

# **Student Handbook**

## **Domestic Student**

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## *Welcome*

Dear Student,

Congratulations on beginning your journey in vocational education and training! Here, you'll gain not just skills, but also real-world experience to propel you in your chosen career.

Our community is a blend of dynamic learning, hands-on experiences, and opportunities that extend beyond the classroom. Embrace the workshops, engage with the industry, and make the most of the resources available to you.

Remember, your journey here is about growth, discovery, and carving your own unique path. We're here to support you every step of the way.

Welcome aboard, and here's to a journey filled with success and discovery! Warm regards,

Neil Bridge

Chief Executive Officer Allman College

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## *Introduction*

Allman College is a registered training organisation (RTO) ID number 45611, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards as regulated by the Australian Skills Quality Authority (ASQA). Allman College offers a range of courses that are listed on our website.

Allman College is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

This information booklet is designed to provide you with information about the services provided by Allman College and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Allman College. This information is contained in the Course Brochure supplied separately.

You may access the various policies and procedures outlined in this Student Handbook on our website.

## *Our mission*

Allman College's mission is to provide high quality vocational training that allows individuals to learn and add meaning to their lives.

The organisation will achieve its mission by:

- Conducting innovative training programs that meet the learning needs of individuals and enhances their career prospects.
- Meeting the ongoing training needs of prospective employers by providing jobseekers & employees with appropriate high quality training that provides a rich learning experience.
- Developing and maintaining strategic partnerships with organisations that provide opportunities to expand our business.
- Being the training provider of choice.

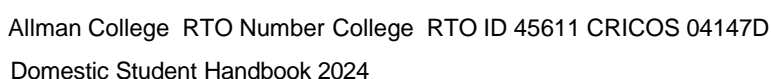
## *Modes of delivery*

Allman College offers its training products in four modes for local students:

- Institution based. This mode of delivery for those who prefer to attend structured face to face training which enables them to interact directly with their trainer and with other students.
- Online. This mode of delivery is for those who wish to undertake their training to suit their schedule and lifestyle and can complete it via computer or tablet. Internet access is required.
- Work based. Allman College comes to the workplace at agreed times and delivers training and conducts assessment. Training may be delivered to an individual or a

- ## Our objectives

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and 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 shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred 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.



## ***Australian Vocational Education & Training***

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **National recognition**

The qualifications and Statements of Attainment issued by Allman College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Allman College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### **Competency based training**

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### **Training Packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

### **Delivery of training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

## ***Results and certificates***

On completing the training program with Allman College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Allman College will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.

A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations.

A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

## ***The Unique Student Identifier***

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

## ***Student rights and responsibilities***

Congratulations on choosing to study with Allman College, as a participant in one of our training programs, you have rights and responsibilities governed by State and Federal legislation. Students enrolled with Allman College, may be self-nominated or nominated by their employer.

Students enrolled in a qualification may be required to complete an online English test by LLN Robot to identify if they have any support needs. Students may also be required to participate in an interview, either in person or skype/phone, to determine their suitability for the course in which they are seeking entry.



Student rights	Student responsibilities
Be treated fairly and with respect by others	Read and adhere to all the information, policies and procedures as outlined in this Student Handbook
Learn in a supportive environment which is free from harassment, discrimination and victimisation	Take ownership of your role as a learner Treat all people with fairness and respect and do not do anything that could offend, discriminate, victimise, disrupt or threaten others
Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised	Follow all safety policies and procedures as directed by staff and report any perceived risks as they become known.
Have personal details and records kept private and secure according to our Privacy and Personal Information Policy	Provide relevant and accurate information to Allman College, in a timely manner and advise us, if any personal or contact details change
Apply to have their existing skills and knowledge recognised.	Progress through learning programs in line with timeframes, completing all assessment tasks, learning activities and assignments honestly and without plagiarism
Have complaints dealt with fairly, promptly, confidentially and without fear of any repercussions and make appeals about procedural and assessment decisions	Prepare appropriately for all assessment tasks, visits and training sessions
Be given clear and accurate information about their course, training and assessment arrangements and their progress	Make regular contact with their Training/ Assessor and notify Allman College, if they are unable to attend training session for any reason as soon as possible
Receive training, assessment and support services that meet their individual needs accessing support needed to effectively participate in the training program	Notify Allman College, if any difficulties arise as part of their involvement in the program
Provide feedback to Allman College, on the client services, training, assessment and support services they receive	Make payments, if required, for their training within agreed timeframes

## *Student progress - qualifications*

Participants will be advised of their training schedule through their student training plan.

