply with all external reporting responsibilities, where required to do so (e.g., AVETMISS).

TRAINING PROGRAM EVALUATION AND QUALITY IMPROVEMENTS

ALO regularly collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students, employers and employees concerning educational and service improvements or changes that would improve the existing training and client services provided by ALO.

All ALOs training programs are interactive, and all students are encouraged to provide their feedback throughout the training program being attended.

Learner Questionnaires can be completed by students at the completion of every training program giving the opportunity to provide feedback on the training program, learning resource materials, issues encountered, areas for improvement, what you enjoyed throughout the program, feedback on your Trainer/Assessor, etc.

Employer Surveys are periodically sent to clients on a bi-monthly basis giving employers the opportunity to provide constructive feedback.

NATIONAL STUDENT OUTCOMES SURVEY

As part of your commitment to training you may be selected to participate in The National Student Outcomes Survey. This is a national survey of Vocational Education and Training (VET) students conducted after they complete their training.

It collects on VET students' reasons for training, their employment outcomes, satisfaction with training, and further study outcomes.

Who is included in the survey?

Students included in the survey are those who completed their training in the previous calendar year and have an Australian address as their usual address.

Graduates are defined as students who gained a qualification through their training.

Qualifications include:

Bachelor's Degree or higher

Advanced Diploma

Associate degree

Diploma

Certificates I to IV

Subject completers are defined as students who successfully completed part of a course (at least one subject) without gaining a qualification and left the VET system.

Who is doing the survey?

The National Centre for Vocational Education Research (NCVER) - a not-for-profit company owned by the State, Territory and Federal ministers responsible for vocational education and training. NCVER collects information and provides research on vocational education and training in Australia to governments, the training sector, industry, and the community.

Australian Government Department of Education and Training - the government department funding the survey. They will use the results to develop government policy to help employers and industry.

The Social Research Centre - a national market and social research company that conducts the survey on NCVER's behalf.

When is the survey conducted?

If selected a letter and information page will be mailed to you at the end of May each year. The letter includes your training details and instructions on how to complete the survey online. Each letter contains a unique login code and a personalised QR code for accessing the online survey.

Further information

We have endeavoured to include all the information you need to undertake and be successful in your training in this handbook and on our website. However, if there is something you would like to know that is not contained here, please feel free to contact us at any time on the details below.

Email: info@alo.edu.au

LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and the Director / CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

WORKPLACE HEALTH AND SAFETY

ALO is committed to providing and maintaining a safe and healthy environment for the benefit of all students.

The duty of care requires the RTO to take all reasonable steps to reduce risk, including:

- Provision of suitable and safe training environment
- Provision of an adequate system of supervision
- Implementation of strategies to prevent bullying and harassment
- To aid with students in need.

It is your duty of care to:

- Take reasonable care for your own health and safety
- Take reasonable care for the health and safety of others who may be affected by your acts or omissions
- Cooperate with anything the RTO does to comply with WHS requirements
- Not 'intentionally or recklessly interfere with or misuse' anything provided by the RTO for WHS.

COMPLAINTS AND APPEALS PROCESS

ALO has a fair and equitable process for resolving disputes, complaints and appeals. If a person wishes to appeal an assessment outcome or have a complaint pertaining to their training experience, they have a right to do so under ALO's Complaints and Appeals Policy and Procedure.

The person should complete a Complaint Form.

If the complaint is about the Trainer/Assessor, then it should be to the Operations Manager and/or CEO.

If the complaint is about another student or resources, then it should be to the Trainer/Assessor of that training program.

If the complaint can be dealt with immediately, then it should be dealt with, and the actions taken should be recorded on the Continuous Improvement Register.

If the complaint cannot be dealt with immediately, the complainant should be given a timescale for resolution of no more than ten (10) working days. The timescale given to the student must be recorded on the student-Employer-Trainer Feedback Register with the actions to be taken, as well as the Continuous Improvement Register.

