



Student Handbook

Contents

Introduction	4
All Training Services Pty Ltd	5
Who we are, what we do, Our Vision and Mission and our staff	5
Our Vision and Mission	5
Our principles.....	5
Our staff.....	6
Legal requirements	6
Australian Vocational Education and Training.....	7
Registered Training Organisations.....	7
The VET Quality Framework.....	7
The VET eight standards	8
Australian Qualifications Framework.....	8
Courses	9
Equity, accessibility and service standards.....	10
Privacy and confidentiality	10
Principles of Privacy	11
Registration	12
Processing and confirmation of registration.....	12
Change of registration	13
Enrolment.....	13
Student orientation.....	13
Online study.....	14
Course delivery options.....	14
Access, equity and training activities	14
Assistance with language, numeracy or literacy	15
Actions to support student language, literacy and numeracy.....	15
Fees, payment, withdrawals and refunds.....	16
Payment.....	16
Refund Policy.....	17
Refund process	18
Rights and responsibilities of students	18
Student code of conduct	19
Inter-personal behaviour and general conduct.....	19
Work Health and Safety	19
Course obligations	19
Disciplinary action	20

Plagiarism, cheating and collusion	21
Obligations of All Training Services Pty Ltd to students	21
Work Health and Safety	21
Rights of All Training Services	22
Assessment and the issuing of certificates	23
Assessment codes.....	23
Issuance of certificates, statements of attainment and ID cards	24
Access and Equity in assessment processes.....	24
Recognition of prior learning and credit transfer	24
Recognition of prior learning.....	24
Options to assess potential competencies.....	25
Credit transfer	25
Complaints and appeal process	26
Complaints about All Training Services Pty Ltd or partner RTO	26
Contacts for Dispute Resolution	27
Student records	27
Student support	28
General support services contacts.....	28
Maintaining quality and standards.....	28
Student feedback and continuous improvement.....	28

Introduction

Welcome to studying with All Training Services!

Our company partners with a range of Registered Training Organisations to provide high quality training experiences. We pride ourselves in our commitment to helping you to achieve your training and professional development goals.

We provide training to a wide range of industry sectors including mining, construction, maintenance, electrical, health and safety and engineering. We deal with all our stakeholders with honesty and integrity. We work closely with clients and students to ensure we meet their needs. We have engaged a dedicated and specialised training workforce.

As a new student, the handbook is full of information that will help you, so please read this book carefully. This will ensure that you are fully informed about how our company operates and delivers training and assessments, and lets you know what is expected of you.

Please note, having completed and signed an enrolment form, you have agreed to abide by the policies and procedures of All Training Services.

Should you have any questions regarding information in the handbook, please contact:

All Training Services

Ph: 1300 707 677

Post: PO Box 6140, Upper Mount Gravatt Qld 4122

Email: admin@alltrainingservices.com.au

Website: www.alltrainingservices.com.au

Thank you for choosing All Training Services!

Version control and amendments record

Version	Date	Approved by	Amended by	Amendment
1.0	April 2016	Director	Director	
1.1	August 2017	Director	Director	Updated refund policy and course units

All Training Services Pty Ltd

Who we are, what we do, Our Vision and Mission and our staff

All Training Services Pty Ltd is a Vocational Education and Training (VET) accredited course training and assessment provider working in partnership with multiple high quality Registered Training Organisations (RTOs). This enables our company to offer a wide range of nationally accredited VET training courses across numerous industry sectors. All Training Services Pty Ltd delivers nationally recognised training in partnership with, and under the auspices of [Col Joy Training Services Pty Ltd RTO 6491](#) and [Allens Training Pty Ltd RTO 90909](#).

An RTO is a government-approved training provider and assessor for nationally accredited and recognised training for VET. This means the courses we deliver in partnership with these RTOs are accredited under the VET Quality Framework (VQF) and students receive nationally recognised qualifications or statements of attainment. The VQF defines the required standards for qualifications in VET education in Australia.

All RTOs are subject to auditing by either the national VET regulatory authority, the Australian Skills Quality Authority (ASQA) and/or the Department of Education and Training (DET) in Queensland to ensure compliance against these standards.

All Training Services Pty Ltd has carefully selected its partner RTOs, choosing those with a reputation for high VET standards of training and assessment. This ensures we fulfil our company's commitment to you to deliver quality VET training and assessment.

We provide training to a wide range of industry sectors including mining, construction, maintenance, electrical, health and safety and engineering.

Our Vision and Mission

Our Vision is to be the preferred RTO training partner company with a reputation of excellence in the training fields in which we specialise.

Our Mission is to:

- fulfil clients' needs for a skilled workforce
- help individuals acquire the skills, knowledge and expertise to meet employment and career goals
- deliver high quality training and services for our partner RTOs

Our principles

All Training Services Pty Ltd operates under the following principles:

- Excellence and leadership in our field
- Dedication and commitment
- Honesty and professional integrity
- Health and safety of all persons under our WHS jurisdiction
- Fairness, non-discrimination and equity
- Ethical and legal operations

- Privacy and confidentiality
- Respect for all persons

Our staff

All Training Services Pty Ltd employs quality Trainers who are qualified and experienced in the areas they teach. This ensures that students have Trainers who understand the industries and skills for those industries, having worked in those industries. All Trainers fulfil the ASQA and AQF requirements, having:

- Certificate IV in Training and Assessment or equivalent (TAE40110)
- Recent industry experience in the vocational area
- Are conversant with the VET system and standards and practices
- Understand competency-based training principles and practice
- Familiarity with the VET Quality Framework and processes for Recognition of Prior Learning and Credit Transfer
- Know and practice the principles for Equity and Work Health and Safety

Legal requirements

Our company operates under a range of legislative requirements, not only in general business practices but to deliver training and assessment. Legislation that affects our operations includes but is not limited to:

