

Pre-enrolment information

Student Pre-Enrolment Information

Australian Learning and Care (ALC) is a Registered Training Organisation (RTO). 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 2025 which outline good practice in marketing, operation, financing and administration as well as the training and assessment services provided to proposed students.

This information has been prepared to help proposed students make an informed decision about where to study. It includes details of Australian Learning and Care (ALC) policies and procedures that could affect training and assessment for those considering studying at Australian Learning and Care.

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.

Student Support

Our RTO has Language Support – Our staff speak English, Arabic, Vietnamese, Farsi, Chinese (Mandarin, Cantonese), Urdu, Hindi, Dari, Pashtu, Haza Ragi, Thai, Khmer and other languages. Student Support Officers provide support to assist students to achieve learning outcomes.

General Course Information

Australian Learning and Care are committed to providing a range of qualifications, skill sets and single units relevant to trends in the workplace.

Check www.alo.edu.au for updates on courses being offered.

Currently Australian Learning and Care is registered to deliver the following:

QUALIFICATIONS

BSB30120 Certificate III in Business

Streams include:

- Customer Engagement
- Business Administration
- Medical Administration
- Records and Information Management

BSB301420 Certificate III in Business – CALD

BSB50420 Diploma of Leadership and Management

TLI30325 Certificate III in Supply Chain Operations

MEM31925 Certificate III in Engineering - Fabrication Trade

SKILL SETS

Check website for updates on Skill Sets available as additional skill sets are being offered

BSBSS00095 Cross-Sector Infection Control Skill Set

BSBSS00119 Customer Service Skill Set

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BSBSS00120 Administrative Assistant Skill Set

BSBSS00121 Medical Administration Skill Set

BSBSS00126 Contact Centre Skill Set

BSBSS00129 Cross-Sector Mental Health and Organisational Disruption Skill Set

BSBSS00130 Workplace Cyber Security Foundations Skill Set

BSBSS00132 Organisational Disruption Management Skill Set

BSBSS00133 Organisational Disruption Support Skill Set

TLISS00103 Accessing the Rail Corridor Skill Set

SINGLE UNITS

Check website for updates

First Aid

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID011 Provide First Aid

HLTAID012 Provide First Aid in an education and care setting

Other units for specific workplace requirements

RIIWHS202E Enter and work in confined spaces

CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry

CPCCCM2012 Work safely at heights

Course Information

All courses are nationally recognised.

Regardless of the course you enrol in please note:

- All units of a **Qualification** course must achieve a competent outcome to receive a **Certificate**.
- All units of **Skill Sets or Single Units** completed competently will receive a **Statement of Attainment**.
- A Unique Student Identifier (USI) number must be provided to receive your certificate or statement of attainment.

Overview Brief of Courses

Qualifications

BSB30120 Certificate III in Business

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

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Streams - focused learning into specific industry areas

CLAD – focused for students new to the workforce in Australia

There are 13 units to be completed for BSB30120 regardless of the stream enrolment.

Total number of units = 13

6 core units plus

7 elective units

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.

There are 12 units to be completed:

6 core units plus

6 elective units

TLI30325 Certificate III in Supply Chain Operations

This is a qualification for those engaged in supply chain operations and includes specialisations for logistics, warehousing operations and furniture removals.

It involves a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in selecting equipment, services or contingency measures within known time constraints. It may also include responsibility for coordinating the work of others.

There are 14 units to be completed:

2 core units plus

12 elective units

MEM31925 Certificate III in Engineering - Fabrication Trade

This qualification defines the skills and knowledge required of an Engineering Tradesperson - Fabrication within metal, engineering, manufacturing and associated industries. The qualification has been specifically developed to meet the needs of apprentices in the above trade.

The skills associated with this qualification are intended to apply to a wide range of fabrication work, including undertaking metal fabrication, structural steel erection, sheetmetal work, welding, blacksmithing and surface finishing.

This qualification is designed to provide an industry recognised skills profile related to trade work as an Engineering Tradesperson - Fabrication.

