



Student Handbook

Australian Learning and Care (ALC)
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INTRODUCTION

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

At ALC 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 ALC, 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 ALCs policy may impact on the currency of information included. ALC reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates by contacting ALC.

This handbook has been prepared as a resource to help students to understand their obligations and those of ALC. 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 and Care (ALC)

Address: 1 Gatwood Close, Padstow 2211 NSW

Phone: 1800 1800 88

Email: info@alo.edu.au

Website: alo.edu.au

ALC REGISTERED TRAINING ORGANISATION (RTO)

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

ALC adheres and complies to the following:

- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 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).

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- 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

ALC'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 ALC 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 ALC, please visit our website.

COMMITMENT

At ALC, 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.

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ADMINISTRATION

Enrolment

All students must meet the enrolment criteria for their chosen training program. Some courses include pre-requisites that must be completed either before commencing or as part of the training program. Information about pre-requisites is available at www.alo.edu.au.

Students are required to complete an enrolment form. Enrolment is subject to:

- Availability of places in the selected training program
- Minimum enrolment numbers being met to allow the program to run

Identification

Students may be required to provide **photo identification** when attending training. Additional personal identification may be required for specific programs. Where applicable, ALC will advise students of these requirements prior to commencement.

Student Acknowledgement Declaration

ALC is committed to ensuring students receive **accurate, current and relevant information** about all training programs. This includes:

- Clear information about **student rights and obligations**
- Clear information about **ALC's responsibilities** as the training provider
- Support to ensure the training program selected is suitable for the students:
 - Existing skills
 - Workplace experience
 - Education level
 - Any disability or support needs

This process ensures students can make **informed decisions** about the training program that best meets their goals and requirements.

ACCESS & EQUITY

At ALC, we want every student to feel welcome and supported. We encourage people of all ages, backgrounds and abilities—including students with disabilities—to apply for our courses.

We follow **Access and Equity principles**, which means we provide fair, inclusive and flexible training and assessment services. These principles are part of both State and Australian Government legislation, and we apply them in everything we do.

Our Commitment to You

We make sure all students have equal opportunities to participate in training, regardless of:

- Age
- Cultural background or race
- Religion
- Gender

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- Socio-economic background
- Disability
- Language, literacy or numeracy (LLN) needs

Our team members support you to identify your goals and help you work towards achieving them. We aim to remove barriers wherever possible so you can fully participate in your training.

Fair and Flexible Training

Our trainers and assessors follow the principles of **fairness** and **flexibility**. This means:

- We consider your individual needs
- We adjust training and assessment methods where reasonable
- We provide support to help you succeed

Identifying Support Needs

We identify any special learning or support needs through:

- Your first contact with our administration team
- Your enrolment form
- Information sessions before training or assessment begins

This helps us understand what support you may need and how we can best assist you.

Flexible Programs and Facilities

Where possible, we design our programs and set up our facilities to:

- Increase flexibility
- Improve access
- Support participation for students who may face disadvantage

Our goal is to make your learning experience positive, accessible and inclusive.

FEES, TUITION, PAYMENTS and REFUNDS

Course Fees

Under Australian legislation, ALC is allowed to charge fees for the services we provide to students. These fees may cover:

- Learning and training resources
- Student support services
- Training and assessment activities

If you need a replacement copy of any training materials that were originally issued to you, an additional fee may apply to cover the cost of replacement.

Tuition Fees

ALC publishes all tuition fees on our website. You can also ask for fee information at any time by contacting our team.

Tuition Fees Policy

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For publicly offered courses, and for courses paid for by employers or job providers, ALC follows the fee requirements set out in the **RTO Standards 2026**. This ensures fees are fair, transparent and consistent.

Fee-for-Service Enrolments

Some students enrol under a **fee-for-service** arrangement. This applies when:

- The course does **not** have government funding, or
- The student is **not eligible** for government funding

Under fee-for-service:

- A tuition fee is charged for each subject
- The total course fee is based on the number of subjects required to complete the qualification
- Fees are payable for each subject once it has commenced

Payment Limits

To protect students, ALC will **never charge more than \$1,500 in advance** for training services at any one time. This is a requirement under the RTO Standards 2026 and ensures your payments remain safe and manageable.

