

# STUDENT HANDBOOK

# Contents

Introduction .....	4
Provider Details .....	4
Provider Registration Details .....	4
Welcome to the Allens Training Student Handbook .....	5
Student Acknowledgement .....	5
Nationally Recognised Training .....	5
Our commitment to quality and compliance .....	5
Governance and Legislation .....	6
<i>Privacy Act 1988 (Cth)</i> .....	6
<i>Disability Discrimination Act 1992</i> .....	6
<i>Age Discrimination Act 2004</i> .....	6
<i>Sex Discrimination Act 1984</i> .....	6
<i>Racial Discrimination Act 1975</i> .....	6
<i>Copyright Act 1968</i> .....	6
<i>Fair Work Act 2009</i> .....	6
<i>National Vocational Education and Training Regulator Act 2011</i> .....	6
Student Code of Conduct .....	7
Student Punctuality .....	8
Medical Concerns .....	8
Telephones .....	8
Zero Tolerance .....	8
Rights and Responsibilities .....	9
Rights: .....	9
Responsibilities: .....	9
Student Misconduct & Disciplinary Procedures .....	10
Student Information .....	11
Age .....	11
Access and Equity .....	11
Course Information .....	12
Unique Student Identifier (USI) .....	12
Enrolment .....	12
Course Delivery .....	13
Course Fees .....	13
Student Fee Guarantee .....	13
Fees, Payments and Refunds .....	14
Guarantee of Training .....	15
Notification of Changes .....	15
Workplace Health and Safety (WHS) .....	15
Equipment .....	16
Incidents/Accidents .....	16
First Aid .....	16
Induction & Fire Safety .....	16
Manual Handling .....	16
Confidentiality and Privacy .....	17
Privacy Policy .....	17
Media Privacy .....	17
Student Information and Data .....	18
Records Management .....	19
Accessing your Records .....	19

National Centre for Vocational Education Research Ltd (NCVER) Privacy Notice.....	19
Why we collect your personal information?.....	19
How we use your personal information.....	19
How we disclose your personal information.....	19
How the NCVER and other bodies handle your personal information.....	20
Surveys.....	20
Contact information.....	20
Complaints and Appeals.....	21
Complaints.....	21
Appeals.....	22
Resolution of Complaints & Appeals.....	22
Review by an Independent Person or External Agency.....	22
Training and Assessment Information.....	23
Student Learning Needs.....	23
Reasonable Adjustment.....	23
Recognition of Prior Learning (RPL).....	24
What is RPL?.....	24
Recognition Guidelines.....	24
Forms of Evidence for Recognition.....	25
Credit Transfer.....	26
Evidence Requirements.....	26
Competency Based Training.....	26
Qualified Trainers and Assessors.....	27
Academic Honesty and Integrity.....	27
Completion of Pre-Course Work.....	28
Assessment Processes.....	29
Rules of Evidence.....	29
Principles of Assessment.....	29
Assessment Methods.....	29
Assessment Completion Timeframes.....	30
Re-assessment.....	30
Marking of Assessments.....	31
Assessment Feedback.....	31
Issuance of Awards.....	31
Testamur/Award.....	31
Statement of Attainment.....	31
Statement of Attendance.....	31
Superseded Units/Qualifications.....	32
Student Feedback.....	32
Quality Assurance.....	32
Student Wellbeing and Support services available.....	32
Mental Health Support.....	33
Stress Management.....	33
Balancing Study with Life Commitments.....	33
Accessing Resources and Support.....	33
Language, Literacy, Numeracy and Digital (LLND) Support.....	34
Welfare and Guidance Services and Client Support.....	34
Supporting Priority Student Cohorts and First Nations Students.....	34
Using your Training Desk Student Support Requests.....	36
We're Here for You.....	36

Working with Persons Under 18 Years of Age .....	36
<b>Rights of Under-18 Students</b> .....	36
Safeguarding and Supervision for Under-18 Students .....	36
Child Safe Environment .....	37
<b>Support Services for Under-18 Students</b> .....	37
Confidentiality and Child Protection .....	37
Commitment to Your Wellbeing .....	38
Thank You and Congratulations! .....	38

## Introduction

Welcome to Allens Training. Allens Training Pty Ltd (referred to as Allens Training or the RTO) is a well-respected Registered Training Organisation (RTO NO: 90909) registered with the Australian Skills Quality Authority (ASQA).

Allens Training and any trainer delivering training on their behalf adhere to and are consistent with the standards for the delivery of advanced quality training and assessment programs.

Our training courses empower students to acquire the knowledge and skills that are directly applicable to their chosen industry or area of interest. Each course is led by an experienced trainer who possesses up-to-date qualifications, practical expertise, and years of industry experience. This ensures that you receive high-quality training from professionals who understand the real-world aspects of the field.



## Provider Details

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations before undertaking the course. The National VET Regulator Australian Skills Quality Authority (ASQA) have developed a Fact Sheet to use when making this decision. [Link: Choosing a Training or Education Provider.](#)

<b>Name of RTO</b>	<b>Allens Training Pty Ltd</b>
<b>RTO Number</b>	<b>90909</b>
<b>Phone Number</b>	<b>1300 559 064</b>
<b>Website</b>	<b>www.allenstraining.com.au</b>
<b>ABN</b>	<b>63 114 756 857</b>

## Provider Registration Details

Our scope of training is listed on the National Register. The link to our registration is [National Register - Allens Training Pty Ltd 90909](#)

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with the Standards for Registered Training Organisations (RTOs) which guide nationally consistent, high quality training and assessment services in the vocational education and training system.

# Welcome to the Allens Training Student Handbook

This handbook is your guide to understanding your rights and responsibilities while studying with us. It will help you make informed decisions and access the support you need.

Before starting your course, speak with your trainer or our organisation about your individual needs. For courses delivered by third-party providers, you can also discuss your requirements with them to ensure the necessary support is provided.

Our mission is to deliver high-quality, accessible, and inclusive education for all Australians, helping you achieve your career and learning goals in a safe and professional environment.

Allens Training places students at the centre of our operations, in line with the Outcome Standards for RTOS 2025. We ensure training is relevant supportive and responsive to your needs.

Please note that this handbook is updated regularly. For questions, contact our Compliance Team at [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au) or [rtocompliance@allenstraining.com.au](mailto:rtocompliance@allenstraining.com.au)

## Student Acknowledgement

Before filling out and signing your enrolment form, take the time to read this handbook thoroughly and ensure you understand its contents.

If you have any questions or need clarification, contact us on **1300 559 064**. Our team is ready to assist.

By completing your enrolment form, you confirm that you have read and understood this handbook.

## Nationally Recognised Training

Allens Training is a Registered Training Organisation (RTO) authorised to deliver nationally recognised qualifications. These qualifications are designed to align with specific industries, careers, and job roles.

As an RTO, we adhere to strict quality and compliance standards to ensure our training meets educational and industry requirements.

When you complete a course with us, you'll receive a certification that is highly regarded and accepted by employers and organisations across Australia. It's your gateway to gaining the skills and knowledge needed for your chosen career.

### Our commitment to quality and compliance

Allens Training maintains strong governance to ensure compliance with the VET Quality Framework, Australian Qualifications Framework (AQF), and national guidelines set by the Australian Skills Quality Authority (ASQA).

This guarantees that your training meets regulated standards and reflects our commitment to continuous improvement of our training products and systems.

We also prioritise informed decision-making, drawing on feedback from trainers, students, and other stakeholders to enhance the quality of our services.



# Governance and Legislation

At Allens Training, we operate in strict accordance with the law to ensure that your education is reliable and meets the required standards. This means we follow specific rules and regulations set by the government. The legislation we adhere to plays a crucial role in your training with us.

You, as a student, should be aware of this legislation and how it might affect your actions and behaviour during your training. It's essential to understand the laws that relate to you.

We take our responsibility seriously and have established processes to make sure our training and assessment methods comply with the National Vocational Education and Training Regulator Act 2011, a significant piece of legislation in the education sector. This ensures that your learning experience is of the highest quality and follows the rules set by the government.

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au](http://www.australia.gov.au) and [www.legislation.com.au](http://www.legislation.com.au).

The following is a summary of the legislation that will generally apply to your day-to-day work and training:

**[Work Health and Safety Act 2011](#)**

**[Privacy Act 1988 \(Cth\)](#)**

**[Disability Discrimination Act 1992](#)**

**[Age Discrimination Act 2004](#)**

**[Sex Discrimination Act 1984](#)**

**[Racial Discrimination Act 1975](#)**

**[Copyright Act 1968](#)**

**[Fair Work Act 2009](#)**

**[National Vocational Education and Training Regulator Act 2011](#)**

**[Outcome Standards for Registered Training Organisations 2025](#)**

**[Compliance Standards for NVR RTOs and Fit and Proper Person Requirements 2025](#)**

**[Credential Policy - DEWR](#)**

For further information on any of the above Acts or Regulations, please click on the relevant link.