Age Discrimination Act 2004 (Cwlth)	Industrial Relations Act 1999 (Qld)
Anti-Discrimination Act 1991 (Qld)	Information Privacy Act 2009 (Qld)
Australian Skills Quality Authority Standards	National Employment Standards
Australian Consumer Law 2011 (Cwlth)	National Privacy Principles 2006 (Cwlth)
Australian Human Rights Commission Act 1986 (Cwlth)	National Vocational Education and Training Regulator Act 2011 (Cwlth)
Australian Securities and Investments Commission Act 2001 (ASIC Act) (Cwlth)	Privacy Act 1988 (Cwlth)
Broadcasting Services (Online Services) Amendment Act 1999 (Cth)	Privacy Amendment Act 2004 (Cwlth)
Competition and Consumer Act 2010 (Qld)	Privacy Amendment Act 2012 (No. 197, 2012)
Corporations Act 2001 (Cwlth)	Racial Discrimination Act 1975 (Cwlth)
Criminal Code Act 1899 (Cwlth)	Racial Discrimination Amendment Act 1980 (Cwlth)
Criminal Code Act 1899 (Qld)	<i>Safe Work Australia Act 2008</i>
Criminal Code Act 1995 (Cwlth)	Sex Discrimination Act 1984 (Cwlth)
Cybercrime Act 2001 (Cwlth)	Sex Discrimination Amendment Act 1991 (Cwlth)
Disability Discrimination Act 1992 (Cwlth)	Student Identifier Act 2014 (Cwlth)
Disability Services Act 2006 (Qld)	Tax and Superannuation Amendment Act 2015 (Cwlth)
Education (Work Experience) Act 1996 (Qld)	Taxation Administration Act 2001 (Qld)
Equal Employment Opportunity (Commonwealth Authorities) Act 1987	VET Eight Standards
Evidence Act 1995	Vocational Education, Training and Employment Act 2000 (Cwlth)
Fair Trading (Australian Consumer Law) Amendment Act 2010 (Qld)	Work Health and Safety Act 2011 (Cwlth)
Fair Work Act 2009 (Cwlth)	Work Health and Safety Act 2011 (Qld)
Fair Work Amendment Acts 2011 and 2013 (Cwlth)	Work Place Relations Regulations 2006 (Cwlth)
Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986 (Cwlth)	Workers' Compensation and Rehabilitation and Other Legislation Amendment Bill 2013
Income Tax Assessment Act 1997 (Cwlth)	Workers' Compensation and Rehabilitation Act 2003
	Workplace Relations Act 1996 (Cwlth)

For updates of Commonwealth Legislation (other relevant legislation can be found at <http://www.comlaw.gov.au/Browse/ByTitle/Acts/Current>):

For updates of Queensland State Legislation: (other relevant QLD legislation can be found at http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm)

Australian Vocational Education and Training

The Australian Vocational Education and Training (VET) system enables students to gain specific qualifications and skills for the workplace that meet industry skilled workforce needs. The system operates within a strict national skills framework and is delivered through specific training packages developed to satisfy industry skills, required knowledge and competency levels. These packages are constantly reviewed and improved to meet changing industry needs and new technology and systems being used in the workplace. Being accredited means courses meet the Australian Qualifications Framework (AQF), VET Quality Framework (VQF) and industry standards for skills, knowledge and competency.

Registered Training Organisations

The VET system is delivered through Registered Training Organisations (RTOs) and their training partners. RTOs include: technical and further education (TAFE) institutes, community education providers, agricultural colleges, private training providers, community organisations, industry skill centres, and commercial and enterprise training providers. Some schools and universities are also registered to provide VET. The VET training gives students qualifications and statements of attainment that are nationally recognised and accepted by industry as proof of competency.

All Training Services Pty Ltd is a training provider that partners with multiple RTO's. This means we deliver accredited VET courses compliant with the VET Quality Framework (VQF), which defines the required standards for the courses. As a training provider in partnership with the RTO's, our company must work under a formal agreement with the partner RTOs, comply with VET quality standards and is subject to audit by the Australian Skills Quality Authority (ASQA) or the State Regulator, where there is one.

Only RTOs can give out the accredited qualifications and therefore All Training Services Pty Ltd's RTO partners are responsible for distributing certification gained through All Training Services Pty Ltd accredited course delivery and assessment.

The VET system is funded by the Australian Commonwealth and State/Territory Governments and also from private companies and individuals who pay for the cost of training.

The VET Quality Framework

The VQF has been set up to ensure nationally consistent, high quality training and assessment for the VET sector. The VQF covers standards for registered RTOs and training providers as well as standards for organisations that regulate and accredit RTOs and training across Australia. This means all States and Territories recognise the qualifications from an RTO.

The framework sets out the standards for delivery and assessment of training courses, and standards for the administration of the processes and systems to deliver training in VET. An RTO must comply with the requirements to become registered and also maintain ongoing compliance with requirements to maintain RTO status.

As a training partner with multiple RTOs, All Training Services Pty Ltd ensures that its company operations and the training and assessment services it provides complies with these standards.

The VQF covers:

- the Standards for Registered Training Organisations (RTOs) 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

The VET eight standards

ASQA, through their monitoring and auditing role ensure that RTOs comply with the eight VET Standards, which are:

Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

Standard 2. The operations of the RTO are quality assured.

Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

Standard 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

Standard 5. Each learner is properly informed and protected.

Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Standard 7. The RTO has effective governance and administration arrangements in place.

Standard 8. The RTO cooperates with the VET Regulator and is legally compliant at all times.

A copy of the standards is available from: <https://www.comlaw.gov.au/Details/F2014L01377>

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) contains all nationally recognised qualifications in a framework that extends from Senior Secondary Certification through to PhD. VET accredited qualifications include certificates I to IV, diploma, advanced diploma, vocational graduate certificate and vocational graduate diploma. Basic skills and knowledge are accredited at certificate I and II level. Certificates III and IV provide trade qualifications in the relevant field of study. Some qualifications can be articulated into further higher education studies. The AQF qualifications are:

(AQF1) Certificate I

(AQF2) Certificate II

(AQF3) Certificate III

(AQF4) Certificate IV

(AQF5) Diploma

(AQF6) Advanced Diploma

(AQF7) *Degree - university*

(AQF8) Vocational Graduate Certificate; Vocational Graduate Diploma

(AQF9) *Masters - university*

(AQF10) *Ph.D - university*

Detailed information on courses available can currently be found on www.training.gov.au. Nationally recognised training includes training packages, qualifications, units of

competency, accredited courses and skill sets. Currently this site is managed by the Department of Education and Training on behalf of Australian States and Territories. *

On the site you can search for RTOs and industry training packages. Industry packages relate to an industry sector and have been developed in collaboration with industry through the Industry Skills Councils. They are endorsed by the National Quality Council.

* With changes in government, the information for VET may be moved to a differently named organisation's website, but a search for the Australian Vocational Education and Training system should find the new or re-named site.

Courses

All Training Services Pty Ltd delivers nationally recognised training for the below listed units of competency's in partnership with, and under the auspices of [Allens Training Pty Ltd RTO 90909](#).