To be awarded the MEM31925 Certificate III in Engineering – Fabrication Trade (Boilermaking), units of competency to the value of 96 points must be achieved, chosen as outlined below:

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- All 12 core units of competency (totalling 33 points)
- Electives = 19 units in total made up of:
 - elective units of competency to a minimum value of 40 points from Group B as described below
 - elective units of competency to a maximum value of 23 points from Group H to bring the total value to 96 points.

SKILL SETS Brief Outline

- **BSBSS00095** Cross-Sector Infection Control Skill Set
 This skill set addresses the skills and knowledge required to undertake work activities in compliance with organisational procedures that prevent and control infection.
 1 unit to be completed
- **BSBSS00119** Customer Service Skill Set
 This skill set addresses the skills and knowledge to provide customer service for an organisation.
 4 units to be completed
- **BSBSS00120** Administrative Assistant Skill Set
 This skill set addresses the skills and knowledge to assist administrative functions for a range of purposes required within an organisation.
 4 units to be completed
- **BSBSS00121** Medical Administration Skill Set
 This skill set addresses the skills and knowledge to perform administrative functions for a range of purposes required in a medical environment.
 6 units to be completed
- **BSBSS00126** Contact Centre Skill Set
 This skill set addresses the skills and knowledge to work in a customer service contact centre under supervision of a manager or team leader.
 4 units to be completed
- **BSBSS00129** Cross-Sector Mental Health and Organisational Disruption Skill Set
 This skill set addresses the skills and knowledge required to support the mental (or psychological) health of employees in an organisation or work area in the context of organisational disruption. It equips the learner with the skills and knowledge required to participate in managing psychological health and safety in the workplace and provide support to others in the event of disruption to the organisation or work area.
 This skill set does not qualify the learner as a mental health professional.
 1 unit to be completed

- **BSBSS00130** Workplace Cyber Security Foundations Skill Set

This skill set addresses the skills and knowledge required to protect personal and workplace data and identify cyber security threats and risks across a broad range of industries.

4 units to be completed

- **BSBSS00132** Organisational Disruption Management Skill Set

This skill set addresses the skills and knowledge required to plan for and manage an organisation or work area in the context of organisational disruption.

3 units to be completed

- **BSBSS00133** Organisational Disruption Support Skill Set

This skill set addresses the skills and knowledge required to support an organisation or work area in the context of organisational disruption.

2 units to be completed

- **TLISS00103** Accessing the Rail Corridor Skill Set

This Skill Set is for individuals who access the rail corridor.

1 unit to be completed

SINGLE UNITS

First Aid

- **HLTAID009** Provide cardiopulmonary resuscitation

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines.

This unit applies to all persons who may be required to provide CPR, in a range of situations, including community and workplace settings.

- **HLTAID011** Provide First Aid

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

- **HLTAID012** Provide First Aid in an education and care setting

This unit describes the skills and knowledge required to provide a first aid response to infants and children in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

This unit applies to a range of workers within an education and care setting who are required to respond to a first aid emergency, including asthma and anaphylactic emergencies. This includes early childhood workers and educators who work with school age children in outside school hours care and vacation programs.

This unit of competency may contribute towards approved first aid, asthma and anaphylaxis training under the Education and Care Services National Law, and the Education and Care Services National Regulations (2011).

Other units for specific workplace requirements

- **RIIWHS202E** Enter and work in confined spaces

This unit describes the skills and knowledge required to enter and work in confined spaces in the resources and infrastructure industries.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take responsibility for the quality of work outcomes.

- **CPCWHS2001** Apply WHS requirements, policies and procedures in the construction industry

This unit specifies the outcomes required to carry out work health and safety (WHS) requirements through safe work practices in all on- or off-site construction workplaces.

It requires the performance of work in a safe manner through awareness of risks and work requirements, and the planning and performance of safe work practices with concern for personal safety and the safety of others.

The unit covers fundamental WHS requirements necessary to undertake work tasks within any sector in the construction industry. It includes the identification of hazardous materials, including asbestos, and compliance with legislated work safety practices. It does not cover removal of asbestos, which is a licensed activity.