# Student Code of Conduct

We value cooperation and mutual respect in our training services. Whether you're attending a course with us directly or through a partner, we ask all students to be respectful.

Here are some basic guidelines to follow:

- **Work Safely:** Follow workplace health and safety rules.
- **Be Lawful:** Report any illegal activities and avoid engaging in criminal behaviour.
- **Show Respect:** Treat fellow students and staff with kindness and fairness.
- **No Discrimination:** Avoid discriminatory behaviour based on gender, sexuality, race, ability, culture, religion, age, or political beliefs.
- **Respect Privacy:** Protect the privacy of others' personal information.
- **Keep Secrets:** Don't disclose confidential information related to Allens Training.
- **Maintain Focus:** Avoid disrupting or interfering with teaching, learning, or other academic activities.
- **No Alcohol:** Alcohol is not allowed in the training environment, as it can disrupt the learning atmosphere.
- **No Smoking:** Smoking is prohibited in and around the training area.
- **No Gum:** Chewing gum is not allowed in and around the training area.
- **No Drugs:** Drugs are strictly prohibited. Any involvement with drugs will result in expulsion from the course and reporting to the police.
- **No Weapons:** Firearms and knives cannot be brought to the training course. Anyone found with weapons will be expelled from the course and reported to the police.
- **Dress Neatly:** Wear neat and tidy clothing, especially for practical courses.
- **Clean Up:** Remove litter after class and assist with minor cleaning tasks to leave the room tidy.
- **No Lipstick:** Avoid wearing lipstick during first aid courses to prevent staining manikin faces.
- **Theft Awareness:** Be cautious with your belongings; we cannot be held responsible for stolen items.
- **Classroom Etiquette:** Avoid swearing, drinking, and eating in classrooms and learning areas unless otherwise directed.
- **Honesty:** Complete assessments honestly and avoid plagiarism, collusion, or cheating.
- **Responsible Technology Use:** Use resources and technology responsibly and ethically.
- **Respect Others:** Refrain from behaviour that could offend, embarrass, or threaten others, including on social media platforms.



These guidelines help create a positive and safe learning environment for everyone.

If any staff member, trainer/assessor, or training/assessor delivering training on behalf of Allens Training is concerned about a student's behaviour or performance, they have the authority to:

- Advise the student that their conduct is inappropriate or unacceptable.
- Request the student to leave the training venue or immediately terminate the class.
- Cancel the student's enrolment in the course without providing a refund or enrolment in another course.

If a student wishes to provide feedback or address any concerns regarding disciplinary actions, they can do so by following Allens Training Complaints and Appeal Procedure.

Allens Training staff and associated individuals are expected to maintain professional and ethical relationships with their colleagues, management, and students. Any violations of our conduct standards will be reported to the CEO or the General Manager Regulatory Compliance, and appropriate action will be taken.

## Student Punctuality

Arriving on time is key to getting the most out of your course. Please ensure you arrive at least 15 minutes before the start time.

For some courses, you may need to verify your identity beforehand, so be sure to meet these requirements in advance.

Late arrivals may not be allowed to join the class. While you can transfer to another course, refunds are not available in these cases. Arriving early ensures a smooth and stress-free start to your training.

## Medical Concerns

If you face any challenges that could affect your training, such as a medical issue or injury, please inform your trainer as early as possible—ideally before the course begins.

In the event of a medical emergency during the course, such as a collapse requiring immediate attention, we may call for ambulance assistance. Your safety is our top priority, and we are here to support you in finding the best solutions.

## Telephones

We understand the need to stay connected, but during class, please avoid making or receiving phone calls or sending text messages.

If you're expecting an important call, inform your trainer before the course begins. This ensures a distraction-free environment where everyone can focus on learning.

## Zero Tolerance

Allens Training does not condone and enforces zero tolerance of the following behaviours:

- a) Harassment – behaviour that is directed at an individual or group of individuals which is considered by the individual, group, or another reasonable person to be offensive, humiliating or intimidating.
- b) Sexual Harassment – behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered by the individual, group or other reasonable person to be of a sexual nature and offensive, humiliating or intimidating.
- c) Bullying – behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered unreasonable or anti-social behaviour that is offensive, degrading, intimidating or humiliating. This behaviour can include but is not limited public reprimand or behaviour intended to punish, ridicule, insult, unsubstantiated allegations and cruelty.
- d) Discrimination – behaviour that results in a person being treated less favourably than another or others due to certain personal attribute. These attributes may include, but are not limited to, ethnic/religious background, gender, pregnancy, marital status, disability, and age.

e) Emotional Harm – behaviour that involves damage inflicted on an individual's emotional and psychological state due to negative behaviours or actions by others. This can manifest through various forms such as verbal abuse, manipulation, neglect, or intimidation.

f) Psychological mistreatment – behaviour that involves manipulation, verbal attacks, intimidation, isolation, coercion, or other tactics intended to cause mental distress, confusion, or instability in an individual or group of individuals. This behaviour can include, but is not limited to, public reprimands or actions intended to punish, ridicule, insult, make unsubstantiated allegations, and exhibit cruelty.

## Rights and Responsibilities

### Rights:

At Allens Training, we believe in your rights as a student. You have the right to:

- Receive high-quality training that fits your unique learning style and needs.
- Access all our services, regardless of your background, gender, marital status, sexual preference, race, religion or other factors.
- Have your previous learning, competencies, and experiences recognized when deciding your training and assessment requirements.
- Know the learning outcomes and assessment tasks for your chosen program before it starts.
- Request a review of your assessment results if needed.
- Achieve the stated learning outcomes if you put in the time and effort.
- Learn from qualified trainers who support your learning, help you meet course goals, and assess your work fairly.
- Study in a safe, clean, and harassment-free environment.
- Be treated with dignity and fairness.
- Expect ethical and transparent dealings, communications, and advertising from Allens Training.
- Trust that we'll take care of you and ensure your safety.
- Receive efficient assistance with administrative matters, fees, refunds, and other related concerns.
- Enjoy privacy and confidentiality, with your records securely stored according to our policies and the law.

### Responsibilities:

As a student, you have certain responsibilities in regards to meeting the terms and conditions of your training, which include:

- Understanding and agreeing to the enrolment conditions for the courses you attend.
- Providing accurate information about yourself during enrolment and notifying us of any address or phone number changes within 7 days.
- Supplying all necessary enrolment details, including proof of identity when required.
- Taking care of all course fees and related charges, as well as providing your course materials when needed.
- Respecting the rights of our staff and fellow students by treating them with dignity and fairness.
- Attending classes in a sober and drug-free state and smoking only in designated areas away from others.
- Contributing to a positive and harmonious learning environment, regardless of differences in gender, race, sexual preference, political affiliation, marital status, disability, or religious beliefs.
- Actively participating in your learning and meeting assessment deadlines.
- Ensuring the security of your personal belongings while you're in class.
- Report any incidents of harassment or injury promptly to your trainer or Allens Training.

- Respecting the property of Allens Training and our partners and following guidelines and instructions for equipment use.
- Seeking clarification on your rights and responsibilities when you're unsure.

**REMEMBER:** You are expected to behave appropriately always whilst you are enrolled in a course with Allens Training or third party providers. Your trainer reserves the right to speak with you and act if your behaviour is disruptive to the training and/or assessment process.

## Student Misconduct & Disciplinary Procedures

At Allens Training, we expect everyone to behave respectfully and responsibly. Misconduct will not be tolerated, and it may lead to a student being asked to leave the premises or the course without a refund. Situations that could result in this include:

- Cheating or lying about your marks or assessments.
- Disrupting others' ability to learn.
- Behaviors that harm the reputation of Allens Training, other students, or staff.
- Plagiarism (copying someone else's work).
- Not following reasonable instructions or supervision.
- Actions that put others at risk.
- Any form of assault, whether verbal, physical, or through threatening comments or gestures.
- Discrimination, harassment, disorderly conduct, or disruptive and abusive behavior.
- Damaging property or stealing belongings.
- Repeated lateness or excessive disruption in the classroom.
- Use of inappropriate language, drunkenness, or influence by illegal substances.
- Failing to complete assessments as outlined by Allens Training.
- Engaging in behavior that breaches privacy laws.
- Involvement in criminal or anti-social activities.