Students are expected to participate in all training activities and carry out any tasks that are required to achieve competency. You should complete these tasks to the best of your ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of your training. Your trainer will then discuss an action plan with you to address the performance issue and provide you with opportunities to recommence training if appropriate.

For classroom based training, if you are unable to attend a programmed training session then you must make every effort to contact Allman College, 48 hours before the session to discuss a plan to maintain progress. This may involve a catch-up class, extra self-paced study or another method agreed to with your trainer. Excessive absences may result in suspensions or cancellation.

Allman College will attempt to contact students who do not attend a training session to make an alternate arrangement. If students are unresponsive or non-contactable after 3 contact attempts, they may be withdrawn from the program.

## *Assessment*

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Assessment methods include:

### Written Exercises

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.

### Case Study/Written Report

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

### Presentations /Role Plays

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

### Portfolio

- A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

## **Practical/Observation Assessments**

- Students may be observed demonstrating practical skills, this could be in the workplace, in the classroom or via video

## ***Assessment Outcomes***

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this Student Handbook.

## ***Re-assessment***

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Students who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required. After that they may be charged a re-assessment fee.

Re-assessments are organised by the Student Services Officer and a cost maybe incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the College's policy.

## ***Withdrawal from a course***

If you wish to terminate your participation in a training program, please inform your trainer or Allman College administration immediately and complete a withdrawal form. This will ensure that your Statement of Attainment can be awarded to you promptly for the work you have successfully completed. The student is required to fill out the *Application for Course Deferment or Withdrawal* form. Available from Student Support

If a student is unreachable or does not reply to the College's attempts to communicate, their enrolment may be terminated. This measure will only be considered after the College has exhausted every reasonable effort to contact the student and determine their intentions regarding the continuation or completion of their course. The student will be advised in writing prior to this action taking place and provided with an opportunity to discuss the issue.

## Student support

Allman College caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs throughout their learning experience, from the initial enrolment stage onwards.

To ensure we meet the specific needs of our students, we:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of a student's support needs prior to commencement of training, whilst ensuring confidentiality for the student
- provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages
- have a Student Services Officer available to assist students
- work with the student to develop individualised strategies to suit their learning needs and address any identified gaps

To ensure the quality delivery of training and assessment, Allman College, provides:

- a) **Student vocational counselling** to improve and extend training outcomes. You can make an appointment for:
  - education and career counselling, or
  - assistance when applying for Recognition of Prior Learning (RPL).
- b) **Language, literacy, numeracy and digital (LLND) support** - Students needing LLND support are identified on enrolment into qualifications. Students requiring any assistance or support with language, literacy, numeracy or digital skills should speak confidentially with their trainer. Our experienced staff can discuss different ways of conducting training and assessment to assist students in achieving competence.

If a student needs LLND assistance beyond the capacity of Allman College to provide it will refer the student to an appropriate LLND provider.

- c) **Welfare assistance** – should you require assistance with a personal matter that is impacting your study please either speak to your trainer or reception/student support who will confidentially refer you to an appropriate service provider. There is no fee for referral but the service provider may charge a fee.

Below is a list of external Health Services we recommend:

Service Provider	Contact details	Assistance Provided	Fees
Lifeline	Phone 1300 224 636 or visit	Counselling, disability services, financial, gambling, indigenous mental health, personal issues, suicide, youth and age care	Free of charge

The Reading and Writing hotline	Phone 1300 655 506 or visit <a href="http://readingwritinghotline.edu.au/">http://readingwritinghotline.edu.au/</a>	Adult literacy and numeracy support	Free of charge
Beyond Blue	Phone 1300 22 4636 or visit <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	Depression and Anxiety	Free of charge
Workforce Australia	Visit <a href="https://www.workforceaustralia.gov.au/individuals">https://www.workforceaustralia.gov.au/individuals</a> -	Workforce Australia is a place Australians can search and apply for jobs or find more information on their pathway to employment.	Free of charge
Headspace	Phone or visit 1800 650 890 <a href="http://headspace.org.au">http://headspace.org.au</a>	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge

## *Student support for online students*

For online students, Allman College will:

- Provide an online learning platform that is user-friendly and accessible to all students.
- Offer virtual orientation sessions to familiarise online students with the learning management system (LMS), online resources, and support services available.
- Provide an online timetable and other instructions which are uploaded on the LMS on enrolment.
- Ensure that online students have access to the same quality of educational content, instruction, and assessment as on-campus students.
- Monitor student participation, engagement and the amount of time they spend in the LMS through weekly engagement data reports
- Facilitate online student communities and peer networks to foster engagement and support among online learners.
- Regularly review and update its online learning resources and support services based on student feedback and emerging best practices in online education

## **IT Support**

For log in, password issues, and other technical issues students are advised to talk with the administration team who will assist or arrange appropriate technical support.