- CPCCWHS1001 - Prepare to work safely in the construction industry
- MEM11011B - Undertake manual handling
- UETDRRF06B - Perform rescue from a live LV panel
- HLTAID001 - Provide cardiopulmonary resuscitation
- HLTAID002 - Provide basic emergency life support
- HLTAID003 - Provide first aid
- HLTAID004 - Provide an emergency first aid response in an education and care setting
- PUAWER008B - Confine small workplace emergencies
- PUASAR022A - Participate in a rescue operation
- PUAFIR215 - Prevent injury
- RIIRIS201D - Conduct local risk control
- RIIWHS202D - Enter and work in confined spaces
- RIIWHS204D - Work safely at heights

All Training Services Pty Ltd delivers nationally recognised training for the below listed units of competency's in partnership with, and under the auspices of [Col Joy Training Services Pty Ltd RTO 6491](#).

- RIICOM201D - Communicate in the workplace
- RIIGOV201D - Comply with site work processes/procedures
- RIIWHS201D - Work safely and follow WHS policies and procedures
- RIIRIS201D - Conduct local risk control
- RIIERR205D - Apply initial response First Aid
- RIIERR302D - Respond to local emergencies and incidents
- RIIRIS402D - Carry out the risk management process
- RIIWHS301D - Conduct safety and health investigations
- RIIRIS301D - Apply risk management processes
- RIICOM301D - Communicate Information

All Training Services Pty Ltd's vision is to expand course offerings over time. New courses will be listed on the website at <https://www.alltrainingservices.com.au/> and will also be added to the handbook.

Equity, accessibility and service standards

All Training Services Pty Ltd is fully committed to uphold the principles of equity, accessibility and high quality service standards. We incorporate these principles:

- in the employment and management of our staff and contractors
- in the provision of customer service
- in our dealings with clients; and
- in the delivery of training and assessment for our students.

Students have equitable access to all programs irrespective of their gender, culture, ethnicity, socio-economic background, marital status, age, religion, educational background, linguistic skills, or physical, intellectual or psychiatric disability, as identified by the Anti Discrimination Acts.

For programs that have a limited number of vacancies, these will be filled in the chronological order of enrolment. Admissions will therefore be free of discrimination.

If an applicant is unable to meet the entry requirements, assistance will be given to help the applicant find an alternative path to accessing the training they are seeking.

We believe that all persons having dealings with our company should be afforded the fundamental rights of:

- respect
- a physically and emotionally safe work or learning environment
- fair treatment
- having all complaints addressed quickly and treated with sensitivity, respect and impartiality
- confidentiality and respect for privacy as required by law
- access to support and assistance when needed, whether physical, emotional or intellectual to carry out their duties (if staff) or to participate in training and assessment (if students)

Our Codes of Conduct for students and for staff clearly define unacceptable behaviour and the expectations that we have for behaviour standards within, when representing and when dealing with our company.

Privacy and confidentiality

All Training Services Pty Ltd abides by the legislation and regulations regarding privacy and confidentiality. This means that we will:

- provide advice to you about the collection of personal information, its purpose, use, and security
- only collect personal information required to carry out the business of All Training Services Pty Ltd and to fulfil the data information for ASQA and the AQTF
- take reasonable steps to secure and protect all personal information
- follow procedures that will ensure the personal information is accurate, up-to-date and complete
- provide access to students to their personal information, in the manner and as determined under privacy and confidentiality regulations
- provide access to personal information by approved entities or persons, if required by Australian law
- seek consent from the owner of the personal information for any other legitimate access request
- respond quickly, following required procedures under the Acts to resolve concerns or breaches relating to unlawful access to, use of or changes to personal information
- retain personal information as required by law until it is able to be destroyed

- require staff and contractors to sign a Deed of Confidentiality
- only use government unique identifiers for the purpose for which they were created
- allow anonymity, where allowable by law, for the provision of some information

Principles of Privacy

Our privacy and confidentiality policy and procedures reflect the national and state privacy principles outlined below.

There are thirteen Australian Privacy Principles (APP) in the Commonwealth Privacy Act:

APP 1 — open and transparent management of personal information which means the management of personal information in an open and transparent way

APP 2 — anonymity and pseudonymity refers to allowing a person to be anonymous or provide a pseudonym if circumstances allow

APP 3 — collection of solicited personal information means only collecting personal information that is reasonably necessary to collect in relation to the activity or reason for collection

APP 4 — dealing with how to remove unsolicited personal information deals with information that was not necessary, but that was acquired in the course of collecting information or the activity

APP 5 — notification of the collection of personal information refers to advising the person from whom information is to be collected, what the information is, why it is collected, how it is protected, how it is used, required disclosure, how the owner of the information can access the information

APP 6 — use or disclosure of personal information deals with consent requirements, the use and disclosure allowed under the Act, including as directed by law

APP 7 — direct marketing relates to the collection and use of personal information in a direct marketing activity and required consent areas (links to the Do Not Call Register Act 2006 and Spam Act 2003)

APP 8 — cross-border disclosure of personal information deals with restrictions and allowances for disclosure across borders and protection from breach of the Act

APP 9 — adoption, use or disclosure of government related identifiers deals with access to personal information collected in adoption procedures. This also deals with the use of government identifiers.

APP 10 — quality of personal information meaning it is accurate, up-to-date and complete

APP 11 — security of personal information deals with the steps that must be taken by the collecting party to protect the personal information from unlawful access, change, disclosure and use, and when information can be destroyed

APP 12 — access to personal information concerns access to the personal information by the person whose information it is, request procedures and how to provide the access, and the instances when access can be lawfully denied

APP 13 — correction of personal information concerns the right of and process for an entity to request persons to update their personal information

Currently, all matters associated with this Act in the Commonwealth are dealt with by the Office of the Australian Information Commissioner www.oaic.gov.au

The Queensland Information Privacy Act refers to Eleven Information Privacy Principles (IPP). The IPPs reflect the APPs, and the laws of Queensland:

- IPP 1 — Collection of personal information (lawful and fair)
- IPP 2 — Collection of personal information (requested from individual)
- IPP 3 — Collection of personal information (relevance etc.)
- IPP 4 — Storage and security of personal information
- IPP 5 — Providing information about documents containing personal information
- IPP 6 — Access to documents containing personal information
- IPP 7 — Amendment of documents containing personal information
- IPP 8 — Checking of accuracy etc. of personal information
- IPP 9 — Use of personal information only for relevant purpose
- IPP 10 — Limits on use of personal information
- IPP 11 — Limits on disclosure

Relevant legislation includes the Commonwealth Privacy Act 1988 and the Information Privacy Act 2009 (Queensland). The Queensland Act is linked to the Rights to Information Act 2009 (Queensland).