Our Zero Tolerance Policy aims to maintain a safe environment for everyone. This policy allows any staff member or student who has concerns about harassment to access a fair and confidential process, guided by supportive personnel within Allens Training.

Here are some definitions to be aware of:

**Bullying:** Unwelcome and offensive behavior that intimidates, humiliates, or undermines a person or group. It's persistent and can include verbal abuse, physical assault, criticism, insults, spreading rumors, isolating or ignoring, excessive pressure, or sabotaging work.

**Confidentiality:** Keeping information in trust and sharing it only with those who need to know.

**Discrimination:** Treating someone unfairly or unequally because of their group or category. Laws prohibit discrimination based on various factors like sex, race, religion, or sexual orientation.

**Harassment:** Unwanted comments or actions that intimidate, offend, humiliate, or embarrass a person.

**Personnel:** All employees of Allens Training or third parties who deliver training on our behalf.

**Racial Harassment:** This happens when someone is threatened, mistreated, insulted, or made fun of because of their race, descent, nationality, color, language, ethnic origin, or racial characteristics. It can involve hurtful comments, mocking, intolerance, or offensive jokes that target a particular race. It may also include unfair treatment, like being given fewer desirable jobs.

**Sexual Harassment:** This refers to unwelcome and unsolicited verbal or physical sexual behavior. It can include actions like kissing, hugging, touching, leering, making suggestive gestures, asking intrusive questions

about someone's personal or sexual life, requesting sexual favors, sharing explicit jokes, sending inappropriate messages, making offensive noises, or displaying sexually suggestive material.

**Victimisation:** Occurs when someone is treated unfairly or punished because they've made a complaint, are believed to have made a complaint, or have supported someone who made a complaint.

**Zero Tolerance:** is a strict and uncompromising policy or approach where no level of a particular behavior or action is acceptable, and all instances of it are addressed or penalized, regardless of the circumstances.

If you believe you've experienced harassment, report it to the CEO, or General Manager, Regulatory Compliance, who will initiate an investigation and keep you informed throughout the process until a satisfactory resolution is reached.

## Student Information

### Age

Unless specified by the training package, industry, or workplace requirements, students of any age who are able to successfully obtain a Unique Student Identifier (USI) are eligible to undertake training with Allens Training. Age-related restrictions will only apply where explicitly mandated by relevant standards or regulations.

### Access and Equity

Allens Training upholds access and equity policies across all operations, ensuring no discrimination based on:

- Gender;
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease;
- Pregnancy;
- Sexual orientation or preference;
- Race, colour, nationality, ethnic or ethno-religious background;
- Age;
- Marital status;
- Socio-economic factors.



Our training programs and facilities aim to maximise access and participation for all students. We achieve this by:

- Promoting training opportunities for everyone, regardless of background or identity.
- Delivering services in a non-discriminatory and respectful manner.
- Training staff in access and equity principles.
- Providing reasonable accommodations for learners at all levels.
- Conducting inclusive student selection processes.
- Encouraging participation from disadvantaged groups and offering tailored support.
- Providing culturally inclusive language, literacy, and numeracy support to help students achieve their goals.

Any issues or questions regarding access and equity can be directed to the Compliance Team email [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au)

## Course Information

Our website offers detailed information to help you make informed decisions about the training we provide. Each page includes:

- Course content and structure
- Assessment requirements
- Costs



Visit our website to explore the specifics of each course and find the information you need.

## Unique Student Identifier (USI)

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015.



Your USI account will contain all your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1, 2015, is required to provide Allens Training with a verified USI before we can issue any certification. For further information on what a USI is and how this number will affect you please refer to the Allens Training website, or to the USI website: <https://www.usi.gov.au/>

## Enrolment

Enrolling in nationally recognised training with Allens Training is an important step toward building your skills and qualifications. To ensure a smooth enrolment process, here are a few key points to keep in mind:

**Prerequisite Conditions:** Some courses have specific prerequisites that must be met before enrolment. These requirements are detailed in the individual course documents available on our website.

Before enrolling, review these prerequisites carefully to ensure you meet the eligibility criteria. If you are concerned that you may not meet the prerequisite conditions, don't worry – we are here to assist. Our team can guide you through your options. If you have any questions or concerns, contact our team at 1300 559 064 for assistance and support.

**Access to Training Desk Portal:** After successfully enrolling, you'll receive login details for your personalised Training Desk Portal. This online platform is your central resource for accessing:

- Your training records
- Course learning content
- Details of completed courses
- Student Support Requests
- Statements of Attainment



You can download these records anytime, making it simple to track your progress and qualifications.

## Course Delivery

All training and assessment practices are informed by current industry feedback to ensure alignment with evolving workplace expectations.

Allens Training courses may be delivered directly by us or through authorised third-party providers. These third parties operate under formal agreements registered with ASQA, allowing them to deliver training on our behalf.

In some cases, course fees may be paid directly to the third-party provider, with no additional enrolment fees payable to Allens Training.

If there are any material changes to your course, including trainer changes, delivery mode, or third party provider arrangements, you will be notified as soon as practicable.

## Course Fees

Each qualification, unit of competency, or course offered by Allens Training or its authorised third-party providers has a specific course fee. This fee represents the maximum amount that may be charged for the selected course.

Course fees are set at competitive rates and will be communicated before enrolment. Fees may vary between courses. For details about fees and charges, contact Allens Training on **1300 559 064** or the relevant third-party provider before enrolling.

All fees must be paid according to the fee structure provided prior to enrolment.

It is our policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Course fee inclusions:

- ✓ All tuition;
- ✓ Support and coaching;
- ✓ Any associated student workbooks, handouts or manuals;
- ✓ Classrooms and facilities;
- ✓ Access to any specialised equipment necessary in the training.



If additional resources are required for your course (e.g., reference materials, research documents, or personal equipment like a computer), this will be clearly outlined in the pre-course materials or enrolment confirmation.

If you need a replacement for issued learner resources or workbooks, additional charges will apply to cover the cost.

## Student Fee Guarantee

Allens Training safeguards student course fees paid in advance.

This ensures that, in the unlikely event Allens Training ceases to operate or is unable to deliver the contracted services, students will have access to either:

- A full refund of their fees, or
- A comparable course, acceptable to the student, at no additional cost.

## Fees, Payments and Refunds

Before enrolling, students are provided with clear and accessible information about course fees, payment conditions and their rights under the Fees, Payments and Refund Policy. This includes students enrolling directly with Allens Training Pty Ltd or through an approved third-party provider delivering training and assessment services on their behalf.

- **Course Fees:** All course fees are advised upfront. Fees cover training, assessment, and digital certification. Additional charges (e.g. replacement certificates, printed cards, textbooks) may apply and will be disclosed before enrolment.
- **Payment Terms:** Payment is due at enrolment unless alternative arrangements are in place. We do not accept more than \$1,500 in advance from individual students.
- No Statement of Attainment or Qualification will be issued until full and final payment has been received.
- **Cancellations and Withdrawals:** Students must give written notice within the required timeframe to be eligible for a refund or course transfer. The refund amount depends on how much notice is given before the course start date.
- **Extenuating Circumstances:** If you are unable to complete your course due to serious events (e.g. illness, emergency service duties), you may apply for special consideration with supporting evidence.
- **Refund Requests:** Refunds must be requested in writing. Processing times and conditions apply. Fees may be transferred to a future course if eligible.
- **No Refunds:** Refunds are not issued for late cancellations, non-attendance, change of mind, or student misconduct.
- **Appeals:** If you are dissatisfied with a refund decision, you may request a review in line with our Complaints and Appeals Policy.

### How to Request a Refund

To request a refund, submit a written request to your training provider. For enrolments through third-party providers, requests should go directly to them in the first instance. All refund outcomes will be notified in writing where possible.

For full details, including eligibility criteria, timelines and processing steps, please refer to our **Fees, Payments and Refunds Policy** available from your training provider, downloadable from our website or upon request from Allens Training.

**Please note:** *Training conducted under a 'Business to Business' agreement (such as group training for corporate clients where the fees are paid by the employer and not paid by the individual student) is not covered by the Fees, Payments and Refunds policy. Business to Business arrangements may have other specific documented fee, payment and refund requirements.*

## Guarantee of Training

Allens Training reserves the right to cancel, postpone, or reschedule courses due to low enrolments or unforeseen circumstances. In such cases, students will be offered:

- A full refund, and/or
- An opportunity to reschedule without penalty.