## **Learning Support**

A nominated trainer/ assessor is assigned to provide learning support. Students are advised during orientation of the trainer/assessors name, contact details and how to access student



support for any online component of a course.

Students can also communicate with their trainer/ assessor via the LMS in case they have any questions or need explanation about the subject content. Information about how to do this is included in the student orientation session about the use of the LMS for the course and training link at first login to the LMS.

## ***Safety***

### Training Venue

Allman College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- If you are involved in any accident which results in personal injury and /or damage to equipment or facilities, notify the Trainer immediately.
- No consumption of illicit substances within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area;
- Observe hygiene standards particularly in eating and bathroom areas.

## ***Safety online***

When engaging in online activities, it is crucial to prioritise your safety and security. Always be cautious about sharing personal information such as your full name, address, phone number, or financial details. Use strong, unique passwords for different accounts and enable two-factor authentication where possible. Be wary of links and attachments in emails or messages from unknown sources, as they could lead to phishing sites or malware. Respect others online as you would in person, and report any suspicious or harmful behaviour to the appropriate authorities. Remember, your digital footprint is permanent, so think carefully about what you post or share online.



## ***Equity***

Allman College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Allman College staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately.



Students who feel that they have been discriminated against or harassed should report this information to a staff member that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Allman College, they are advised to contact the Australian Human rights Commission Complaints Info-line on 1300 656 419.

## *Privacy*

Allman College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles 2014.

Allman College only collects personal data that is reasonably necessary for /or directly related to the student's enrolment and training activity.

Information collected includes:

- Personal information as detailed in the enrolment form
- Results of training and performance evaluations including assessments, RPL assessments and language literacy, numeracy & digital evaluations
- Allman College personnel will update client personal details without charge being applied to ensure client information remains current, accurate and complete.
- Any unsolicited information provided shall be destroyed (where lawful to do so) as soon as practicable to ensure that the information is de-identified.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation. All information shared is kept in the strictest confidence by both parties and is available on request.

Allman College is required to collect and report full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data in accordance with the National VET Provider Collection Data Requirements Policy.

As part of the enrolment process we are required to obtain an individual's Unique Student Identifier or sufficient information to obtain the Unique Student Identifiers on behalf of an individual. The privacy of individuals is protected in line with the [Student Identifiers Act 2014](#) and [the Privacy Act 1988 \(Cth\)](#). Where an individual has authorised Allman College to create a USI on their behalf, the personal information collected for the purpose of creating a USI shall be destroyed as soon as possible after the USI application has been made or it is no longer needed for that purpose. The only exception to this requirement is where Allman College, is required under or by another law to retain the information.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases Allman College will seek the written permission of the student for such disclosure.



## ***Fees***

Allman College charges fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, amenities fees and training and assessment services.

Details of fees and charges are available on the fees schedule on the course brochures.

All students are issued with an invoice prior to enrolment clearly stating the full cost of the course relevant to them. This invoice will itemise fees including tuition fees, administration fees and amenities fees. Allman College does not collect more than \$1500 in advance from students prior to enrolment.

Fees may be incurred for recognition of prior learning. Please refer to your trainer or the website for specific fees.

On some occasions, the College may run courses free of charge.

## ***Guarantee of Service***

Allman College is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event that Allman College is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, Allman College will provide a refund of any unused portion of the fee.

## ***Changes to agreed services***

Allman College will notify the learner in writing within 10 business days of any changes to the agreed services, including changes in ownership, new or existing third-party arrangements, or if the college is closing down. These changes encompass alterations to the rights and obligations of the services provided. Before implementing such changes, the College will first inform the learner and allow time for the appeals period to elapse.

## ***Refunds***

Allman College undertakes to ensure that it provides financial safeguards for fees, charges and subsidies received from all students and training service clients. We ensure that all fees and charges paid are recorded in the appropriate manner so as to guarantee financial integrity.

Allman College takes a fair and reasonable approach to refunds. The table below details a range of scenarios and the refunds available. To apply for a refund, contact your Allman College administration. The application for a refund is also on the College website. For more

information refer to the Fees and Refunds Policy and the Fee Schedule on the website.