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

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Fee for Service Refunds

Students can 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 ALCs 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 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 ALC 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 ALC employees when gaining consent to apply for a USI on a student's behalf:

- Upon enrolling into a training course with ALC, it is a compulsory requirement that all students have a Unique Student Identification Number.
- If a student does not have an USI, ALC 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, ALC 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

ALC 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 ALC 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

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ALC 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.

ALC 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 ALC 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 a you, ALC will provide a third party with your personal details.
- Access to student records may be provided where the Standards for Registered Training Organisations (RTO) or an officer of the law requires ALC to do so.

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

PRIVACY AND ACCESS TO TRAINING RECORDS

ALC 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.

ALC 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 ALC will be required to apply themselves to the provisions of the Privacy Act 1988.

Personal information provided to ALC 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 ALC.

THIRD PARTY PROVIDERS

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

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

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ANTI-SEMITISM POLICY

ALC is committed to providing a safe, respectful and inclusive learning environment for all students. Anti-Semitism—any form of discrimination, hostility, harassment or prejudice against Jewish people—is not tolerated under any circumstances.

What This Means for Students

- You must treat all students and staff with respect, regardless of religion, culture or background
- Anti-Semitic behaviour, comments, jokes, symbols or actions are strictly prohibited
- Bullying, harassment or discrimination of any kind will result in action under ALC's Discipline Policy

If You Experience or Witness Anti-Semitism

You should report concerns immediately to:

- Your Trainer/Assessor
- The Compliance Manager
- Or the Director / CEO

All reports are handled confidentially, and ALC will take appropriate steps to ensure your safety and wellbeing.

ALC's Commitment

ALC will:

- Maintain a learning environment free from discrimination and harassment
- Respond promptly and fairly to all reports
- Provide support to any student affected
- Take disciplinary action where required

STUDENT RIGHTS AND RESPONSIBILITIES

ALC regularly checks your progress to make sure you are on track with your **Training Plan** and getting the support you need. If we notice that you may be at risk of falling behind, we will contact you and offer guidance, support or counselling to help you stay on track.

To support your progress, ALC may contact you by **email, SMS or phone if:**

- You miss scheduled classes
- You are not completing learning activities
- Your progress indicates you may need extra support

This process helps us identify issues early and work with you to keep your training moving forward.

Linked concepts:

- course progress
- student support

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- training plans

VOCATIONAL OUTCOMES

ALC's training programs are designed to help you build new skills, gain knowledge and improve your confidence in your chosen field. While our courses support your learning and development, it is important to understand that:

- ALC **cannot guarantee employment** or specific job outcomes after completing your training
- ALC **does not promise** that certain roles, positions or career opportunities will become available as a result of your qualifications.
- Vocational outcomes depend on many factors, including industry demand, your experience, your job search efforts and employer requirements

Our role is to provide **quality training and assessment**, support your learning journey, and help you develop skills that may assist you in pursuing future employment or career pathways.

USE OF ARTIFICIAL INTELLIGENCE

ALC's assessments are designed to check **your own skills, knowledge and understanding** of the course content. For this reason, students **must not use artificial intelligence (AI) chatbots** to create, edit or improve their assessment answers.

Your work must show the **learning you have gained** during the training program and must meet the **Australian Qualifications Framework (AQF)** level for your course.

Why AI Chatbots Are Not Allowed

Using AI tools means the assessor cannot accurately judge:

- Your understanding
- Your ability to apply skills
- Your ability to communicate at the required AQF level

To protect the integrity of the assessment process, all work must be **your own**.