We also reserve the right to adjust course fees, dates, content, trainers, or delivery methods at our discretion. If Allens Training or approved training provider is unable to deliver paid training for any reason, we will either:

- Refund the course fees in full, or
- Arrange a suitable alternative.

## Notification of Changes

Allens Training is committed to transparency and keeping students fully informed. We will notify you as soon as practicable if there are any material changes that may impact your training or assessment. This includes, but is not limited to:

- Changes to your course structure, content, or delivery mode
- Trainer or assessor changes (where practicable)
- Training venue or schedule changes
- Third-party training provider arrangements
- Updates to key policies, procedures, or student-facing documentation (e.g. refund policy, complaints process, student support services)

Any changes will be communicated via email and/or your Training Desk student portal. Where applicable, we will outline your options and provide support to minimise disruption to your learning. If the change affects your ability to complete training or assessment, we will offer appropriate alternative arrangements.

## Workplace Health and Safety (WHS)

At Allens Training, ensuring the safety of our staff, clients, and students is our top priority. We comply fully with Workplace Health and Safety (WHS) legislation, and our trainers integrate WHS considerations into every training session.

Students will be informed of the WHS requirements for their program and provided with guidance to ensure safety. As a student, you are responsible for:

- Completing your training safely.
- Reporting any injuries or instances of harassment promptly to your trainer or Allens Training.

We are committed to creating a safe and healthy environment for everyone, including staff, students, contractors (such as trainers), and visitors. Accident prevention and safe work practices are shared responsibilities among all members of our community.

Allens Training also acknowledges its corporate responsibility under WHS laws. Trainers are duty-bound to foster a safe and healthy learning environment, while students are expected to follow WHS requirements to

support the well-being of everyone. Your safety and well-being are paramount, and we are dedicated to upholding these standards. This includes to:

- Provide and maintain safe equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees and students.
- Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check WHS system compliance via ongoing auditing.
- Integrate continuous improvement into the training - WHS performance.



## Equipment

Any equipment that is not working, including electrical equipment should be reported to your trainer as soon as possible. Electrical work should only be performed by trained personnel.

## Incidents/Accidents

All incidents and accidents should be immediately reported to your trainer. An Incident Report Form may be required to be completed.



## First Aid

In the event of a student requiring first aid, a trainer or First Aid Officer will administer first aid, and the student must complete an Incident Form. If medication is required, students will be referred to their own GP or nurse for professional medical advice. In the case of an emergency, staff will call an ambulance and stay with the student until it arrives.

## Induction & Fire Safety

Housekeeping responsibilities will be explained at the induction process and at the beginning of the course. Fire and evacuation procedures will also be explained for your training venue. Your trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your trainer's attention as it may have been an oversight and is mandatory information.



## Manual Handling

While some courses will require a certain level of physical ability to undertake an assessment task, students and assessors are encouraged not to lift anything related to the training and assessment provided unless they do so voluntarily and taking all responsibility for any injury caused. Never attempt to lift anything that is beyond your capacity, always bend the knees and keep the back straight when picking up items. If you have experiences back problems in the past do not attempt to lift heavy objects at all, ask for assistance from someone else.



# Confidentiality and Privacy

## Privacy Policy

At Allens Training, safeguarding your privacy is a fundamental commitment. We strictly adhere to all legal requirements, including the Privacy Act of 1988. The Privacy Act underwent a significant update with the Privacy Amendment (Enhancing Privacy Protection) Act of 2012. This amendment introduced a new set of rules known as the Australian Privacy Principles (APPs) that all organizations handling personal information must follow. This change became effective on March 12, 2014.

The relevant Privacy Principles are summarised as:

- |                           |  |
|---------------------------|--|
| <b>Collection</b>         | We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.            |
| <b>Use and disclosure</b> | Personal information will not be used or disclosed for a secondary purpose.  |
| <b>Data quality</b>       | We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.               |
| <b>Security</b>           | We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. |

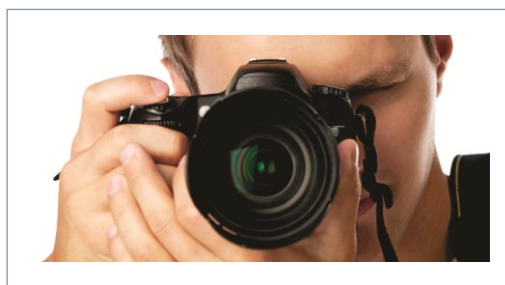
Allens Training will only use or disclose your personal information for secondary purposes under specific circumstances, which may include situations related to the primary purpose of collection, ensuring safety, addressing unlawful activities, or when required by law.

It is essential to understand that, by law, we are prohibited from disclosing your personal information to third parties, including family members, without your prior written consent. Your privacy and data security are of utmost importance to us, and we take the necessary steps to protect them in accordance with relevant regulations.



## Media Privacy

We recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premise's owner or manager, as well as from the students themselves.



If you have concerns about how Allens Training is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the *Privacy Act 1988* (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

## Student Information and Data

As part of our compliance with the Outcome Standards for RTOS 2025, we are required to collect essential student information during enrolment. This includes AVETMISS data, which provides details about your identity, location, and course of study.

### Allens Training Responsibilities:

- Ensure that VET Students' personal information is securely maintained in accordance with applicable privacy laws
- Securely retain completed VET student assessment items for at least 2 years following completion of the training product

### Your Responsibilities:

- Provide accurate and up-to-date personal information at the time of enrolment.
- Notify us in writing within 7 days if your personal details change.

### Identity Verification:

To confirm your enrolment, we may require a copy of your photo ID or other documents. Check the "Student Information" section on our website for specific ID requirements for your course.

### Disability supplement

The Disability Supplement provides additional information to assist with answering the disability question in your enrolment application.

Disability refers to long-term impairments, not short-term conditions (e.g., flu, fractures) or corrected physical conditions (e.g., vision corrected with glasses).

### Disability Categories:

- **Hearing/Deaf:** Includes mild to profound hearing loss. A person who is deaf primarily relies on visual communication methods, such as lip reading, gestures, or sign language.
- **Physical:** Affects mobility or dexterity, such as amputation, arthritis, cerebral palsy, multiple sclerosis, or spinal cord injuries.
- **Intellectual:** Refers to low intellectual functioning and adaptive difficulties manifesting before age 18.
- **Learning:** Includes significant challenges in acquiring and using skills such as reading, writing, or mathematics due to intrinsic, lifelong neurological dysfunctions.
- **Mental Illness:** Psychological and physiological symptoms causing distress or a departure from usual functioning.
- **Acquired Brain Impairment:** Injury to the brain leading to cognitive, physical, emotional, or functional decline (e.g., trauma, stroke, or degenerative diseases).
- **Vision:** Partial sight loss to total blindness, either congenital or acquired.
- **Medical Condition:** Temporary or permanent conditions causing fluctuating wellness (e.g., HIV/AIDS, diabetes, or Crohn's disease).
- **Other:** Conditions not covered above, including neurodivergence.

This information helps us understand your needs and ensure appropriate support during your training.

### **Record Keeping Obligations:**

We are required to securely retain records of AQF certification documentation issued for a period of:

- seven years if a student completes a training product on or after 1 January 2015
- thirty years if a student completes a training product before 1 January 2015

Past and current students can access their achievement records through us or, if a verified USI (Unique Student Identifier) was provided, through the USI system.

### **Enrolment Confirmation:**

Your enrolment is confirmed only after we receive all required student data and verify your ID. This ensures compliance with legal requirements and supports a smooth learning experience.

## **Records Management**

All course paperwork is scanned and entered into our Training Desk database. Files are stored for the legislated period of time and electronic files are backed up regularly and are stored on a protected server.

Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential.



## **Accessing your Records**

Students have access to personal records upon written request to: [rtocompliance@allenstraining.com.au](mailto:rtocompliance@allenstraining.com.au) or [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au). In all cases Allens Training will require proof of identity to protect the privacy of all client information. Students should be advised that if they do not receive any correspondence due to incorrect contact details, they are fully responsible.

# **National Centre for Vocational Education Research Ltd (NCVER) Privacy Notice**

### **Why we collect your personal information?**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### **How we disclose your personal information**

We are required by law (under *the National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the *NVETR Act*. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

## **Surveys**

Your feedback is essential to improving the quality of our training. We encourage all students to complete satisfaction surveys, which provide an opportunity to share your thoughts on:

- What worked well in your training experience.
- Areas for improvement.

Your input helps us enhance our programs, resources, and learning environment to better meet your needs.

You may also be contacted to participate in a government-administered survey, conducted by the NCVER or an authorised agency. Participation is optional, and you can choose to opt out when contacted.

