

Pre-enrolment information

About Australian Learning and Care (ALC)

ALC is a **Registered Training Organisation (RTO)**.

We follow the **Standards for RTOs 2025**, which guide how we deliver training, assessment, administration and student support.

Our goal is to give you clear, accurate information so you can make an informed decision before enrolling.

Why This Information is Important

Before you enrol, it's important to understand:

- How ALC operates
- What support is available
- What policies may affect your training and assessment
- What course options you can choose from

Reading this information helps you decide whether ALC is the right training provider for you.

Student Support

ALC provides strong support to help you succeed.

Language Support

Our staff speak many languages, including:

English, Arabic, Vietnamese, Farsi, Mandarin, Cantonese, Urdu, Hindi, Dari, Pashtu, Hazaragi, Thai, Khmer and others.

Support Officers

Learner Support Officers can help you with:

- Understanding course requirements
- Learning support
- Study skills
- General questions about your training

Course Information

ALC offers a range of qualifications, skill sets and single units that match current industry needs.

You can check the latest course list anytime at: www.alo.edu.au

ALC is currently approved to deliver a variety of nationally recognised training programs. Course availability may change based on industry demand and registration requirements.

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QUALIFICATIONS

BSB30120 Certificate III in Business

Specialised Streams include:

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

BSB30120 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
- 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.

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

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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:

- 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.

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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.

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- **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 recognises the skills and knowledge you already have from work, volunteering or life experience. You provide evidence, and an assessor checks it against the requirements of the qualification. Fees apply.

Credit Transfer

If you have completed equivalent units at the same AQF level, you may receive a **credit transfer**. This gives you automatic credit for those units and reduces your course duration. There are **no fees** for credit transfer.

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National Recognition

ALC accepts qualifications and Statements of Attainment issued by any Australian RTO. There are **no fees** for national recognition.

Enrolment Requirements

To help us place you in the right course, you may be asked to provide:

- Position description
- Resume
- Certificates from the past three years

Students should also tell us if they have a disability or need support so we can make reasonable adjustments.

Unique Student Identifier (USI).

You must have a USI before enrolment can be processed.

Create your USI here: <https://www.usi.gov.au/students/create-your-usi>

Privacy Policy

ALC collects personal information only for enrolment, progress monitoring and support. Your information is stored securely and used only for its intended purpose, in line with the **Australian Privacy Principles**.

Course Fees

Course fees vary depending on the qualification and materials required. Full fee details are listed in our **Schedule of Fees**. If you have questions, contact us for clarification.

Refunds

ALC applies fees and refunds fairly and transparently. You will receive full fee information and our refund policy before enrolment.

Refund Overview

- A deposit of **up to \$1,500** is payable at enrolment.
- A further **up to \$1,500** is due at course commencement.
- Remaining fees must be paid before completion.
- Refund requests must be **in writing** using the Refund Request Form.
- Refunds are normally processed within **four weeks**.

Refund Conditions

- **Before course starts:** 80% of the deposit refunded.
- **After course starts:** No refund unless extenuating circumstances apply.

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- **Extenuating circumstances:** Serious illness or exceptional family situations (refund less 20%).
- **Hardship appeals:** May be submitted to the Director.

Fee Protection

ALC protects student fees by accepting no more than \$1,500 before course commencement.

GST

Training fees are GST-free under Australian tax law.

Rights and Responsibilities

Your Rights

You can expect:

- High-quality training and fair assessment
- Access to all ALC services regardless of background
- Recognition of prior learning and experience
- Clear information about course outcomes and assessments
- A safe, respectful learning environment
- Privacy and secure record-keeping
- Fair handling of fees, refunds and concessions
- The ability to **appeal assessment results**
- Ethical and transparent communication from ALC

Your Responsibilities

Students are expected to:

- Provide accurate enrolment information
- Pay fees on time
- Treat staff and other students respectfully
- Attend classes regularly and safely
- Follow ALC policies and use equipment responsibly
- Report incidents or hazards
- Avoid bullying, harassment or unsafe behaviour

Access & Equity

ALC welcomes learners from all backgrounds. We provide support for:

- Language and literacy

- Numeracy
- Cultural needs
- Disability support
- Reasonable adjustments to learning and assessment

Support Services

Learner Support Officers assist you throughout your course.

If needed, you may be referred to specialist services (fees may apply).

Health and Safety

ALC provides a safe learning environment and follows all WHS requirements. Students must follow safety instructions and report hazards.

Sustainability

ALC is committed to environmentally responsible, socially fair and economically sustainable practices.

Feedback

We welcome feedback — positive or constructive. Your input helps us improve our services.

Contact Us

Phone: 1800 180 088 **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 2026.

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.