Situation	Refund
<b>Short Courses – 1 or 2 days duration</b>	
<b>Withdrawal before Course Commencement Date</b> <ul style="list-style-type: none"> <li>If the student cancels in writing 5 or more business days before the course starts</li> <li>If the student in writing cancels less than 5 business days before the course starts</li> </ul>	100% refund of paid tuition fees No refund
<b>Qualifications</b>	
<b>Withdrawal before Course Commencement Date</b> <ul style="list-style-type: none"> <li>If the student cancels in writing 14 or more business days before the course starts</li> <li>If the student cancels in writing less than 14 business days before the course starts</li> </ul>	100% refund of paid tuition less non-refundable fees, where applicable  80% refund of paid tuition less non-refundable fees, where applicable
<b>Course Transfers:</b>	
<u>This applies to all courses and qualifications</u>	
If the student requests a transfer in writing, 5 or more business days, before the course starts	First transfer: No charge Subsequent transfers: 50% course transfer fee
If the student requests a transfer in writing, less than 5 days, before course starts	50% course transfer fee
Student wishing to transfer to another date or course	Transfer once at no cost. Subsequent transfers will incur an additional 50% of course fee

<b>General</b>	
<u>This applies to all courses and qualifications</u>	
If the student cancels after course commencement date	No refund of paid tuition fees
Written notification of withdrawal received after commencement	No refund of paid tuition fees
Student has overpaid & has documentation to support overpayment	Full refund of overpaid monies
Student has paid monies and the course is unavailable to commence	Full refund of all course fees paid
Cancellation of a course by the RTO (including closure of RTO)	Full refund of all course fees paid

## *Method for payment of fees*

Allman College accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)

## *Access to your records*

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Allman College, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately. You will need to make a written request and provide verification of your identity.

## *Our continuous improvement of services*

Allman College is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### **Suggesting improvements**

If a student identifies an improvement that can be made at Allman College, this information can be provided directly to the trainer or RTO Manager at any time.

### **Learner engagement survey**

At the completion of your training program, you will be issued with a Learner Engagement Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Allman College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.



## ***Language, literacy, numeracy and digital skills***

Language, literacy, numeracy and digital (LLND) skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy, digital and numeracy skills influence the performance of workplace tasks such as measuring, weighing, using computers and comprehending written work instructions.

### **Qualifications**

To support this approach Allman College will for students completing a qualification:

- The College may assess a student's language, literacy, numeracy and digital skills via LLND Robot during their enrolment to ensure they have adequate skills to complete the training;
- Provide training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy, numeracy and digital assistance available;
- Refer students to external language, literacy, numeracy and digital support services that are beyond the support available within Allman College and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

### **Short courses**

Short course students may be required to complete a LLND test.

If a student is not confident of their LLND abilities we strongly recommend that they personally contact us prior to the commencement of the course to discuss the appropriateness of the course for them.

## ***Complaints and appeals***

Allman College is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

### **What is a complaint?**

A complaint is negative feedback about services, whether provided by Allman College or others on its behalf, other students or staff which has not been resolved locally. A complaint may be received by Allman College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Allman College within 28 days of the student being informed of the assessment decision or finding.

## Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## Complaint and appeals handling

Allman College undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Allman College including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Allman College shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Allman College representative is to disclose information to any person without the permission the Academic Manager. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.
- If complainant is not satisfied with the outcome of the complaint handling, the Chief Executive Officer may arrange for the complaint to be considered by an appropriate independent third-party such as the Resolution Institute, the national association of dispute resolvers, as an appropriate third party. Head Office details as follows:
  - Free call: 1800 651 650
  - Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)
  - Website: <https://www.resolution.institute>
- **Students may also contact** the National Training Complaints Hotline on 13 38 73 or by following the complaint process for the Hotline at <https://www.dewr.gov.au/national-training-complaints-hotline>
- You may access the complete policy and procedure on our website

## ***Recognition of your existing skills and knowledge***

In accordance with the requirements of the Standards for Registered Training Organisations, Allman College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in Allman College scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;



- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Allman College reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

## ***What is credit transfer?***

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### **Evidence requirements**

If you are seeking credit you are required to present your statement of attainment or qualification for examination by Allman College. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are to submit copies only which are certified as a true copies of the original.

### **Credit transfer guidelines**

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which is not included in Allman College scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.