Your feedback supports our commitment to delivering high-quality education tailored to you and future learners.

## **Contact information**

If you wish to access or update your personal information or raise a concern about how your information has been handled, you must submit your request in writing.

You may contact Allens Training Pty Ltd to:

- Request access to your personal information
- Ask us to correct or update your records
- Make a complaint about how your personal information has been collected, used or disclosed
- Ask a question about this Privacy Notice

Please email your request to [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au) or [rtocompliance@allenstraining.com.au](mailto:rtocompliance@allenstraining.com.au), submit a Student Support Request or write to:

### **Compliance**

**Allens Training Pty Ltd**

**1/6 Bottlebrush Avenue, Noosa Heads Q 4567**

We will respond to your written enquiry in line with our Privacy Policy and the relevant privacy legislation.

## **Complaints and Appeals**

At Allens Training, we recognise that student dissatisfaction may occasionally occur. We view feedback from dissatisfied parties as an opportunity to resolve issues and improve our policies and practices.

The right to lodge a complaint or appeal is available to:

- Current students
- Individuals seeking to enrol in a course with Allens Training or through an authorised third-party provider.

Our Student Complaints and Appeals Policy and Procedure ensures all grievances are handled:

- Confidentially
- Promptly
- Fairly
- Transparently

We are committed to resolving complaints to the satisfaction of all parties involved while using feedback to enhance our services.

**To download a copy of the Complaints and Appeals Policies and procedures, please visit our website.**

## **Complaints**

Complaints can come from anyone but are most often submitted by students or employers. We take all complaints seriously and act promptly, even if the complaint isn't formally documented.

## How to Submit a Complaint:

Complaints can be submitted in writing via:

- **Email:** General Manager, Regulatory Compliance – [rtocompliance@allenstraining.com.au](mailto:rtocompliance@allenstraining.com.au)
- **Post:** General Manager, Regulatory Compliance at 1/6 Bottlebrush Avenue, Noosa Heads 4565

Alternatively, a Complaints Form can be downloaded from our website.

## Acknowledgement of Complaint:

All complaints will be acknowledged in writing within 48 hours of receipt.

## Appeals

An appeal is a student's request for reconsideration of an unfavourable decision or finding during training or assessment. This includes decisions made by Allens Training or an authorised third-party provider.

## How to Submit an Appeal:

- Appeals must be made in writing, clearly outlining the decision or finding in dispute.
- Appeals must be submitted within 28 days of being notified of the decision or finding.

## Resolution of Complaints & 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, as 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.

We aim to ensure that all complaints and appeals will be heard with resolutions reached within 30 calendar days of receiving the complaint or request for an appeal, where possible. In the case of the time frame estimated to take longer than 60 days, we will communicate with the appellant why the process is taking longer and an estimated timeframe for resolution as well as being kept informed regarding ongoing progress.

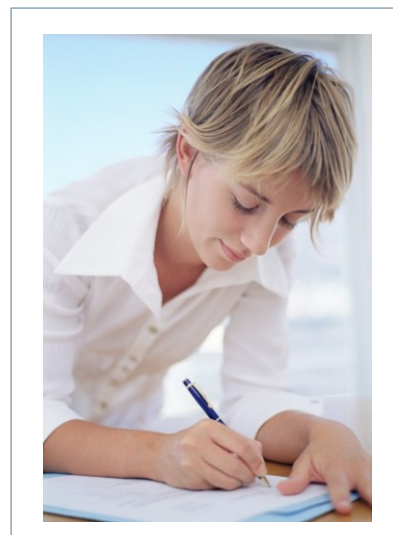
## Review by an Independent Person or External Agency

Allens Training provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances the CEO or General Manager, Regulatory Compliance will advise of an appropriate party independent of Allens Training to review the complaint (and its subsequent handling) and provide advice to Allens Training regarding the recommended outcomes.

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by Allens Training, they are to have the opportunity for a body that is external to Allens Training to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Allens Training may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.



- Complaints can also be lodged directly with the National VET Regulator the Australian Skills Quality Authority via their website at the following link: <https://www.asqa.gov.au/complaints>

The National VET Regulator (Australian Skills Quality Authority – ASQA) is not able to act as an independent third party for review of complaints or appeals on assessment decisions and cannot act as an advocate for an individual student. Where the complainant seeks an external/independent review, any costs associated with that review process shall be borne by the complainant.

## Training and Assessment Information

### Student Learning Needs

Allens Training is dedicated to recognising and addressing the unique learning needs of each student, ensuring the best chance of successful course completion.

#### Communicating Your Learning Needs:

We encourage students to share their learning requirements at any stage of their training journey. This can be done through:

- The enrolment and induction process
- Student Feedback Forms
- Email surveys
- Discussions with trainers
- Suggestions shared directly with our staff

#### Early Identification and Support:

Our trainers aim to identify and address students' learning and assessment needs before or at the start of training, ensuring the necessary support is in place from the outset.

This may include providing support through:

- LLN support;
- Assistive technology or equipment;
- Additional tutorials including online tutorial support;
- Email and telephone support where required;
- Other mechanisms, such as assistance in using technology.

Support may be provided directly by Allens Training staff or through arrangements with a third party. Support strategies will be developed in consultation with the student and if support involves additional costs, students will be informed, and approval will be confirmed before proceeding.

These strategies help staff design quality training tailored to each student's needs.

### Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide a student with the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for an RTO and must be allowable within rules defined by the training package.



Reasonable adjustment ensures our assessment processes accommodate students' unique needs while maintaining the integrity of competency standards specified by the relevant training package or VET-accredited course.

While adjustments can be made to assessment procedures, the integrity of the Unit of Competency and/or qualification must be upheld. Students still need to achieve the standards that employers and training providers expect. A student with a disability will be able to undertake training and assessment that is fair depending on the RTO's approach/position, preparation and application of adjustments. Reasonable adjustment measures must be considered on a case-by-case basis.

Adjustments may include additional time, oral instead of written assessments, literacy support, or arrangements for visual or hearing impairments. These adjustments remove unnecessary barriers, ensuring all students have an equal opportunity to demonstrate their skills and knowledge.

Our approach is guided by the principles of fairness, inclusivity, and maintaining the integrity of competency standards. Where a student's needs exceed our support capacity, we may refer them to external agencies with expertise. Any associated costs will be disclosed upfront to enable informed decision-making.

## Recognition of Prior Learning (RPL)

Allens Training provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition is available for any unit or qualification on the RTOs scope of registration, unless:

- Licensing or training package requirements prevent recognition
- The training product requires demonstration of specific, current workplace performance that cannot be validated through a recognition process
- RPL delivery is not cost-effective for certain short courses (e.g. CPR, First Aid)
- Industry consultation has identified that recognition of prior learning would not meet client or regulatory expectations.

In these cases, RPL will not be offered and will be clearly communicated in course-specific information provided prior to enrolment and accessible on our website.

### What is RPL?

RPL is an assessment process that evaluates an individual's competencies gained through formal, non-formal, and informal learning to determine how well they meet the requirements of a training package or VET-accredited course.

- **Formal learning:** Structured instruction linked to an AQF qualification or statement of attainment (e.g., certificates, diplomas, or degrees).
- **Non-formal learning:** Structured instruction not resulting in an AQF qualification (e.g., in-house professional development programs).
- **Informal learning:** Learning gained through work, social, family, hobby, or leisure activities.

### Recognition Guidelines

#### Eligibility:

- Any student enrolled in a course or qualification with Allens Training can apply for recognition.
- Recognition is only available for units or qualifications within Allens Training's scope of registration.

### Application Timing:

Students are encouraged to apply before starting a training program to reduce unnecessary training and streamline their path to competence.

### Verification:

Allens Training reserves the right to verify the authenticity of certifications with the issuing RTO.

### Assessment Standards:

- Recognition assessments will follow the principles of assessment and the rules of evidence.
- Recognition can only be awarded for complete units of competence.

### Forms of Evidence for Recognition

Recognition is a form of assessment that acknowledges skills and knowledge gained through formal and informal learning, work-based experience, or life experience.

Like other assessments, recognition involves collecting evidence and making a judgement. Assessors evaluate evidence provided by candidates to confirm:

- Skills and knowledge previously acquired through work, study, or life experiences.
- The candidate's ability to apply prior learning or competence to the intended workplace or industry context.

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.

Individual pieces of evidence may not be sufficient on their own. However, when combined with multiple evidence items, they collectively build a strong case for demonstrating competence. Allens Training may require candidates to complete practical assessments to verify current competence. If additional evidence is needed, this will be negotiated with the candidate and may include interviews, written assignments, workplace assessments, or other relevant materials.

