



STUDENT HANDBOOK

Allens Training Pty Ltd
PO Box 1265
Goulburn 2580
Ph: 1300 559 064
www.allenstraining.com.au
info@allenstraining.com.au

Table of Contents

Introduction	2
Course information.....	3
Pre-course preparation.	3
Recognition of Prior Learning	4
Recognition of current competency (RCC)	5
The Enrolment Process	5
Allen's Policies	6
Course Qualifications.....	3
Feedback	4
Contact Details.....	4

Introduction

Welcome to Allen's Training!

We are a Registered Training Organization accredited by VETAB (NSW Vocational Education and Training Board) to conduct courses approved under the national training framework. Our registration number is 90909 and a record of the courses we are accredited to conduct can be found on the NTIS (National Training information Service) web site. Allen's also offers other courses developed to meet particular industry, corporate and student needs. So please visit the Allen's website (www.allenstraining.com.au) for a full list of programs we offer.

The aim of this document is to assist people who are about to begin a course with Allen's to understand their rights and responsibilities. We want to make sure you have access to all relevant information as you embark on a learning experience so you can make informed decisions and know how to seek assistance when needed.

This document will provide information and act as a road map to leading you to other sources where additional information is available.

Allen's is committed to providing quality training and that means:

1. Making it clear what training programs we offer.
2. Explaining how those programs meet student needs so that you can decide which course(s) are relevant to your circumstances.
3. Inviting you to contact you instructor or Allen's direct if you are unsure about the best training solution for you. We will listen and assist with your course selection or recommend ways to achieve your goals.
4. Making it clear how you can enrol, the costs involved and the skills and knowledge you can expect to gain from successfully completing the course selected.
5. Supporting you through your selected program so you always feel you can discuss issues and difficulties you may experience to maximise the opportunities of a successful outcome for you.

Thank you for considering Allen's Training as the provider to meet your training needs. We look forward to a rewarding and successful partnership.

Helen Allen
Managing Director

Course information.

Our website includes an entire section on the courses available. Simply select the “courses” tab and then the course group or course you want to find out more about. Each course will describe:

1. Course purpose.
2. Course format – how long the course will take to complete.
3. Course assessment – how we will assess your performance to enable Allen’s to verify that you have successfully acquired the skills and knowledge needed to gain the course qualification.
4. Qualification issued – what formal evidence is provided as a consequence of successfully completing the course (e.g. Certificate VI, Statement of Attainment).
5. Pre-requisites – the qualifications (if any) you need to possess or experience you need to demonstrate prior to being able to enrol in the course.
6. Target audience – this will describe the circumstance of people who commonly enrol in the course.

The key is to help you make the best choices through being informed. Please contact an Allen’s Instructor or our Head Office at Goulburn if you need more detail.

If you do not have access to the web, contact our Head Office at Goulburn and we can arrange for a hard copy version of our Course handbook to be sent to you.

Pre-course preparation.

It is essential that you are prepared for the course you have selected to attend. This involves:

1. Ensuring you clearly understand the course outcomes and therefore what you can expect to gain from the course. The course information on the web or the course handbook will help.
2. Ensuring any concerns regarding LANGUAGE, LITERACY & NUMERACY (LLN) are addressed with your instructor at the enrolment stage prior to the commencement of the course. In most cases, LLN support can be provided. Where only a low level of support is needed, the program manager may arrange for the student to receive extra curricula assistance from the trainer or other staff member. Where extensive support is needed, specialized LLN classes may be set up. This will attract a fee. Where an applicant’s LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined. If you feel that you have any problems with literacy and numeracy. We can arrange contact support Units locally at Goulburn through :

**Centrelink Literacy & Numeracy Training Phone 132850 or
Southern Region Community College 1300 655 296**

who have a certificate in General Education for Adults, which is a literacy program for adults to gain skills for employment and further training opportunities. They offer, one on one or small groups, with confidentiality assured. We will also assist with the identification of other organizations where our local contacts are not suitably located

3. Ensuring you are aware of the assessment process and therefore what Allen's will expect of you to enable us to assess your competence to acquire the course qualification.
Make sure you have discussed any concerns you may have about issues (physical or otherwise) that may prevent you from completing the tasks required with your instructor or a representative of Allen's. There is some flexibility within our courses to enable us to adapt assessments to meet special needs. However, it is essential that this be clearly established with your instructor prior to commencing the course. This will ensure that we can accommodate your needs and still meet the requirements of the assessment process for the range of skills and knowledge that must be demonstrated to meet the program requirements.
4. Pre-course work. Some courses require students to complete activities prior to classroom attendance. Please make sure as part of the enrolment process you:
 - a. Are aware of any requirements,
 - b. Have the necessary material supplied to complete the activity(ies) and
 - c. Allow sufficient time to complete the activity(ies). The details are supplied on the course material on the web or in the course handbook. Your Instructor or Allen's Training at Head Office can guide you if you are unclear about the time and effort required to satisfy the pre-course requirement.