How ALC Manages AI-Generated Work

ALC uses measures to identify responses that may have been created using AI. If your work appears to be AI-generated:

- The **Plagiarism Policy** may be applied
- You may be asked to redo the assessment
- Repeated incidents may lead to action under the **Discipline Policy**
- Additional steps may be introduced to help you stay on track with your course progress

Examples of AI Tools You Cannot Use

You must not use any AI chatbot to assist with assessments, including:

- ChatSopt
- ChatGPT

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- Bing Chat
- Bard
- Jasper Chat
- Perplexity
- Tidio Lyro
- Kommunicate
- Drift
- Infobip
- LivePerson

(This list is not exhaustive—no AI chatbot use is permitted.)

Maintaining Assessment Integrity

It is important that your assessments:

- Reflect **your own learning**
- Show **your own skills and knowledge**
- Demonstrate your ability to meet the **competency requirements** of the training package

This ensures your qualification is valid, credible and recognised by industry.

Linked concepts:

- plagiarism
- assessment integrity
- AQF levels

RECOGNITION OF PRIOR LEARNING (RPL)

If you already have **previous qualifications, industry experience, or skills gained through work or life activities**, you may be eligible for **Recognition of Prior Learning (RPL)**.

RPL is a formal assessment process that allows ALC to recognise the skills and knowledge you already have—so you may not need to repeat training you’ve already mastered.

What RPL Recognises

RPL can recognise learning gained through:

Formal Learning

Structured training that leads to an accredited qualification or unit of competency.

Non-Formal Learning

Structured learning that does **not** lead to an accredited qualification (e.g., workplace courses, workshops).

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Informal Learning

Skills gained through everyday activities such as:

- Work experience
- Volunteering
- Family or community responsibilities
- Hobbies or leisure activities

This type of learning is not structured or organised, but it still builds valuable skills.

How RPL Works

- RPL compares your existing skills and knowledge with the **requirements of the qualification or units** you are enrolled in.
- If you already meet some of the competency requirements, you **may not need to complete those parts of the course**.
- You may be asked to provide evidence such as work samples, references, certificates, or demonstrations of your skills.

Linked concept: **recognition of skills**

Interested in Applying for RPL?

If you would like to apply for Recognition of Prior Learning, contact ALC:

- **Phone:** 1800 1800 88
- **Email:** info@alo.edu.au

Our team will guide you through the process and help you understand what evidence you may need to provide.

RECOGNITION OF QUALIFICATIONS – CREDIT TRANSFER

ALC recognises all nationally accredited qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO).

This means you may not need to repeat units you have already completed elsewhere.

How Credit Transfer Works

1. Provide Your Documents

To apply for credit transfer, you must provide your original qualification or Statement of Attainment. An ALC team member will:

- Sight the original documents
- Photocopy them
- Ask you to sign and date the copies to confirm they are yours

2. Verification Process

Your application will be forwarded to ALC's Compliance Team. They will:

- Check the documents

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- Contact the issuing RTO to verify that your qualification or Statement of Attainment is valid and accurate

3. Approval and Recording

Once verified, approved credit transfers will be:

- Recorded in your ALC student file
- Applied to your Training Plan
- Used to adjust your course workload where appropriate

This process ensures your previous study is recognised and that your training remains compliant with national standards.

VERIFICATION OF COMPETENCY

ALC is committed to making sure people have the right skills and knowledge to safely and confidently perform their job tasks. Employers can no longer assume an employee is competent, which is why **Verification of Competency (VOC)** assessments are used.

A VOC is **not training**. It is a quick check to confirm that a person can still perform certain tasks or operate equipment at the required standard.

Before a VOC Assessment

You must provide your **current licence** or **Statement of Attainment** for the skill or equipment being assessed.

Why VOC Is Important

A VOC helps ensure you:

- Meet Workplace Health and Safety (WHS) requirements
- Are aware of any industry changes
- Still have the skills and knowledge needed to perform tasks safely
- Can operate plant or equipment correctly

VOC assessments help keep workplaces safe and make sure everyone is working to the expected standard.