Registration

Prior to enrolment, it is suggested that you contact our office by phone or email to register your interest. One of our friendly staff will answer your questions, discuss your needs and direct you to view the details of suitable courses online or send you copies of course information sheets for potentially suitable courses, if you have not yet chosen one.

When you are ready to register with us:

- Check details of courses, dates, times and any pre-requisites to ensure you have selected the right course and can fulfil any course requirements, i.e. check that you are eligible to do the course and have the pre-requisites
- Register online or contact our friendly staff who will complete a registration form over the phone. If registering online, please ensure all fields are filled in. Insert n/a if a field is not applicable
- Pay for your course using one of the payment options at the time of registration.

If you have language, learning and literacy needs, please ensure you indicate this in your registration form. This need will be recorded by All Training Services Pty Ltd and referred to the RTO. You will be contacted to discuss options for your needs.

Processing and confirmation of registration

Once the registration form is completed, staff will check the form is correctly filled in. Staff will contact you if there are any errors or omissions.

Please note, registration is not finalised until payment is received. Once payment is received, a confirmation of your successful registration, receipt for payment and a course enrolment pack will be sent.

Enrolment pack information may include:

- Eligibility and application form for Government subsidy for training (where this may apply)

- Student enrolment form for partner RTO
- Outline of fees and charges for the course, payment plans, refunds and withdrawals
- Course timetable
- Course information
- Recognition of prior learning policy and Credit Transfer – on RTO enrolment form
- Student handbook
- Permission form for video/photography

Change of registration

Should a student wish to change their registration arrangements to a later date, or extend the timeframe for study should an online course have been selected, this will be assessed on an individual basis.

The request must be in writing stating the reason for the request for change. Ideally this should be within two weeks of the required change.

Registration changes may be granted, depending upon the cause of inability to attend. Additional supporting documentation may be required, such as a letter from the employee's manager or a doctor's certificate.

Transfer to a later session, if the course was to be delivered in a classroom, may be possible if it is to occur within twelve months of the original course booking.

Enrolment

On the first day of the course, students must complete and sign an enrolment form. This will have been sent in the enrolment pack, but can also be provided on the day. They must provide ID, if requested. Assistance can be provided to complete the enrolment form, if required.

Any outstanding balances for payment of fees must be paid on the commencement day of the course. This can be done via 'PayPal Here' App on their phone, Credit Card or direct bank deposit and receipts will be issued for such payments.

Student orientation

Prior to the course, All Training Services Pty Ltd will contact you to confirm details about the training program, its delivery agenda, venue and parking details (if training is class room based), Work Health and Safety requirement, and onsite arrangements (if applicable).

When you attend on your first day:

- Please bring a form of identification (Driver's Licence, Passport)
- If seeking credit transfer, original qualification to be copied for your records held by All Training Services Pty Ltd
- Check your details recorded by All Training Services Pty Ltd are correct (name spelling, address, contact details)

Courses will commence with an induction program covering:

- Overview of All Training Services Pty Ltd
- Housekeeping - facilities available, emergency procedures, refreshments, breaks
- Course summary
- Training activities and assessment procedures
- Qualifications achieved
- Work Health and Safety requirements

- Student code of conduct
- Complaints procedure
- Support and assistance available
- Reminder about collusion, plagiarism and cheating
- Student feedback process
- Opportunity to ask questions

Online study

When online learning is available, if you have selected this option you must complete an enrolment form before you receive a password to access the student area of the website. Here you can download your course materials and upload your completed course workbook and an observer's/work supervisor's assessment of task performance (where applicable).

You must complete and return your enrolment form to All Training Services Pty Ltd before commencing the course.

You will be allocated a Trainer who will mark your work and whom you can email, through the student area, should you have any questions.

Your Trainer will respond to your email as soon as possible, but within three days, depending upon the complexity of the inquiry.

Students studying online will have slightly different arrangements for some parts of their assessment. This may require an observer or supervisor to complete a task assessment form. All Training Services Pty Ltd may contact this person to seek further information about the observed task.

Students will have a start and completion date for their studies and any extension will be granted according to All Training Services Pty Ltd's policy. Please contact All Training Services Pty Ltd as soon as you are aware that you may be unable to complete your work in the allotted time.

Non completion of the study and associated assessment tasks will result in failure of the course. No refunds can be claimed.

Course delivery options

All Training Services Pty Ltd aims to provide a range of options for delivery of courses, whilst also ensuring students can achieve the required elements of competency. The following options for delivery are available at present, and may be expanded in the future to include online learning. Delivery options may vary from course to course, depending upon the requirements of the course. Please check the details for delivery in the course information on page 9. Delivery methods include:

- Face-to-face classroom training
- On-the-job training and assessment
- Practical training and assessment
- Online training and assessment

Access, equity and training activities

All Training Services Pty Ltd uses venues that provide access to disabled or impaired persons.

All Training Services Pty Ltd uses training materials and activities that take account of student needs such as disability, language, numeracy and literacy, and educational background. Reasonable adjustment of material and activities can be made to meet the physical and learning needs of students. Delivery modes and activities may include some of the following:

- individual projects
- audio/visual presentations
- computer managed learning and assessment
- site visits
- practical exercises
- internet research
- demonstrations
- class or group projects
- oral or written reports

Assistance with language, numeracy or literacy

At registration, a student has the opportunity to request assistance with language, numeracy or literacy. All Training Services Pty Ltd's partner RTO will contact the student to discuss and arrange the support or assistance that will be available.

Training resources and tasks will not involve language, literacy and numeracy needs above those that are relevant to the level of the course being taught.

The trainer for the class will be advised of specific student needs and will ensure that the activities and tasks are 'reasonably adjusted' to accommodate student learning needs, yet still comply with ASQA and VQF requirements.

Actions to support student language, literacy and numeracy

Trainers ensure that materials, resources and assessment tools and tasks do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught and assessed. The language, literacy and numeracy tasks will be clearly and simply outlined, using examples where possible. Opportunities will be repeated to enable practice and support as the student learns and then student will be given opportunities to work independently to use the language, literacy or numeracy skills.

Other support offered may include:

- requiring only essential written elements to be completed, with alternative methods for other areas of skill or competency
- providing audio recordings of material for participants with reading difficulties
- providing a writer for students unable to write
- providing access to an interpreter
- use of pictures, signs and graphics to assist with comprehension
- use of video recordings to demonstrate skills
- avoiding fatigue or a sense of being overwhelmed by writing tasks by getting students to work in pairs or groups and share writing
- providing model answers that can be used to scope the student response
- using plain English in all material, documents and forms
- using clear headings, explaining jargon or technical terms
- speaking clearly and at a pace that a person with language difficulties can follow
- giving clear, logical instructions and questioning students to check they understand what is required

- encouraging students to ask questions and seek help from each other or the Trainer
- asking students to explain a numerical or mathematical process that applies
- providing examples and showing students the steps to solve a numerical problem
- identifying the mathematical tasks required and going over how they are done
- offering one-on-one support whilst others are working
- encouraging the use of calculators and providing assistance to learn how to use them.