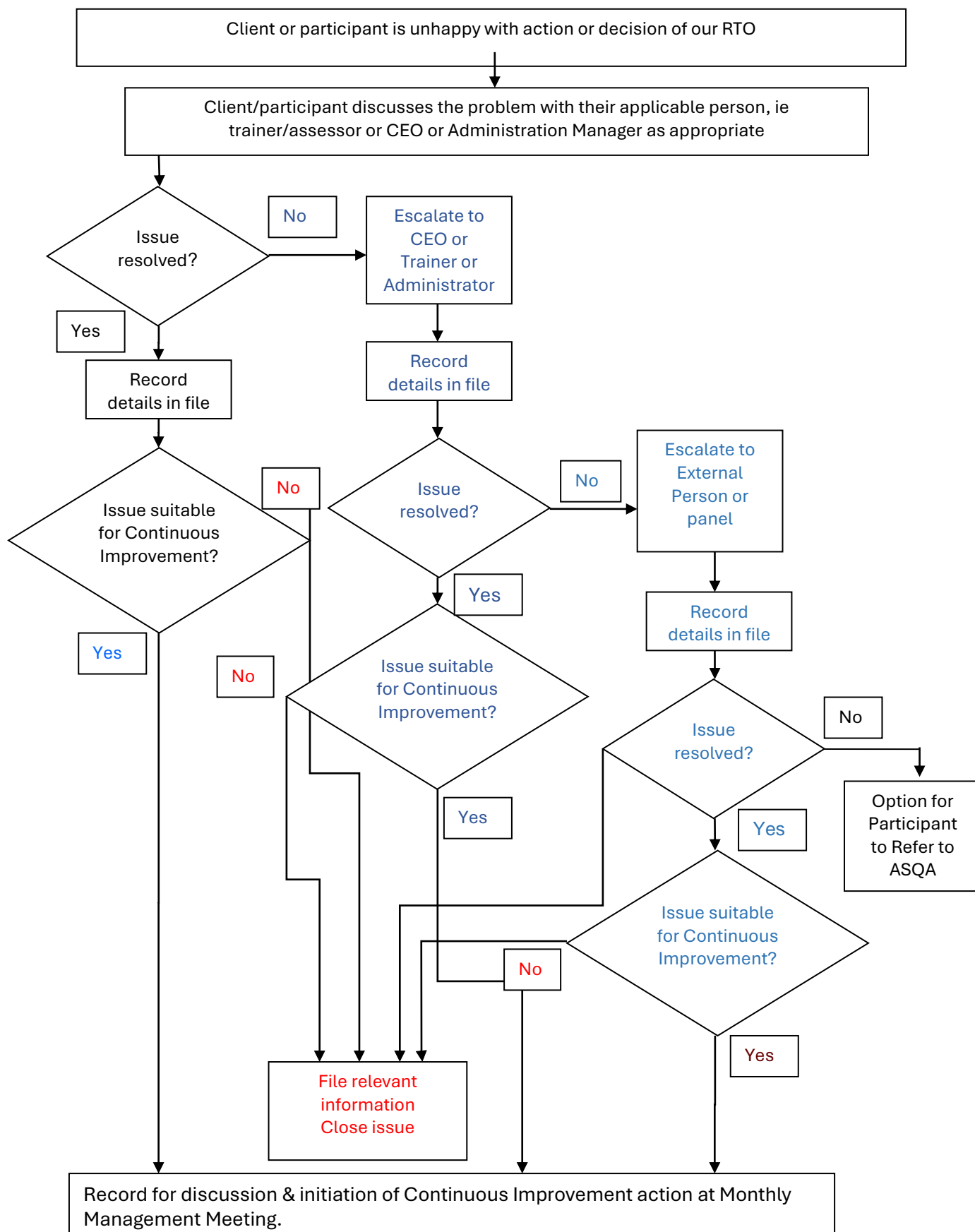
Once those actions have been reviewed and implemented, the complainant must be contacted either via a meeting or telephone call to confirm that the complainant agrees with the actions taken.

If the complainant is not satisfied with the completed handling process by ALO, the CEO of ALO will request a meeting to identify how the matter can be resolved. The complainant is entitled to bring a representative along with them. Minutes of this meeting will be recorded and saved.

If a resolution to the complaint cannot be reached at this meeting, then the complainant will be given details of the ASQA complaints handling process. ALO aims to do all they can to resolve complaints before this stage is reached.

Appeals of assessment decisions are not able to be referred to the Australian Skills Quality Authority (ASQA) and are to be determined by an approved independent body.

Flow Chart Representation Complaints Appeals:



Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions and my rights and responsibilities as a participant of Australian Learning Organisation.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date