Recognition of Prior Learning

If you have completed courses in a related field you may be able to take advantage of a facility called "RPL" or "Recognition of Prior Learning". This means that account may be taken of related qualifications to satisfy some or all of the course requirements. If RPL is available for a course, it will be stated in the course description material available on the Allen's web site or the hard copy course handbook. The course details will also explain how to approach Allen's Training to establish the requirements that need to be supplied to enable your experience and or existing qualifications to be submitted for assessment.

Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. If further evidence is required then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, and collection of other material.

The outcome may be that we can:

1. Provide the qualification based on the material supplied.
2. Provide the qualification subject to some form of assessment, but without classroom attendance.

3. Provide partial recognition of units of the course and thereby reduce the classroom and assessment process leading to course completion.

Fees will be charged for the RPL service and will be discussed when you approach Allen's Training to determine the requirements that will need to be supplied.

Recognition of current competency (RCC)

Competence can be demonstrated in a particular unit of a course through formal assessment. Students who feel that they already possess skills & knowledge, which are the intended learning outcomes of a particular unit of a course, can apply for Recognition of Current Competency (RCC). Students can make arrangements with the Course Administrator at Allen's to be formally assessed without classroom attendance to demonstrate their competence.

Recognition of Qualifications/Statements of Attainment by RTOs

A Registered Training Organisation (RTO) must accept and mutually recognise the decisions and outcomes of any other registered training organisation or body in partnership with a registered training organisation thereby ensuring the mutual acceptance throughout Australia of the qualifications and Statements of Attainment awarded by registered training organisations.

The Enrolment Process

Once you have selected a course, you need to complete and enrolment form that may be supplied by:

1. Your Instructor,
2. Downloading a form from the website for courses conducted at Goulburn or Wagga (simply select the "courses" tab and select "enrol in a course at Goulburn or Wagga" and you will be guided to the form to be downloaded). Details of dates when courses are run are also supplied
3. Contacting or visiting Allen's Training at Goulburn or Wagga and a form can be made available. We can also guide you as to whether you could do a course at Goulburn or Wagga or whether a qualified instructor who conducts programs at a location more convenient to you is available.

Please:

1. Complete you personal details

2. Our courses are run Australia wide and therefore there is some variation in course costs associated with location and provider. Discuss the course payment with your Instructor or Allen's Training.
3. Read the "instructions to candidates".
4. Be aware that proof of identity is required. Your instructor or Allen's training will need to sight documentary evidence and note the evidence supplied on the enrolment form. The 100-point system is used to determine the type and number of items that must be sighted.
5. Make sure you are aware of the:
 1. Dates and times of course classroom sessions.
 2. Location of the classroom sessions.Refunds may be adjusted if you simply forget to attend (see our refund policy in the next section).

Allen's Policies

It is important that you are aware of the policies Allen's has developed to conduct its programs and support students. We have a policy manual on the web, simply select the "Documents " tab and then the "Organisational Documents " icon to gain access to the full range of policies.

A hard copy is available at our Goulburn head office and copies of any particular policy can be sent to you if required. Set out below is a summary of some of the key policies you should be aware of that have not been covered so far. If you need more detail refer to the policy manual:

Access and Equity.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery order to maximise the opportunity for access and participation by disadvantaged students. Our Access and Equity Policy will ensure that course entry requirements, assessment or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability or philosophical background and regardless of age (however minimum age requirements may be set by industry or licensing bodies for some courses – see student information document for each course for specific course requirements)

Students have the right to:

1. Access their records to monitor progress in a course they have undertaken through their trainer or direct reference to Allens Training at our Goulburn Office.
2. Seek access to records including the replacement of a statement of attainment or qualification if required after a course is completed by reference to Allens Training at our Goulburn Office

Assessment Policy

All assessment must meet the assessment criteria of the training package or accredited course on which the program is based. We know that students do not all learn the same way and therefore how we assess performance needs to take account of different learning styles. Usually at least two forms of assessment will be used in any program. Common strategies are:

1. Formal tests – which may be multiple choice, “true” or “false” or require short written answer responses to questions
2. Classroom participation answering questions or engaging in small group exercises.
3. Demonstration of skills taught where you carry out procedures or steps that allow your instructor to observe your performance and see that you have understood and can carry out the tasks required.

It is essential that you make sure you are aware how you will be assessed prior to or at the beginning of the course.

All assessment materials must be appropriate to students’ needs and program delivery methods.

Assessors are required to have the correct qualifications to assess the course.

Assessment Appeals Policy

We will ensure that grievances or appeals regarding assessment outcomes are dealt with fairly. Appeals may relate to assessments as part of a course or an RPL (Recognition of prior learning) assessment. Where grievances and appeals cannot be resolved between Allen’s Training and the student, other options including independent mediation and/or referral to the appropriate governing or regulatory body are available.

Enrolment Policy

Minimum age requirements may be set by industry or licensing bodies for some courses – see student information document for each course for specific course requirements. We require details from the applicant to enable us to confirm suitability for the course and confirmation of the person’s identity. We are conscious of our obligations to only collect personal information that is relevant to our need to confirm identity and eligibility to access a course. That information will only be accessible to people within Allen’s training who need to know the details for enrolment and ongoing management of the student’s records. The information will not be used for other purposes without the express permission of the student.