Fees, payment, withdrawals and refunds

Course fees and outlays are detailed under the section 'Courses' on page 9 and are also on our website under 'Course Information'.

All fees under \$1500 are to be paid in advance and receipt of fees confirms registration on a course. For fees amounting to more than \$1500, a deposit is to be paid, with the balance to be paid prior to commencement of the course.

Course fees include all charges to complete the course and cover:

- tuition
- support and coaching
- any associated student workbooks, handouts and manuals
- classroom and facilities
- access to any specialised equipment necessary for the training

Students will be advised of equipment and consumables that they must bring for their own use, e.g. laptops, note pads.

Fees/deposits are held in a separate account and not accessed until the course begins. A portion of the fees will be retained in this account until the course is completed, to allow for any pro-rata refunds for eligible students. All fees are recorded in the student management system.

Additional fees will be charged for replacement of certificates. Print of originals will attract a charge. Copies of qualifications are free.

If a student is assessed as '**Not Competent**' at the end of the course, then a grace period of one month applies to re-try assessment or to complete outstanding work, otherwise all fees are forfeited.

Payment

All courses fees can be paid online through the website by Credit card, PayPal or direct deposit into All Training Services Pty Ltd's bank account. Students may wish to make a direct deposit. The invoice notes the direct deposit details and BPay details.

If you have any difficulties with the payment procedure, please contact the office on 1300 707 677.

Refund Policy

Refund of all or part of fees may be available, subject to compliance with All Training Services Pty Ltd's refund policy noted below:

- All Training Services Pty Ltd will allow cancellation by students or clients within seven days of the course commencement and will provide a refund, under the following circumstances:
 - personal trauma such as (serious accident, illness, severe hardship as a result of loss of employment, loss of a family member)
 - Cancellation of course by All Training Services Pty Ltd
- If an online student registers and receives training material, then subsequently changes their mind or is unable to do the course and returns the material within 28 days of the course commencement, they are entitled to a refund minus an administration fee of \$50.00. The student must apply in writing to the CEO to cancel the enrolment and request the refund, minus any administration fee.
- If a refund applies, refunds will be paid within 14 days of the claim for a refund.

Guidelines for refunds - withdrawal from the course less than 4 weeks prior to the course, the following will apply:

Withdrawal Reason	Amount Refunded
Withdrawal at least 1 week prior to the agreed start date	Full refund minus admin processing fee of \$50; or held in credit.
Withdrawal at 3-6 days prior to agreed start date	50% refund (course handling /student contribution fee retained by All Training Services Pty Ltd); or held in credit.
Withdrawal at 1-2 days prior to agreed start date	No refund
Failure of course	No refund
Withdrawal on the agreed start date, unless there are extenuating circumstances.	No refund
Withdrawal from a course without written notice in advance to All Training Services Pty Ltd.	No refund
Withdrawal after the agreed start date, unless there are extenuating circumstances	No refund
Leaving before finalizing the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. In this instance students may re-schedule a course within one month of the course date	No refund
Serious and proven plagiarism, cheating or collusion resulting in dismissal from the course	No refund
Serious breach of the code of conduct involving law breaking	No refund
Course withdrawn by All Training Services Pty Ltd	Full refund or held in credit
All Training Services Pty Ltd is unable to provide the course for which the original offer was made	Full refund or held in credit

Refund process

To request a refund, students must complete a course cancellation and refund form accompanied by supporting documents such as a doctor's certificate or signed Statutory Declaration. The refund claim form must be signed and dated by the student or client.

To make a cancellation and seek a refund, the student must complete a Course cancellation and refund request form.

The course cancellation and refund form details the student's name and contact details, payment details for refund, student signature and date. It also details the course in which they enrolled and are now cancelling including course name, date, time, cost, duration, the reason for cancellation, the refund being requested, based on guidelines, and the student would include any supporting documentation for the reason for cancellation to accompany the form.

A Payment of refund form will be completed and signed by All Training Services Pty Ltd. A copy will be retained by All Training Services Pty Ltd and the original provided to the student/client.

Refunds are only paid to the person who entered into the agreement to undertake the training i.e. the student or client (if the client paid the fees).

If All Training Services Pty Ltd has to cancel or reschedule a course, students/clients are entitled to 100% of their fees or deposit being fully refunded or transferred to a future course. Where practicable, All Training Services Pty Ltd will give 48 hours notice to students/clients, or where this is not possible, as soon as the client is able to give notice.

A refund is not provided to a student/client if the student/client fails to give notice either by email or phone call, prior to the course commencement.

If a course has been tailor-made for a client and travel is involved in providing a trainer, cancellation of booking will attract a 50% cancellation fee if postponed within 48 hours of course commencement and 100% of the fee if less than 24 hours.

No refund is available to students who leave before completing the course and assessment, unless a medical certificate or proof of extenuating circumstances is provided. In that case the student or client may reschedule within one month of the original course ending.

All Training Services Pty Ltd will on-cost to a client travel and accommodation costs organised for a course, when the course is cancelled or postponed for any reason.

Rights and responsibilities of students

In signing the enrolment form, students have agreed to the policies and procedures of All Training Services. In the interest of equity, privacy and confidentiality and the health, safety and rights and responsibilities of staff and students, please read and adhere to the following student obligations

Student code of conduct

Inter-personal behaviour and general conduct

1. Students are expected to demonstrate respect for all students and staff of All Training Services Pty Ltd and property, specifically including:
 - not using discriminatory, obscene or derogatory language to other students or staff of All Training Services
 - not bullying, harassing, threatening or victimising other students or staff of All Training Services Pty Ltd
 - not engaging in disruptive behaviour of any kind
 - not breaking of any state or federal law (for example damaging property, theft, assault)
2. Students are expected to respect the property and equipment of All Training Services Pty Ltd and any venue being used for training.
3. Students are expected to wear appropriate clothing to undertake training, including any required safety clothing items. No thongs, sandals, or open toed shoes are to be worn.
4. Students are expected to arrive on time, however lateness may occur occasionally due to transport issues. If a student will be very late, they should advise All Training Services Pty Ltd Administration or the Trainer.
5. Students are expected to undertake course tasks, assignments and activities and complete work required in a timely manner.
6. Should students have a complaint or wish to make an appeal against an assessment, they are required to follow the complaints and appeal process outlined in this handbook.