COMPETENCY BASED TRAINING AND ASSESSMENT

ALC uses **competency-based training**, which means your assessments focus on what you can *actually do* in a workplace, not just what you know. Assessment is how we collect evidence and decide whether you have met all the requirements of a **Unit of Competency**.

You can find all qualifications and units on www.training.gov.au

What You Need to Show to Be Competent

To be marked **Competent (C)**, you must:

- Perform tasks to the **workplace standard**

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- Be assessed against the **whole unit of competency**
- Show your skills over time and/or in different situations
- Demonstrate **all required skills and knowledge**

If you do not meet all requirements, you will be marked **Not Yet Competent (NYC)**.

How Your Assessments Are Marked

Each assessment task is marked as:

- **S – Satisfactory**
- **NS – Not Satisfactory**

If all tasks for the unit are marked **S**, you will be marked **C – Competent**.

If any task is **NS**, your trainer will give you feedback, extra support, and another chance to demonstrate your skills.

Resubmission Rules (Qualifications Only)

If you are marked **NYC** after your first attempt:

- You may submit **two more attempts**
- Each resubmission should be completed within **21 days, unless you negotiate otherwise with your assessor**
- After your second attempt, if you are still **NYC**, your assessor will give more support and explain what skills or knowledge you still need
- If your **third attempt** is also **NYC**, ALC will discuss your options, which may include **re-enrolling in the full subject**

You can always speak with your trainer/assessor before submitting your work.

What You Receive When You Finish

- If you complete **one or more units**, but not the full qualification, you will receive a **Statement of Attainment**
- If you complete **all units** in the qualification, you will receive a **Qualification** plus a **Record of Results** listing all units you completed

Plagiarism

ALC is committed to delivering **high-quality training and assessment**, and plagiarism is not accepted under any circumstances.

Plagiarism means **submitting someone else's work as your own**, whether copied, shared, or taken from any source without proper acknowledgement.

All suspected cases are reviewed individually to determine the level of seriousness.

Confirming Your Work Is Authentic

You must **sign your assessment** to confirm that the work you submit is your own.

If your assessor believes plagiarism may have occurred:

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- The assessor will report the concern to the **ALC Director** immediately
- The Director (or delegate) will speak with you directly to review the situation and determine the severity

What Happens If Plagiarism Is Confirmed

Low Severity

If the issue is minor, you will:

- Receive counselling
- Be given the chance to correct and resubmit your work

High Severity

If the issue is serious, the Director may:

- Apply disciplinary action
- Decide that you cannot continue in the training and assessment

All plagiarism matters are handled **confidentially**, and the outcome will be recorded in your student file.

QUALIFICATIONS ISSUANCE

ALC management shall ensure qualifications issued by ALC 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 ALC Director / CEO or delegate shall have the authority to sign AQF qualifications and statements of attainment.

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

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ALC 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

ALC keeps accurate records of your enrolment, training, assessment and any related services. These records are stored securely and retained for the time periods required under national regulations.

How Long Your Records Are Kept

1. Physical Records – Minimum 3 Years

ALC keeps physical copies of:

- Enrolment information
- Training plans
- Completed assessment items for units where you were marked **Competent**

These are stored for **at least three (3) years** after you finish the unit.

2. Electronic Records – Minimum 30 Years

Records showing your results, competency outcomes and qualifications are stored electronically in an **AVETMISS-compliant database** for **at least thirty (30) years**.

This ensures your training history can be verified long into the future.

Information Stored in AVETMISS Records

ALC creates and securely stores an AVETMISS-compliant CSV file at least once a year. This file includes:

- Student surname and given name
- Last known postcode
- Date of birth
- Enrolment date
- Qualification or course code and title
- Unit codes for all units you started
- Outcomes for each unit
- Credential awarded (Statement of Attainment, Certificate, Diploma)
- Date the credential was issued

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- Credential number

Record Security and Destruction

- Records are stored securely and made available for audit purposes when required.
- The ALC Director is notified **in writing at least one week before** any records are destroyed.