Complaints Policy

At Allen’s, we are committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress

and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, Allen's is committed to ethical and responsible management, transparency in its decision-making and a visible, accessible and fair complaints process. Allen's views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction. Student feedback is part of every course and a complaints form is located on the web site under the "Documents" tab so that feedback can be given at any time.

Continuous Improvement Policy

Allen's aims to provide high quality training materials and program delivery services to its customers. Achieving that aim requires a strong and constant dialogue with all customers to ensure we are meeting and at times exceeding expectations. Students are key customers. Therefore we seek feedback from every course, in the form of surveys, to ensure we consistently test our products and services against customer needs. Opportunity is provided on our website to provide feedback at any time. The outcome of every survey is reviewed and where opportunities to improve are identified, the issue is recorded in a register and reviewed by the relevant managers.

Harassment Policy

Allen's has in place a Harassment policy and procedure in order to create a safe environment for staff and students. The aim of these procedures is to give any staff member or student who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within Allen's.

Instructor Competence in Delivery and Assessment Policy

Allens training undertakes to ensure that all assessments and evaluations of students in accredited VET courses will be done in accordance with the criteria laid down in the relevant training packages.

Instructors are appointed after a rigorous review of their formal qualifications and industry experience. Once appointed we monitor and support their efforts to maintain and enhance current skills through a program of "Professional Development".

Legislation Policy

Allens Training complies with all relevant local, state and federal government regulations covering this type of training and WorkCover requirements. We follow AQTF guidelines in relation to training standards. As such all staff and students need to be aware of the relevant legislation including:

- Occupational Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination, including equal opportunity, racial vilification and disability discrimination
- Privacy
- VET (Vocational Education and Training).

Each of these pieces of legislation/regulation is described in more detail in Allen's Policy Manual. We encourage you to read the relevant policy items.

Occupational Health and Safety

The safety of staff and students is of primary importance to Allen's Training. Trainers must incorporate OH&S considerations when planning and delivering training, and students must be advised of OH&S requirements relevant to the site and course as part of a briefing prior to commencement of the course. Instructors must supervise the training site to ensure all issues are managed appropriately. This includes documenting any site incidents and reporting and risks that need attention to maintain OH&S standards according to regulatory requirements.

Privacy Policy

Personal information must be collected with the individual's consent. Questions cannot be asked nor information gained just for personal interest, nor can they be gained for a purpose that has not been disclosed to the individual.

Only lawful and fair means must be used to collect information.

At the time the personal information is being collected the individual must be informed of:

- Our contact details;
- How they can access the information;
- Why the organization or Instructor is collecting this information about them;
- How the information will be used or disclosed;
- Any law regarding the collection of the information and the consequences of not providing the information.

Use and Disclosure of Personal information

Information can only be used or disclosed for its original purpose of collection.

Information will only be used or disclosed for other or secondary purposes when:

1. The individual has consented to its use for a secondary purpose;
2. The secondary purpose is related to the primary purpose and the individual would reasonably expect the service or worker to use or disclose the information for that secondary purpose;
3. Information given indicates potential or intent to harm others or self or commit a criminal act; Information given results in the disclosure of a child protection issue;
4. The use or disclosure is required by law.

If disclosure of personal information is necessary the person involved must make a written note of such a disclosure.

Refund Policy

If a student is not satisfied with the course content and delivery of the program, a refund will be given.

An administration fee will apply to cover bank and administration charges associated with the processing of refunds where the request relates to being unable to attend courses. This fee will be deducted from the original amount paid and the balance refunded by cheque.

The fee will be \$15.00.

Recognition of qualifications issued by other RTOs Policy

Mutual recognition applies nationally and means the recognition and acceptance by a Registered Training Organization (RTO), of Australian Qualifications Framework Qualifications and Statements of Attainment issued by other RTOs.

Course Qualifications.

Once you have completed the program and assessments, the paperwork, including enrolment details and your assessment results are forwarded to Allen's Training at Head Office. We will:

1. Check the details for completeness and accuracy and
2. Check the assessments to ensure you have satisfied all requirements.

Your details will be entered into our database and

- a. If you have satisfactorily completed all course requirements, a certificate or statement of attainment will be produced and either issued to you directly or via your instructor or employer.
- b. If some component of the assessments has not been completed satisfactorily, we will write to you and encourage you to review your performance with your instructor and carry out the assessment(s) again.

We can reproduce your qualification should it be lost or damaged. However a fee of \$11.00 will apply. Naturally no fee applies if the document is replaced due to an office error, such as a misspelt name.

Feedback

Feedback for you the student is pivotal to our efforts to continue to improve the services we offer you and every students that follows your involvement with Allen's. So when you instructor asks you to rate the course, the instructor's delivery and the materials/facilities used to support the course, please take the time to give a considered response.

If for any reason you are unable or uncomfortable about completing the form in class, please go to our website www.allenstraining.com.au, print off a feedback survey and send it to us.

We do listen and we do act on your feedback.

Contact Details

For further information or support, please contact your instructor or Allen's training directly by telephoning 1300559064.