It applies to workers in the construction industry.

- **CPCCCM2012** Work safely at heights

This unit specifies the skills and knowledge required to work safely on construction sites where the worker has the potential to fall from one level to another.

This unit of competency does not cover the erection of scaffold or work platforms, but it does include identifying and reporting common faults with scaffold or work platform systems.

Work at heights is undertaken in a range of construction work, including new construction, renovation, refurbishment and maintenance.

This unit also applies to workers in other industries who need to control the two separate risks associated with people and objects falling from heights.

Completion of the general construction induction training program, specified in the Safe Work Australia model *Code of Practice: Construction Work*, is required by anyone carrying out construction work. Achievement of *CPCWHS1001 Prepare to work safely in the construction industry* meets this requirement.

2 units to be completed

Recognition of Prior Learning (RPL)

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 (CT) is the formal recognition that parts of some courses are equivalent in content and AQF level to parts of others. Australian Learning and Care 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.

Do note when credit transfer is granted through credit transfer the course duration is reduced.

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 and Care 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 and Care in determining a student's suitability to enrol, students are requested to provide the following if applicable to their course:

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

This will be advised if you are required to provided.

Unique Student Identifier (USI). From 1st January 2015 every student will need to apply for a USI before enrolment can be processed. To find out more about this, please refer to the website.

Website: <https://www.usi.gov.au/students/create-your-usi>

Privacy Policy

Australian Learning and Care is required to collect and store personal information in order to administer applications and enrolments, to monitor academic progress and to provide other

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services. Australian Learning and Care 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.

Refund Policy

Australian Learning and Care 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 and Care 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 and Care 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 Director who can amend our policies.

The Australian Learning and Care 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 and Care schedule of fees and charges

Are my fees protected in case I need a refund?

Yes - Australian Learning and Care 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.

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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 and Care 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 and Care will advise the learner as soon as practicable, any change in ownership, either via email, website or phone.

Students' Rights

Australian Learning and Care recognises that students have the right to:

- expect Australian Learning and Care to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all Australian Learning and Care 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 and Care (ALC) 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 were 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 and Care administration office
- respecting Australian Learning and Care 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 and Care property or engaged in an Australian Learning and Care controlled or sponsored activity
- abstain from acts of self-harm.

Legislation

There are several 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 and Care 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 and Care 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 and Care will provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively and will ensure the principles

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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 and Care 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 and Care 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 and Care 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 and Care 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 and Care within fourteen days of receipt of assessment result. Clients will be advised of the process and of their rights, regarding 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 and Care staff involved.
2. When a complaint is received – verbal, phone, email or otherwise – it shall be immediately referred to Australian Learning and Care Director (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 recorded on the in Australian Learning and Care Complaints Log.
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 and Care, and the claimant will be provided with a copy.

(b) Resolution by nominated representative

The claimant will be provided with Australian Learning and Care Complaints Form which must be completed and emailed to 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 Leadr (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 and Care 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 and Care 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. 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 and Care so that a meeting with our nominated independent arbitrator

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can be arranged. That person is Mr Ray Kerknez of Caringbah NSW (phone 02 9540 4665 a member of Leader (a national mediation service)

Access and Equity

Australian Learning and Care 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 and Care's scope of registration.

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

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 and Care, students indicating a need for support will be interviewed to identify specific needs.

Student Support Officers are allocated to new students to provide support as the student works through their course.

If considered necessary, the student will be referred to a specialist service available to Australian Learning and Care. 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 workplace.

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 workplace with the safe storage of goods such as cleaning chemicals

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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 Work Health and Safety hazard to the appropriate staff member as required.

Sustainability

Australian Learning and Care 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 and Care is committed to listening and responding to what students / stakeholders 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 and Care to improve services to you.

Enquiries - Further Information contact:

Phone 1800180088

Email 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 for 2025.

Australian Learning and Care reserves the right to alter policies at any time without prior notice. Policies included in this document are extract of our policies / procedures.

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