## *Training and assessment standards*

Allman College is committed to delivering training and assessment consistent with the highest industry standards. Allman College will:

- Provide staff with all necessary induction and training
- Conduct regular reviews of training and assessment procedures
- Consult with industry, staff, and participants to assess the quality of training and assessment
- Always seek to improve training and assessment procedures
- Provide all the necessary resources to implement these processes
- Allman College will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing staff and participant satisfaction.

Allman College will collect and review feedback from industry sources, representatives, and advisory bodies on a regular basis. Industry Feedback will be used to review and improve training and assessment. Any Industry feedback which indicates practices by Allman College and/or representatives that may be contrary to legislation, standards or codes of practice will be acted upon immediately by Allman College.

The courses at Allman College are delivered based on competency standards set by industry. Participant competency for each component of their course (units) will be assessed by qualified staff using strict assessment criteria. When a participant can demonstrate competency for the required number of units of competency specified for their course, the full qualification will be awarded.

Where a participant can demonstrate competency for units of competency less than the required number to achieve a full qualification, a Statement of Attainment will be issued for the units in which competency was achieved. Participants who fail to demonstrate the required



level of competency will be provided with information, advice and/or counselling, and given further opportunity to demonstrate their competency.

## ***Plagiarism***

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/book/internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Allman College has formal procedures in place to check for cheating and plagiarism and action will be taken against any student engaged in plagiarism.

Penalties for plagiarism are serious. A student who is identified as cheating or plagiarising will be graded as “Not Yet Competent” (NYC), pending resubmission of the assessment. They will be given a second chance to resubmit the assessment within a timeframe set by the Allman College. Failure to resubmit by this due date will deem your assessment to be “Not Yet Competent”. A student may appeal if they feel they have been treated unfairly.

## **Artificial Intelligence (AI)**

AI can assist in generating ideas, providing information, and even drafting content, all work submitted must be fundamentally your own, with clear acknowledgment and proper citation of any AI assistance received. Using AI to create work that is not your own and presenting it as such constitutes plagiarism, a serious violation of academic integrity.

We encourage students to approach AI as a supplement to their learning, not a substitute for their intellectual efforts. Any misuse of AI that compromises the originality and honesty of academic work will be subject to the same disciplinary actions as traditional forms of academic misconduct.

## *Allman College's Code of Ethics and Responsibilities*



Allman College shall at all times act with integrity in dealings with all clients and members of the community.

Allman College shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- National Vocational Education and Training Regulator Act 2011, and
- Standards for Registered Training Organisations (RTO's) 2015
- Commonwealth/State legislation and regulatory requirements.

Allman College will ensure:

- Training and assessment strategies and practices are responsive to industry and learner needs, meet the requirements of training packages and VET accredited courses, and staff are qualified sufficient to deliver and assess programs on an ongoing basis,
- Its operations are quality assured.
- AQF Certification is issued, maintained and accepted in accordance with the Standards for Registered Training Organisations (RTO's) 2015
- Clients and current learners are provided with accurate information about the company, its services and performance
- Each learner is properly informed and protected
- Complaints and appeals are recorded and dealt with fairly, efficiently and effectively.
- Effective governance and administration arrangements are in place
- Legal compliance and co-operation the VET Regulator.
- Compliance with current Work Health and Safety and duty of care requirements,
- the maintenance of adequate records and the security of all current and archival records

Allman College undertakes to maintain quality training and to uphold the highest ethical standards.

Allman College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.

Allman College shall refrain from associating with any enterprise which could be regarded as acting in breach of this code of ethics or relevant standards or regulations.

## ***Consumer Rights & Statutory Cooling Off Period***

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you paid for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics.

These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that Allman College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

## *Legislation*

Allman College operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy and rights to a discrimination free environment. There are also a number of legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at [www.austlii.edu.au Commonwealth Act Compilations](http://www.austlii.edu.au/Commonwealth/Act/Compilations)

This page allows you to browse for legislative items within ComLaw, FRLI or a specific site database. Items that can be browsed for include Acts (as made) and Act Compilations, Legislative Instruments (as made) and Compilations of Legislative Instruments and Bills 1996+. Once you have determined what you want to browse, you can select how the returned legislative items should be sorted. The view tabs will change, depending on what type of legislative item has been selected.

The legislation that particularly effects your participation in Vocational Education and Training includes:

### **Commonwealth Legislation**

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Fair Work Act 2008
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2012
- Privacy Act (2001) including the Australian Privacy Principles
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Skilling Australia's Workforce Act 2005
- Work Health & Safety 2011