Possible RPL Outcomes:

- Full qualification awarded based on supplied evidence.
- Qualification awarded after additional assessment without classroom attendance.
- Partial recognition, reducing classroom and assessment requirements for course completion.



#### RPL Fees and Process:

- RPL fees vary by course and must be paid at the time of application.
- Candidates are responsible for providing complete and accurate documentation.
- Qualified RPL assessors are available to discuss applications and advise on supporting evidence.

If you are not granted RPL, candidates may request a review or lodge an appeal under the Complaints and Appeals Policy guidelines.

For more information, refer to the RPL/CT Information Handbook for Students and application forms downloadable from our website or upon request from Allens Training.

## Credit Transfer

Credit Transfer (National Recognition) acknowledges formal learning where a current equivalent unit exists on [www.training.gov.au](http://www.training.gov.au) and is available to all students enrolling in Allens Training courses on our scope of registration.

Allens Training recognise qualifications and statements of attainment issued by all RTOs registered within Australia. This allows students to receive credit for a unit of competency or module they have already completed successfully.

Any administration fees for this process will be communicated before the assessment of submitted materials.

### Evidence Requirements

To apply for national recognition, you must provide your statement of attainment or qualification for review. These documents must:

- Detail the units of competency you have been issued.
- Be authentic, belong to you, and have been issued by an Australian RTO.
- Be in the correct format as outlined in the Australian Qualifications Framework.

You are required to submit certified copies of these documents along with consent for Allens Training to verify their authenticity with the issuing organisation.

#### Validation of Evidence:

Allens Training reserves the right to validate the authenticity of your evidence by contacting the issuing RTO. For further information, refer to the RPL/CT Information Handbook for Students, available for download on our website.

## Competency Based Training

Competency-Based Training is a key feature of the vocational education and training (VET) sector. It is a student-centred approach where students demonstrate skills and knowledge to meet specific competency standards outlined in units of competency. This approach emphasises practical, real-world skills that prepare students for their chosen industry or profession. It offers flexibility, allowing students to:

- Progress at their own pace.
- Access recognition of prior learning.
- Receive tailored support if needed.

Allens Training and our third-party providers are committed to giving students every opportunity to demonstrate their ability to perform the required tasks.

## Qualified Trainers and Assessors

Trainers and assessors are key to delivering high-quality education and training. At Allens Training, all Trainers and Assessors meet the requirements of our Trainer Credential Policy and maintain industry and VET currency in accordance with ASQA guidance and the Outcome Standards 2025. We uphold the highest standards for our trainers and assessors, ensuring they possess:

- Current qualifications
- Extensive industry experience
- Practical skills relevant to the courses they deliver
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles;
- Understanding of National Principles for a Child safe organisation and current working with Children Check or National Police Check.

Their expertise allows them to effectively support students, meet individual learning needs and assess work fairly. Our trainers and assessors are dedicated to fostering a safe, inclusive and respectful learning environment. They strive to provide the necessary support to help students achieve their course outcomes, reflecting our commitment to delivering a positive and high-quality learning experience.

## Academic Honesty and Integrity

At Allens Training, we expect all students to uphold academic honesty and complete assessments with integrity. This means all assessment work you submit must be your own, unless group work is specifically allowed.

### Your Responsibilities:

- Submit your own original work for all assessments.
- Do not copy from other students or online sources.
- Avoid collusion (working with others) unless the task is designed for group work.
- Do not use artificial intelligence (AI) tools to write or complete answers, unless your trainer has given permission.
- Do not use or share our course or assessment content in AI tools.



You will be asked to sign a declaration confirming that the work is your own. If you submit fully digital forms (e.g. typed name, no signature or date) your work may be rejected.

### What is Plagiarism or Academic Cheating?

Plagiarism is using someone else's words or ideas as your own. Academic cheating includes:

- Copying from others or using unauthorised materials.
- Letting someone else complete your work.
- Getting answers from a paid service or AI tool.
- Submitting old work again as new.

## Using AI Responsibly

You may:

- Use AI tools to help check spelling or grammar.
- Use AI to help research—but not copy answers.
- You must not:
- Ask AI tools to write any part of your assessment.
- Paste assessment questions or training content into AI tools.

If you're unsure how to use AI tools, ask your trainer or contact [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au)

## How We Check for Authenticity

We may verify your work using:

- Verbal questioning
- Supervisor confirmation
- Style and quality comparisons
- Review of your declaration

## What Happens if There's a Breach?

Academic misconduct is taken seriously. If you're found to have plagiarised or cheated, you may:

- Be asked to re-do your assessment
- Be removed from the unit or course
- Be ineligible for a refund
- Have the matter investigated further by the Compliance Team

You will have the chance to respond to any allegations, and you may appeal the decision.

For more information, see the full ***Academic Integrity and Plagiarism Policy*** or speak to your trainer.

## Completion of Pre-Course Work

It is of utmost importance that you finish any required pre-course work prior to the start of your face-to-face training session. If you have not completed your pre-course work, the decision to allow your participation in the face-to-face session and practical assessments will be at the discretion of your trainer and assessor on the day.

Please be aware that your competence in the course will only be recognised once you've successfully completed all components of both the practical skills and theory assessments. For courses conducted through the 'online training with face-to-face assessment' delivery mode, if you can successfully fulfill the practical components, the Training Desk system will grant you a 60-day timeframe to finalise any outstanding online work.

If, after 60 days from the conclusion of your face-to-face course session, you still have unfinished online components, your enrolment status will be changed to 'abandoned,' and you will not receive any certification for the training. It's important to note that in the event of an abandoned enrolment, there will be no eligibility for a refund of your student fees, and you will be required to re-enrol.

If you manage to complete your work within 60 days from the conclusion of the face-to-face portion of the course, you will receive a certificate valid from the day you finish the online component.

For detailed information on our Student Pre-Course Work Policy and Procedure please download the full policy document from our website.

## Assessment Processes

Units of competency can be assessed on the same day of delivery or afterwards depending on the mode of delivery. Units of competency delivered by mode of face-to-face for example is likely to be assessed on the same day as delivery.

### Rules of Evidence

Allens Training will ensure our assessment tools meet the **Rules of Evidence**:

- **Validity** - The assessment evidence clearly demonstrates that the student has the required skills and knowledge as outlined in the unit of competency and assessment requirements.
- **Sufficiency** - There is enough quality and relevant evidence to make a fair decision about the student's competency.
- **Authenticity** - The evidence provided is confirmed to be the student's own work.
- **Currency** - The evidence reflects current skills and knowledge and has been gathered from recent activity.

### Principles of Assessment

All assessments at Allens Training are designed and conducted in line with the **Principles Of Assessment**:

- **Fairness** – Each student's needs are considered. We apply reasonable adjustments where appropriate and inform students about the assessment process. Students can also request to have assessment decisions reviewed or to be reassessed.
- **Flexibility** – We adapt assessment to suit individual learners. This includes recognising prior learning and using a variety of assessment methods suited to the student, the unit, and the context.
- **Validity** – Assessment decisions are based on evidence that matches the skills and knowledge described in the unit. This includes:
  - Aligning tasks to the unit's requirements
  - Assessing both knowledge and practical application
  - Using evidence that shows the student can perform in real or simulated environments
- **Reliability** – Assessment outcomes are consistent, and different assessors will reach the same decision using the same evidence.

## Assessment Methods

Allens Training uses a combination of assessment methods. Some of the methods may include:

- ✓ **Observation**: where the student will be observed performing a series of tasks a number of times to determine their competency.
- ✓ **Verbal question and answers**: when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- ✓ **Written assessment**: In this instance the student will be given the opportunity to demonstrate their competency through multiple choice questions, short answer questions, written reports etc.
- ✓ Other methods include case studies, projects, essays, video tasks, logbooks and third-party reports.

All assessment tasks consider language, literacy or cultural factors related to the task.

Allens Training does not provide job or work placements as part of the course delivery unless explicitly stated in your course information.

For details about assessment methods for your chosen course, refer to the course outline.

## Assessment Completion Timeframes

Completion timeframes for courses vary depending on which course you are enrolled in. Please refer to the course specific information on our website for the completion timeframe of each course. Allens Training will provide written confirmation of your timeframe and expected completion date upon registration.



Applications for extension to completion timeframes must be made in writing to Allens Training for review. Please email [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au) and detail the circumstances surrounding your request for an extension. You will receive a response in writing within 7 days of your request.

More information on suggested timeframes for individual units and qualifications and for the volume of learning within a qualification, please refer to the 'Student Information' for that particular course.