Legal Compliance

ALC follows all laws and standards related to record keeping, including:

- Public Records Act 1973
- Standards for NVR Registered Training Organisations
- Electronic Transactions Act 2000

RECORDS MANAGEMENT

ALC is committed to implementing best practice in its records management practices and systems. The ALC 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 ALC team members directly involved with student welfare and or student results will have access to personal student details.

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

TRAINING PROGRAM EVALUATION AND QUALITY IMPROVEMENTS

ALC collects feedback and statistical information to continually improve our training and services. We value constructive feedback from students, employers and staff, as it helps us maintain high-quality vocational education and training.

How You Can Provide Feedback

- All ALC training programs are interactive, and students are encouraged to share feedback at any time.
- At the end of each program, you can complete a **Learner Questionnaire** to comment on the training, resources, your Trainer/Assessor, and any areas for improvement.
- **Employer Surveys** are sent out every two months so employers can provide feedback on training quality and workplace relevance.

Your feedback helps us improve our programs and ensure we meet industry and student needs.

NATIONAL STUDENT OUTCOMES SURVEY

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Each year, some students who have completed their training may be invited to take part in the National Student Outcomes Survey. This national survey collects information about:

- Why students enrolled in training
- Their employment outcomes
- Their satisfaction with the training
- Whether they went on to further study

Who Can Be Selected?

You may be selected if:

- You completed training in the **previous calendar year**
- You have an **Australian residential address**

The survey includes:

- **Graduates** – students who completed a full qualification
- **Subject completers** – students who finished at least one unit but did not complete a full qualification

Who Runs the Survey?

The survey is managed by:

- **NCVER** – National Centre for Vocational Education Research
- **Australian Government Department of Education and Training** – funds the survey
- **The Social Research Centre** – conducts the survey on behalf of NCVER

How the Survey Works

If selected:

- You will receive a letter at the end of May
- It will include your training details
- You will get instructions, a unique login code, and a QR code to complete the survey online

Need More Information?

If you have questions about your training or need support, contact ALC anytime:

Email: info@alo.edu.au

Linked concept: VET surveys

LEGISLATIVE REQUIREMENTS

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

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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

ALC is committed to providing a **safe, healthy and supportive learning environment** for all students.

ALC's Duty of Care

ALC takes reasonable steps to keep you safe, including:

- Providing a **safe training environment**
- Ensuring **proper supervision**
- Preventing **bullying and harassment**
- Supporting students who may need extra help

Linked concept: **WHS responsibilities**

Your Duty of Care as a Student

You also play an important role in keeping the environment safe. You must:

- Take reasonable care of **your own health and safety**
- Consider the safety of **others around you**
- Cooperate with ALC's WHS rules and instructions
- Not misuse or interfere with any WHS equipment or procedures

Working together helps keep everyone safe and ensures a positive learning experience.

COMPLAINTS AND APPEALS PROCESS

ALC has a **fair and transparent** process for handling complaints and appeals. If you have a concern about your training or want to appeal an assessment decision, you have the right to do so under ALC's Complaints and Appeals Policy.

How to Make a Complaint or Appeal

You should complete a **Complaint Form** and submit it to the appropriate person:

- If your complaint is about your **Trainer/Assessor**, submit it to the **Compliance Manager or CEO**
- If your complaint is about **another student or training resources**, submit it to your **Trainer/Assessor**

What Happens Next

- If the issue can be resolved immediately, it will be addressed straight away and recorded for continuous improvement

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- If it cannot be resolved immediately, you will be given a **timeframe (up to 10 working days)** for resolution
- This timeframe and planned actions will be recorded in ALC's feedback and improvement registers
- Once resolved, ALC will contact you to confirm you are satisfied with the outcome