Work Health and Safety

1. Students must abide by All Training Services' Work Health and Safety policy. This means students must:
 - take reasonable care of their own safety and the safety of others
 - conduct themselves in a manner that does not jeopardise the safety of others
 - follow the directions of the Trainer, should an emergency, accident or injury occur in the training situation.
2. A 'No Smoking' policy applies to all courses. Smoking is only allowed during breaks and in the designated 'Smoking' area of the venue or workplace.
3. No alcohol is allowed on training courses.
4. Students are not to attend a course if under the influence of alcohol or drugs. If a student does attend in this state, they will be asked to leave. Law enforcement will be called if necessary.
5. Students must take note of the Trainer's information about evacuating the building/work site, due to a fire or emergency and must follow the directions provided by the Trainer at that time.
6. Students must report to the Trainer, any accident or incident that could or has caused injury.

Course obligations

1. Some courses may have pre-requisites and students may be asked for proof that they hold the pre-requisite prior to the course commencement.
2. Proof of identity and current qualifications may require the presentation of student original documents.
3. Students enrolled in courses involving physical activity or practical demonstrations undertake these activities at their own risk. If a student is unable to participate in this

part of the course due to an injury or ill health on the day of the activity, they must advise the Trainer who may arrange an alternative time to undertake the activity or demonstration.

4. Students may be asked to provide a statement from their doctor regarding a medical condition that will require alternative arrangements to be made for assessment activities.
5. Some courses require the wearing of appropriate P.P.E clothing and footwear. Students must comply with this requirement.
6. Students must commit time and effort to course tasks and activities and complete tasks and assessments as directed by the Trainer. If there are difficulties in fulfilling tasks, the onus is on the student to discuss these difficulties with the Trainer in order for alternative arrangements to be considered. Reasons for non-completion are not to be frivolous. Ill health, injury or personal emergency (family etc.) may be cited. In the case of ill health or injury, a doctor's certificate or letter may be requested.
7. Where working in pairs or groups, a student must maintain a respectful, collaborative and cooperative approach to ensure all parties benefit from and can demonstrate skills, knowledge or competency in the task or activity.
8. Students are expected to keep classrooms and practical work areas clean and tidy.
9. No food or drink is to be consumed in the classrooms or onsite work area. Designated areas for eating and drinking must be used.
10. Mobile phones must be turned off during training. If there is some emergency reason why a student must keep the phone on, the student must advise the Trainer and put the phone on 'silent'. In this instance, calls must not be taken in the classroom.
11. If a course requires students to access the internet, the internet activity should relate to the course. The student must not access other sites and strict disciplinary action will be taken if students access inappropriate sites or videos.
12. If a student is going to be absent from the course or assessment activity, they must advise the Trainer and All Training Services Pty Ltd's Administration. Reasons for absence that are acceptable include:
 - ill health and injury (both require a doctor's certificate)
 - family emergency or bereavement
 - transport strike which stops the student reaching the training venue.
13. Alternative arrangements can then be made to make up the time or to re-schedule the assessment.

Disciplinary action

Any breach of behaviour standards, by students or staff of All Training Services Pty Ltd must be reported to the Manager of All Training Services Pty Ltd.

Should a student breach the code of conduct, All Training Services Pty Ltd reserves the right to take disciplinary action. An initial warning will be given to the student regarding the breach.

If the breach continues, the Trainer and/or Manager of All Training Services Pty Ltd may:

- ask the student to leave the training room or the training facility
- request to meet with the student to discuss the issue
- cancel the student's enrolment if the breach persists
- record the issue on the in the student record
- refer the matter to law enforcement if the breach involves breaking the law.

Plagiarism, cheating and collusion

Plagiarism involves a person using someone else's work and pretending it is their own, with no attempt to acknowledge the origin, source or ownership. Plagiarism breaks copyright laws. Should a Trainer consider a student guilty of plagiarism, the matter will be reported to the Manager of All Training Services Pty Ltd.

Collusion is when a student works with someone else or a group of people and then passes the work off as their own unaided work.

The above are forms of cheating. Cheating of any kind may result in:

- the student being asked to resubmit work or demonstrate competency
- the student failing the course
- dismissal from the course without refund
- refusal to be accepted in another course delivered by All Training Services Pty Ltd

A student has the right of appeal against an accusation of committing any of the above. The appeal must be lodged in writing within seven days of the penalty being imposed.

Following receipt of the appeal, a meeting will be arranged between the student, Trainer/Assessor and the Manager, All Training Services Pty Ltd to discuss and investigate the allegation.

Obligations of All Training Services Pty Ltd to students

All Training Services Pty Ltd is committed to:

- providing up-to-date, high quality training
- ensuring language, literacy or numeracy assistance is available if required
- engaging quality trainers with required qualifications and experience
- running classes and courses on time
- creating a positive and productive learning environment and experience
- ensuring skills, knowledge and information are accurate and correct for the industry sector
- ensuring learner needs are met
- dealing fairly and respectfully with students
- maintaining privacy and confidentiality of student information
- ensuring assessments are authentic, valid, fair, reliable, current, and sufficient to demonstrate competency and fulfil the requirements of assessment under ASQA and VQF
- following fair and transparent procedures to manage appeals and complaints
- maintaining the welfare and safety of students.

Work Health and Safety

All Training Services Pty Ltd abides by the requirements of the Work Health and Safety Act 2011 and has developed and implements its Work Health and Safety policy and procedures to ensure a high standard of Work Health and Safety is maintained.

All Training Services Pty Ltd commits to:

- protecting the health, safety and welfare of employees, students and other persons

- assessing risk to health, safety and welfare of employees, students and other persons
- eliminating or mitigating risks to health, safety or welfare of employees, students and other persons
- ensuring the health safety of members of the public in the undertakings of employees, students and other persons for All Training Services
- consulting with employees and other relevant organisations and persons in the review and development of health, safety and welfare policies and procedures, work instructions and guidelines
- maintaining up-to-date policies, procedures, codes of practice and work guidelines
- maintaining safe work areas both on All Training Services Pty Ltd premise and in venues and work areas used by All Training Services
- ensuring staff and students are aware of and follow work, health and safety principles and practices
- ensuring equipment that is used is regularly maintained and checked for safety
- ensuring safe use of equipment and the following of proper work procedures
- ensuring the use of PPE where required
- ensuring training in safe manual handling techniques is provided
- developing and communicating to staff, students and relevant persons an evacuation plan and emergency plan, and undertaking practice implementation of these plans
- maintaining an incident recording and reporting database
- having First Aid and safety procedures properly displayed
- maintaining a safe work environment free from harassment, discrimination and threat