## Re-assessment

Students who are deemed 'Not Yet Satisfactory' for an assessment task will be allowed two (2) further attempts. No additional fees will be charged.

### Stage 1: Student deemed 'Not Yet Satisfactory'

- Students who are deemed to be 'Not Yet Satisfactory' are to be provided with information identifying the areas where they failed to achieve competency.
- Students can repeat the assessment task as soon as can be practically arranged, ideally, on the same day of the course.
- Where possible, the student will be reassessed on the day of the course. If the student is deemed 'Satisfactory' after the additional attempts, the outcome of the assessment is captured as 'Competent'.

### Stage 2: Student deemed 'Not Yet Competent'

- Students who are deemed 'Not Yet Satisfactory' after the additional two (2) attempts, the outcome will be recorded as 'Not Yet Competent', and the assessor must provide information identifying the areas in which they failed to achieve competency.
- If required, the student can be provided with an Enrolment Report and Record of Assessment, indicating the tasks were deemed to be satisfactory and 'Not Yet Satisfactory'.
- The student should be re-enrolled in the course to undertake the required gap training and assessment. The training and assessment may include the complete knowledge and skills component of the course, or just the areas/topics where the student has demonstrated gaps in their knowledge.
- The student must participate in a new assessment task within thirty (30) days of notification. An administration fee may be charged to cover the cost of supplying new resources if required. This remains at the discretion of the assessor.
- If a student is deemed satisfactory for the assessment tasks previously deemed 'Not Yet Satisfactory' and all assessment requirements are met, the student must be marked as 'Competent'.

### Appeals process:

- Appeals process - If a student is found 'Not Yet Competent' after re-assessment, they may wish to appeal the decision. The appeals policy and procedures are available for download from our website.

## Marking of Assessments

Assessors aim to mark assessments within 24 hours of receipt of submission where practicable. Students will be notified where this timeframe cannot be met for any unforeseen reason.



## Assessment Feedback

Assessors will provide students with feedback where further evidence is required. Feedback will be provided to the student in a prompt timeframe and during practical assessments where required.

## Issuance of Awards

On successful completion of a course, subject to all outstanding checking of documentation and providing all agreed fees the student owes to Allens Training, or the partner organisation have been paid, students will be issued with the appropriate Certification within 30 days of completion of the training course.

All qualifications and statements of attainment will be issued by Allens Training and will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

Qualifications and statements of attainments will be issued according to the students' legal name as provided when creating their Unique Student Identifier (USI). For Certification to be re-issued under a new name, relevant evidence supporting the change of name will be requested. In addition to this, the students' names will need to be updated in the USI system in order for the new certification to be issued.

Allens Training will maintain data of all qualifications/statements of attainment issued as per the Outcome Standards for RTOS 2025 and Compliance Standards 2025.

## Testamur/Award

To be eligible for a Qualification (e.g. Certificate or Diploma) a student must have successfully completed and achieved competency in all the required course work and assessments as set out in the course outline.

## Statement of Attainment

As a student progresses through their learning and successfully completes a unit of competency or module, a Statement of Attainment (SoA) will be awarded for those units completed where the full certificate or Diploma level course has not been completed.



## Statement of Attendance

Statements of attendance are supplied to students who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for students who attend non-accredited training (e.g. skills only).

## Superseded Units/Qualifications

Allens Training ensures students have access to the most current units of competence or qualifications. When a Training Package is superseded, we will support students to complete their enrolment course or be transferred into the replacement training product in a timely manner.

During this transition period particular attention will be given to monitoring client feedback and the implementation of any changes that are identified as necessary in this process.

## Student Feedback

Your feedback is essential for improving the quality of our courses and services. We encourage you to provide honest and thoughtful responses to any surveys or feedback forms provided by your trainer.

After successfully completing your course, you will receive an email notification about your certificate. This email will include an option to provide additional feedback on your training experience.



Your input is valuable - student feedback is reviewed regularly as part of our continuous improvement system. Your responses directly inform decisions about course content, delivery and trainer performance monitoring.

## Quality Assurance

Allens Training is responsible for effectively monitoring training and assessment delivered on our behalf to ensure it meets the Outcome Standards for RTOS 2025.

As a part of our quality assurance processes at Allens Training, you may be contacted by a member of Allens Training staff and requested to complete a telephone survey to gather feedback on the delivery of our courses. You are not required to complete these surveys and may refuse at any time if contacted by Allens Training.



## Student Wellbeing and Support services available

We understand that personal wellbeing is crucial to your success as a student. Balancing study with life commitments can sometimes be challenging, and we want to ensure you have the support and resources you need to thrive, both academically and personally. We are here to help you manage stress, support your mental health, and maintain a balanced approach to your studies.

At Allens Training, we are committed to providing appropriate academic and personal support throughout your course, as required under the Outcomes Standards 2025.

## Mental Health Support

We recognise that mental health is a vital part of your overall wellbeing, and we are committed to providing access to mental health resources. If you ever feel overwhelmed or need someone to talk to, we encourage you to reach out to our team. Additionally, there are national and state-based services that offer confidential and professional mental health support:

- Lifeline Australia (13 11 14) – 24/7 crisis support and suicide prevention.
- Beyond Blue (1300 22 4636) – Mental health support and counselling.
- Headspace (1800 650 890) – Youth mental health services, providing support.

We also provide information about local mental health services relevant to your state, so you can access help close to home, no matter where you're studying from.

## Stress Management

Studying can sometimes lead to stress, especially when juggling multiple commitments. To help you manage stress effectively, we offer the following tips and resources:

**Time Management Techniques:** Organise your study schedule in advance, setting aside time for breaks and personal commitments. Break your work into smaller, manageable tasks to avoid feeling overwhelmed.

**Regular Breaks:** Follow the 20-20-20 rule: for every 20 minutes of study, take a 20-second break and look at something 20 feet away to reduce eye strain and give your mind a break.

**Physical Activity:** Incorporating regular movement into your day can help reduce stress. Even a short walk or stretching during study breaks can improve your mood and focus.

**Mindfulness and Relaxation:** Practice mindfulness techniques like deep breathing or meditation to calm your mind. Apps like Smiling Mind or Calm can guide you through relaxation exercises to relieve tension and anxiety.

## Balancing Study with Life Commitments

We understand that life doesn't stop when you begin your studies, and balancing personal commitments with coursework can sometimes feel overwhelming. Here are some strategies to help maintain balance:

**Flexible Learning Options:** Many of our courses offer the flexibility to complete pre-course study at home, allowing you to learn at your own pace and in your own environment. This can help you manage your time more effectively, balancing study with work, family, and personal commitments.

**Study-Life Balance:** Make time for yourself. It's important to maintain your hobbies, social activities, and relaxation time, so you stay refreshed and motivated in your studies.

**Ask for Help:** If you find yourself struggling to balance study and life, reach out to your trainer or our student support team. We can offer advice on how to manage your workload or refer you to additional support services.

## Accessing Resources and Support

If you ever feel like you need additional support, our team is here to help. We provide referral pathways to a wide range of support services, including counselling, stress management resources, and external agencies that can offer further assistance. Whether it's personal issues, study-related stress, or balancing life's demands,

we will work with you to find the right solution. In some cases, there may be fees associated with external services, but we are committed to providing you with all the information you need to make confident decisions about your learning and wellbeing. Our goal is to ensure that you have the right support in place to succeed.

## Language, Literacy, Numeracy and Digital (LLND) Support

Language, literacy, numeracy and digital literacy (LLND) skills are essential to student success in vocational education and workplace performance. These skills impact tasks such as reading safety instructions, performing calculations, interpreting workplace signage, and using digital platforms.

To ensure students are supported appropriately, Allens Training will:

- ✓ Identify LLND support needs prior to or at enrolment, through a self-assessment or other suitable screening process, to determine where additional support may be required to complete the training.
- ✓ Provide training and assessment materials that are accessible, clearly written, and appropriate to the skill level required by the training product and workplace context.
- ✓ Offer information about available LLND support, including recommending external providers such as TAFE where more intensive assistance is required. These providers have qualified support practitioners to assist with language, literacy and numeracy skill development.
- ✓ Refer students to external LLND or digital literacy support services if support needs are beyond what Allens Training can reasonably provide.
- ✓ Negotiate reasonable adjustments to the training or assessment process, including time extensions, changes to delivery format, or other flexible strategies—based on individual needs identified during the enrolment process.
- ✓ Record LLND support needs and adjustments in the student's file (via Training Desk) to ensure they are considered throughout the course.