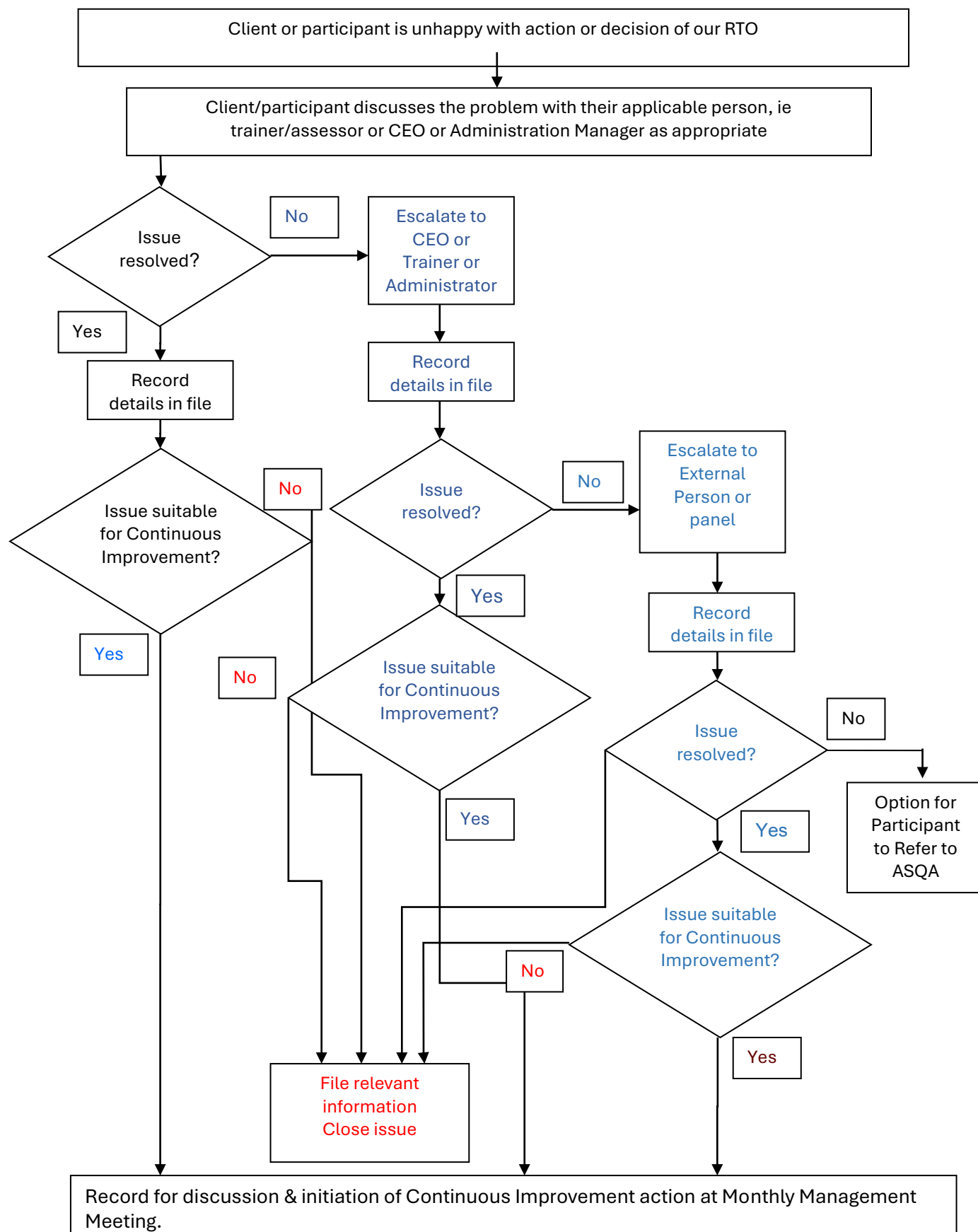
If You Are Not Satisfied

If you still feel the issue has not been resolved:

- The **CEO** will meet with you to discuss further options
- You may bring a **support person** to this meeting
- Minutes of the meeting will be recorded

If a resolution still cannot be reached, you will be given information about the **ASQA complaints process**. (Assessment appeals cannot be referred to ASQA—they must be reviewed by an **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 and Care.

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date