Rights of All Training Services

All Training Services:

- reserves the right to cancel or reschedule courses if deemed necessary, and in this instance students are entitled to a refund or ability to attend the course scheduled later
- reserves the right to decline admission to a course for students that do not fulfil course eligibility criteria or who do not complete payment.
- reserves the right to terminate a student's enrolment, following a written warning, should a student not abide by the Student Code of Conduct. If a student's enrolment is terminated due to breach of the Code of Conduct, the student will not be eligible for a refund
- reserves the right to change the Trainer/Assessor at any time without notice to course students, although where possible notice shall be given
- reserves the right to change elements of the course from those advertised, without notice, as long as the changes fulfil the course competency requirements
- reserves the right to withhold the issue of a course qualifications, if a student fails to supply all pre-requisite documentation for that course, until such times as these are provided
- has a duty of care under the Work Health and Safety Act 2011 (Qld) and will implement and enforce its Work Health and Safety policy to protect staff, students and the public.

Assessment and the issuing of certificates

During the delivery of the course and at the end of the course students will be assessed for competency. Assessment procedures and tasks are regularly reviewed for reliability and validity and are developed in consultation with industry.

The Assessor may be a different person to the Trainer, as required by the course or task.

Students will be advised of the assessment procedures at the beginning of each course and advised of the details and arrangements for final assessment.

Students can attempt an assessment up to three times. Following failure at the third attempt, an independent assessor may be used.

The assessment activities will use approved tools and tasks to meet the VET requirements and be conducted in a manner that fulfils the assessment principles and rules of evidence. Assessments will meet any regulatory requirements for the activity.

Assessment must involve a number of different tasks or activities requiring physical activity or demonstration, and written or verbal responses and may involve a number of different tasks such as:

- practical task
- demonstrations
- presentations
- planning
- management or contingency management of a situation
- job role demonstration of skills
- reports
- projects
- problem solving
- development of specific tools or procedures

Assessment codes

Once assessed, assessment results are recorded as follows:

- C - Competent
- NC or NYC- Not competent or Not Yet Competent

Other codes that may be used in the assessment process include:

- DNA - Did not attend assessment
- DNS - Did not submit (some element of work for assessment)
- NE - Not eligible for assessment (may not have participated in that part of the training)
- RPL - Recognition of Prior Learning (assessed by All Training Services Pty Ltd and agreed that this element of competency is evident in previous learning/qualification and experience)
- CT = Credit transfer (completion of another course)

To be competent students must have:

- completed all tasks and activities in class/on site
- participated as required in class tasks and activities
- achieved all learning outcomes
- handed in all work that is required for assessment
- met all the criteria for assessment.

If a student is deemed 'Not Competent', then the student may choose to re-sit part of the assessment where they were considered 'Not Competent'. A re-sit fee may apply.

If a student is deemed 'Competent' they will receive a nationally recognised qualification and ID card (where applicable) from the partnering RTO under which All Training Services Pty Ltd has delivered the training and assessment.

Issuance of certificates, statements of attainment and ID cards

All Certificates of Completion, Statements of Attainment and ID cards obtained by successfully completing a course will be issued within 21 days of course completion.

Students should keep copies of assessments in a safe place. Original replacements can be supplied for a fee. Copies are free.

Access and Equity in assessment processes

All Training Services Pty Ltd is committed to ensuring access and equity in its assessment process. To this end changes and adjustments can be made to the assessment tasks or process to meet the student's needs, as long as the changes do not change competency outcomes.

Any changes must not create undue hardship and expense for All Training Services Pty Ltd or the employer. Good management practices, sensitivity and flexibility guide the development of appropriate adjustments.

If a student misses an assessment, with reasonable excuses (refer to point 11 under 'Course Obligations' for students) the Trainer/Assessor may re-schedule the assessment. A fee may be charged for this.

Recognition of prior learning and credit transfer

Recognition of prior learning

The opportunity to apply for Recognition of Prior Learning (RPL) is offered to students during the enrolment process. All Training Services Pty Ltd and its partnering RTO will recognise all AQF qualifications and statements of attainment issued by other registered RTOs. All Training Services Pty Ltd will contact the student who has indicated a desire to seek a RPL and discuss the proposed RPL. The matter will be referred to the partner RTO.

An RPL form must be completed by the student and submitted to All Training Services, together with evidence to support the request. This will be forwarded to the partner RTO for assessment.

In order for an RPL to occur the student must provide evidence of the skills and competency to be considered. Evidence can be in various forms and might include:

- Resume or work history
- Position Description from current and previous roles
- Formal qualifications, certificates, statements of attainment and results of assessments
- Documented examples of work
- Completion of training record book or learning logs;
- Details of in-house courses, in-service, workshops, seminars or inductions
- Records of training and education – transcripts of training histories
- Recent referees – references, letters or correspondence from previous employers or supervisors

- Third party reports – confirmation from previous employers or supervisors of how you have applied your
- skills and knowledge in the work place in reference to the unit/s of competency
- Work performance reports
- Awards

Evidence must be current and of a quality acceptable to ensure it supports the claim for RPL.

Assessment of the evidence includes consideration of whether it is:

- authentic (student's own work)
- valid (relates directly to current version of the endorsed unit of competency)
- reliable (shows the student consistently meets the competency of the endorsed unit)
- current (reflects the students current capacity to perform the work at the competency level)
- sufficient (covers the range of elements in the unit of competency being claimed and addresses the four competency dimensions of task skill, task management, contingency management and job/role environment skill)

Once the RPL is assessed and granted by the partner RTO, a record of the assessment and date of granting the RPL will be made by the partner RTO and All Training Services Pty Ltd Administration. These details will be recorded on the Student record database. The student will be issued with the relevant statements of attainment for units claimed by RPL by the partner RTO.

Should the RPL not be granted a student has the right of an appeal and would follow the appeals process set out in this book.

Options to assess potential competencies

There may be different options to assessing a student who has gained competencies through work and life, who may have some gaps in their competencies, or require updating of training in some areas. The partner RTO with All Training Services Pty Ltd can assess the student and once the current competencies are identified, structure a learning and assessment program to fill the identified gaps. This adjusted program will attract a fee.

Credit transfer

Students will be able to use their existing qualification, which have been issued by other RTOs as credit transfer, when enrolling in our courses. This is on the condition that the credit transfer complies with the package rules for qualification being attained.

Students will be required to provide original Certificates and Statements of Attainment and proof of their identity.