All LLND support decisions are made in consultation with the student. Where external support services involve a cost, the student will be informed prior to any referral.

All training and assessment is conducted in English unless otherwise stated. LLND needs do not impact eligibility for enrolment and are addressed in a way that supports fairness, equity, and successful training outcomes.

## Welfare and Guidance Services and Client Support

If you experience a problem with your course, you should immediately speak with your trainer or the Allens Training Head Office (Phone 1300 559 064) who can help you find the assistance you need. Some examples of support that may be arranged may include:

- Mentoring
- Disability Support
- Telephone/email learner's support
- Personal Counselling
- Study Skills Program.

## Supporting Priority Student Cohorts and First Nations Students

Allens Training is committed to supporting priority student cohorts, including individuals from First Nations communities, students with disability, culturally and linguistically diverse backgrounds, and those facing social or economic disadvantage. We provide targeted assistance to ensure all students have equitable access to quality training and support services.

Our Student Support Officer is available to help with a wide range of academic and personal needs, and our First Nations Student Support Officer offers culturally responsive assistance tailored to the needs of Aboriginal and Torres Strait Islander learners. This includes helping students navigate training requirements, access appropriate services, and engage meaningfully with their education.

We actively work to create a safe, inclusive, and respectful learning environment for all learners, and encourage students to reach out at any time if support is needed.

We are committed to providing an inclusive and culturally safe learning environment for all our students. Understanding the unique experiences and needs of our First Nations learners is central to our approach, and Student Support Officers play a key role in achieving this.

### **Cultural Awareness and Respect**

Our Support Officer promotes a culturally inclusive environment that respects and celebrates the rich heritage of First Nations peoples. We acknowledge the importance of cultural awareness and embed it into our support services and training practices.

### **Support and Guidance**

We understand that each student's journey is different. If required, the First Nations Student Support Officer will work closely with all students to identify the individual needs of First Nation learners, offering support and advice to help them succeed in their studies.

### **Facilitating Informed Decisions**

Making informed choices about education and training is crucial for success. Our Support Officer ensures that First Nations students have access to clear and transparent information about training and assessment processes, pathways, and the support services available. This empowers students to make choices that align with their goals and circumstances.

### **Providing a Safe Space for Concerns**

We are committed to ensuring that First Nations students feel safe and supported to voice any concerns or challenges they may face. Our Support Officer is available to listen, advocate, and guide students through the process of resolving issues, promoting a learning environment where everyone feels heard.

### **Access to Support Services**

Beyond academic support, our First Nations Student Support Officer will be able to connect students with a range of services that may assist them, including cultural support, mental health resources, and community organisations. This holistic approach ensures that the well-being of our First Nations students is prioritised.

### **Your Voice Matters**

At Allens Training, we are dedicated to fostering an environment where First Nations students are not only considered but actively engaged in their education. The First Nations Student Support Officer is here to ensure that every student has a voice and can participate meaningfully in their learning experience.

For more information or to connect with our First Nations Student Support Officer, please reach out. We are here to support you every step of the way.

## Using your Training Desk Student Support Requests

Your success in achieving your learning goals is our primary focus. On occasions you may need clarification or support during your studies. An easy and efficient way of contacting us for support is through our Student Support Request ticket system by following these steps:

1. Log into your Training Desk Student Portal
2. Select Support: Create a Request which is located at the right of your screen
3. Select the type of Support Request you need: Course, Online Coursework, Learning Support or Other
4. Select the Course type, or if requesting general support or information, provide as much detail as possible.

Please be assured that we are always available to assist you with your enquiries. Requests submitted will generally be responded to within 24 hours of submission.

## We're Here for You

At Allens Training, your wellbeing is a priority. We want to ensure that you have the resources and support you need to succeed in your studies and maintain your personal health and happiness. Don't hesitate to reach out if you ever need help—together, we can ensure that your learning journey is positive, rewarding, and well-supported.

By making use of the available resources and seeking help when needed, you'll be equipped to achieve your goals while maintaining your personal wellbeing.

## Working with Persons Under 18 Years of Age

Unless otherwise specified, students under the age of 18 years may enrol with Allens Training. In some cases, our courses cannot be delivered to individuals under the age of 18 due to specific industry age restrictions or site requirements. Please ensure you have spoken with one of our staff members prior to enrolment.

## Rights of Under-18 Students

As a student under 18, you have the right to:

- Learn in a safe and supportive environment free from harm.
- Be treated with respect and dignity by trainers, staff, and fellow students.
- Access support services and receive help with any issues you may face during your studies.
- Raise concerns or make a complaint if you feel unsafe, and have these concerns addressed promptly and appropriately.

## Safeguarding and Supervision for Under-18 Students

We are committed to providing a safe, inclusive, and supportive learning environment for all students, including those under the age of 18. We follow the 10 National Principles for Child Safe Organisations which outline specific requirements to ensure that young people are protected, supported, and given the resources they need to succeed in their studies.

For students under 18, we have additional safeguards in place to ensure their safety and wellbeing while enrolled with us. These measures include:

**Trainers' Qualifications:** All trainers who work with students under 18 are required to meet the Working with Children Check (WWCC) or equivalent requirements for their state or territory. This includes obtaining clearance from relevant authorities to work with minors, ensuring that they have been thoroughly vetted to provide a safe learning environment.

In some cases, certain individuals such as police officers, schoolteachers, and other government employees may be exempt from holding a Working with Children Check (WWCC) due to the nature of their role and existing vetting processes. Additionally, in Western Australia, current legislation does not classify vocational trainers as engaging in "child-related work," meaning they are not eligible to apply for a WWCC. Despite these exceptions, Allens Training remains committed to providing a safe learning environment. Where a WWCC is not legally required, we ensure these individuals hold an appropriate Exemption Notice and/or a current National Police Check before working with students under 18.

**Staff Qualifications:** All RTO staff have undertaken additional training relevant to working with children and the 10 National Principles for Child Safe Organisations to ensure a safe learning environment is provided to all under 18 students enrolled with us.

## Child Safe Environment

Creating a child-safe environment where students under 18 feel safe, respected, and supported is important to us. The National Principles for Child Safe Organisations guide our approach by focusing on key areas such as:

**Student Empowerment:** We encourage young people to speak up if they have any concerns about their safety or wellbeing. We ensure that all students under 18 are aware of how to access support and report concerns, whether related to their studies or personal issues.

**Clear Reporting Mechanisms:** If any student under 18 experiences or witnesses inappropriate behaviour or feels unsafe in any way, they can report their concerns to our team. We take all concerns seriously and have a clear process in place to address and resolve issues promptly and confidentially.

## Support Services for Under-18 Students

We recognise that under-18 students may need additional support to help them balance their education with other commitments and to ensure their personal well-being. As part of our commitment to supporting young learners, we provide:

- **Counselling and Wellbeing Support:** We offer access to support services for mental health and wellbeing, including counselling services, if needed. Our team is available to guide under-18 students through any challenges they may face, both academically and personally.
- **Tailored Learning Support:** We offer tailored learning support for under-18 students, ensuring that they are provided with the right resources, assistance, and adjustments to succeed in their studies. Whether they need extra help with their coursework or guidance in managing their time, our trainers and support staff are available to assist.

## Confidentiality and Child Protection

We maintain strict confidentiality when dealing with any personal information, including any issues or concerns raised by under-18 students. However, we are also required to follow child protection laws, which may involve mandatory reporting if a student is at risk of harm. In such cases, we will act in accordance with relevant laws to protect VET students while maintaining their privacy to the greatest extent possible.

## Commitment to Your Wellbeing

At Allens Training, we prioritise the wellbeing and safety of all our students, especially those under 18. We are here to support you throughout your learning journey and ensure that you are equipped with the tools, resources, and safe environment you need to succeed. If you have any questions or need support, please reach out to your trainer or our student support team.

If you feel your rights, or the rights of someone you care for have not been met, please immediately contact the General Manager for Regulatory Compliance to discuss further.

## Thank You and Congratulations!

Thank you for choosing Allens Training as your trusted training provider.

Your learning journey is important to us, and we are dedicated to making it a valuable and enjoyable experience. Your feedback helps us continuously improve our services.

If you have any questions or need assistance, please contact us:

- By telephone: **1300 559 064**
- By email: [compliance@allenstraining.com.au](mailto:compliance@allenstraining.com.au) or [rtoconpliance@allenstraining.com.au](mailto:rtoconpliance@allenstraining.com.au)
- By submitting a Student Support Request via your Training Desk Student Portal.

We're here to support you in achieving your training goals.

*Regards,*

*Allens Training*