The following indicates when credit transfer may be possible:

- when the unit from a training package has the same code and title, even if the training package is different
- when the unit is compared with the unit for which credit transfer is requested. If there is a minor change in the code or title yet the content and requirements are substantially the same, e.g. 80%, then a credit can be given
- when the unit is in another training package and has been recoded, but the content is the same.

To apply for the credit transfer a student should have indicated the need on the registration form. They will then be required to fill in a credit transfer form from the partner RTO. This

form is to be sent to All Training Services Pty Ltd, who will record the request in the student file and forward the form to the partner RTO.

The form must be accompanied by the relevant evidence such as the qualification, official academic transcript or statement of attainment. These should be originals or certified copies.

The request will be assessed by the partner RTO and if granted, a credit transfer record will be placed on the student file and a statement of attainment provided to the student.

If the credit transfer is not approved, the student has the right of appeal and would follow the appeal process in this handbook.

Complaints and appeal process

Should a student wish to lodge a complaint or appeal against an assessment outcome, the process to follow is:

1. In the first instance, the student should raise the complaint or appeal query with the Trainer, or manager of All Training Services Pty Ltd. The aim is to attempt to resolve or discuss the complaint or dispute at this early stage.
2. For all formal complaints, whether an appeal about an assessment or other type of complaint, a complaint and appeals form is to be completed and signed by the student and forwarded to the Manager of All Training Services Pty Ltd within seven days of receiving the assessment result.
3. The Manager will register the complaint on either the assessment complaints register or general complaints register.
4. The student may wish to nominate a support person to accompany them at any point during the complaints or appeals resolution process.
5. A written response will be sent to the student within ten days of lodging the complaint or appeal.
6. The Manager and other staff, as required, will meet with the student and his/her support person (if they have elected to have one) to discuss the complaint/appeal. At this stage the aim is to identify the issues and discuss options and ways to resolve the issue. Outcomes may be:
 - if the issue is resolved, the resolution will be put in writing and signed by all parties involved. All Training Services Pty Ltd will record the outcome of the resolution and the date, and provide a copy of the signed resolution to the student and keep a copy for All Training Services; or
 - if a resolution fails to be achieved, the student can proceed to the next step of the complaint/ appeal process. All Training Services Pty Ltd will provide the student with a list of external organisations who may be able to assist in resolving the dispute through the use of an independent mediator. Any fees or charges involved in following this course of action will be shared 50% by student and All Training Services.

Complaints about All Training Services Pty Ltd or partner RTO

If a student is concerned about the actions of All Training Services, in relation to its activities of delivering training and assessment, or the partner RTO, they may approach the State Regulatory Authority. In Queensland this is Department of Education and Training, or the national body ASQA.

Contacts for Dispute Resolution

Dispute Resolution Branch of the Department of Justice and Attorney General on

Phone: 1800 017 288 Fax: (07) 3239 6284 or Email: trainingdrb@justice.qld.gov.au

<http://www.justice.qld.gov.au/mediation/home.htm>

GPO Box 149, Brisbane Qld 4001

Level 1, Brisbane Magistrates Court, 363 George Street, Brisbane Qld 4000

Department of Education and Training

PO Box 15033 City East QLD 4002

Phone: 1300 369 935

Email: complaints@deta.qld.gov.au

Australian Skills Quality Authority

Complaints form: <https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Postal address: GPO Box 9928, Melbourne, VIC 3001.

Phone: ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday (dial +61 3 8613 3910 from outside Australia).

All Training Services Pty Ltd will maintain a student's enrolment while a complaint or appeal is ongoing. This does not exclude our company from reserving the right to suspend a student from attending class or visiting the company's campus/s if that is considered necessary during this period.

All records of complaints and/or appeals are kept on file. If the decision of the complaint or appeal supports the student then All Training Services Pty Ltd will immediately implement the decision and advise the student of the outcome.

Please note: the dispute resolution policy outlined in this handbook does not prevent a student from exercising their right to other legal remedies including taking action under Australia's consumer protection laws in the case of financial disputes, and for any other disputes seeking settlement under Australian Law.

Student records

Student records are maintained according to the ASQA and VQF requirements and to comply with Privacy and Confidentiality legislation. Hard copies are stored in a secure locked cabinet and electronic copies are password protected and backed up regularly.

Student records include but may not be limited to:

- Registration and enrolment information
- Payment and receipts
- Refund claims (if applicable)
- LLN arrangements (if applicable)
- RPL and credit transfer forms and results
- Commencement and completion dates of course/s
- Details of competency units
- Assessment results and details
- Award details
- Student work such as assignments and tests sheets
- Complaints and appeals documents
- Disciplinary action or warnings

Students can access their records on written request.

Student consent is sought if records are requested by a third party, such as an employer. Records can be released to a third party, if required by law.

Student support

All Training Services Pty Ltd provides student support, and will undertake to provide the support, or seek organisations that may be able to assist.

Vocational training and assessment requires students to hold competencies in language, literacy and numeracy, at a level appropriate to the course being undertaken. All Training Services Pty Ltd and the partner RTO may require that students complete a language, literacy and numeracy assessment form at enrolment and also asks students to indicate any special needs they have to support learning. For details of how these needs are met, refer to page 13.

All Training Services Pty Ltd has policies and procedures in place for staff to follow up and assist students in the instances of complaints, stress and workload, access or equity issues, or other welfare issues. All Training Services Pty Ltd may also refer students to other sources of help.

General support services contacts

Criminal Justice Commission 1800 061 611
Disputes Resolution Centre 1800 817 927
Freedom of Information 1800 809 078
Health Rights Commission 1800 077 308
Ombudsman (QLD). 1800 362 072
Ombudsman (Commonwealth). 1300 130 670
QLD Anti-Discrimination Commission 1300 130 670
Legal Aid QLD 1300 651 188
Employment Services 132850
Lifeline 131114 (49442300)

Maintaining quality and standards

All Training Services Pty Ltd and its partner RTOs are subject to external monitoring, audit and review by ASQA to ensure quality and standards are maintained by our company. Audits may be for quality, in response to a complaint, or part of ASQA's role as regulator and provision of ongoing registration as an RTO. Audits cover records maintenance, staff, policies and procedures, financial management and quality assurance.

Student feedback and continuous improvement

As part of All Training Services Pty Ltd continuous improvement process and as a requirement of ASQA, students are required to complete a student course evaluation form. A copy of this questionnaire is in the Appendices of the handbook.

In addition to student feedback, All Training Services Pty Ltd seeks feedback and consults with staff and Trainers to improve procedures and practices.

Thank you for choosing All Training Services!