

Student Information – Code of Practice

Introduction

Alibi Training Australia (ATA) is an organisation committed to the highest standards of training and assessment. This code of practice outlines our dedication to meeting and exceeding the requirements of the training standards required by Registered Training Organisations (RTOs).

Legislative Requirements

ATA will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to operations and scope of registration. Staff and clients will be fully informed of these requirements where they affect their duties or participation in vocational education and training.

This includes but is not limited to the following Acts which are available online at www.comlaw.gov.au or relevant links such as www.legislation.qld.gov.au

- Workplace Health and Safety Act 1995
- Workplace Health and Safety Regulations 2008
- Vocational Education, Training and Employment Act 2000
- Workplace harassment, victimisation and bullying
- Anti-Discrimination. Including equal opportunity, racial vilification and disability discrimination
- Privacy Act 1988
- Copyright Act 1968
- Freedom of Information Act 1992

Recognition of AQTF Qualifications of AQF and Statements of Attainment

Alibi Training Australia (ATA) recognises the Australian Qualifications and Statement of Attainments issued by other RTOs.

All staff is obligated to provide information to participants such as the Student Information-Code of Practice and to accept participants AQF qualifications and statements of attainment for verification and credit transfers.

Participants can apply and gain credits for on the basis of certificates offered by other RTOs

This application process includes; providing recognition information to participants. Participants forward qualifications or statements of attainment to ATA. ATA verifies authenticity of qualifications and statements of attainment, and then the participant is provided with credit transfers for their qualifications or statements of attainment.

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Training and Assessment Strategies

The needs of target groups of people will determine the learning style and assessment methods used to assist the participant's acquisition of competency.

ATA will maintain a supportive learning environment and participants will be encouraged to undertake achievable learning and assessment activities. We will also offer extra learning support for those who need a little extra assistance for success. ATA has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessments will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training resources will be utilised to ensure the learning environment is conducive to the success of the learner.

Management and Administration

ATA has policies and management strategies which ensure sound financial and administration practices. Management guarantees the organisations sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. ATA has adequate insurance policies in place.

Quality Management Focus

ATA has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from learners, staff and employers for incorporating into future programs and courses.

Educational Standards – ‘Australian Quality Training Framework’ Requirements

ATA is committed to providing high learning and assessment standards and remaining compliant with the Standards and elements as specified in the AQTF 2007 and any amendments in the future. The students and clients are our prime concern. Feedback from them, destination surveys and internal reviews, will drive improvements in customer satisfaction. All staff within ATA will meet the required minimum resource standards and provide a supportive learning and assessment environment.

Client Service:

ATA has sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with AQF guidelines. Our quality focus includes: Recognition of Prior Learning, a fair and equitable Refund Policy, a complaints and Appeals Procedure, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our employer and student information advice will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined

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External Review

ATA agrees to be subject to external reviews as required by the state registering body. This covers random quality audits, audits following complaints and audit for the purpose of re-registration.

Participant Information

Participants will be provided with accurate information, prior to the course, regarding:

- Enrolment and induction
- Course Information content and requirements for successful completion
- Fees and charges including refund policy
- Provisions for language literacy and numeracy assessments
- Client support including any external support
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Staff responsibility for access and equity
- Recognition of Prior Learning (RPL) arrangements

NOTE: Any of above policies/procedures is available

If you cannot find this information or feel that you are being disadvantaged, ask your teacher for assistance immediately or leave a message on the Email or phone numbers as displayed on the information forwarded to you.

Course Information

Specific course information has been developed for all of the courses delivered by ATA. Student information sheets for each course and its content also support this. Course information is also available on our website at www.alibitraining.com.au.

Fees, Charges and Refunds

For short courses and workshops (E.g. First Aid, CPR, Low Voltage Rescue, Manual Handling) payment on day of training is acceptable. Payment methods accepted are: cash, cheque, invoice (prior arrangement necessary). For training programs longer than one (1) day fees are required to be paid one (1) week prior to commencement of training. Cancellations up to 1 week prior to course, will receive a full refund less 10% administration costs. Cancellations between one (1) week and start date receive no refund; however the course fees paid are transferable to another course (maximum three changes) or other learner. No refunds are given after course start date for cancellations or discontinuations or after exclusion for unsatisfactory behaviour or unsatisfactory attendance except for extenuating medical reasons. A pro-rata refund may be given less 10% administration fee.

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Enrolment, Induction, Course content & requirements for successful completion

The enrolment form forwarded is the main source of information for your records and must be completed legibly and accurately. Induction into the course includes: safety, content, activities, assessment and identification of your learning style and goals.

Privacy Statement

The information you provide on enrolment forms, reviews and feedback, will be made known to third persons to enable us to organise training, assessment, issue qualifications and continually improve.

Language, Literacy, Numeracy (LLN) and support

You will be checked for having the appropriate minimum level of LLN to identify if you require any referral or assistance. Assistance can be provided through classes at other RTOs or other tutors can be provided who offer services at additional cost.

Training – Competency Based Training

Competency Based Training (CBT) was introduced into Australia as part of the Federal Government Industry Restructuring Program. CBT looks at the skills and knowledge that a person needs to do a job. Assessment criteria are defined for each unit of competency. The assessment criteria, describes the performance criteria to be applied and the associated skills and underpinning theory knowledge requirement.

Courses delivered by ATA allow for flexibility in that the topics and times are displayed. If you are unable to attend a component/element you can, by arrangement only, attend the next course subject to availability. If you feel that you are being disadvantaged in any way see your facilitator immediately.

Assessment under CBT is criteria based where a predetermined standard has to be achieved. The learner's performance is compared to the standard rather than against a predetermined percentage pass mark or other learner's results. This means that the system of measuring results by marks or percentages is no longer relevant. A learner is assessed as either competent or not yet competent

Welfare and Guidance Services

As courses are commercial 'fee-for service' types there are no discounts to health care cards etc.

Appeals and Complaints

It is critical that we look after your interests and this is why the following processes are available upon your request.

Reassessment on Appeal

If you disagree with the assessment decision you can appeal the decision and be reassessed.

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Access to student information and Client Service

Individual students will have access to view or be provided with a copy of any training and assessment records upon request in accordance with Alibi Training policies and procedures. Under the Freedom of Information Legislation, student's information is protected under secure storage and code of conduct of assessors as included in the training package for workplace training and assessment.

Record management systems will record progressive assessment results and issue qualifications within the time frames specified in the Training Act.

Marketing

ATA will market its products with integrity and will not intentionally mislead the prospective participants.

Access and Equity

All persons seeking training and assessment by ATA will be treated equally.

Bullying, Harassment, Victimisation

Legislation now prohibits the bullying, harassment, or victimisation of fellow students, teachers, assessors, and other staff. In accordance with *Anti-Discrimination Act 1991*, Alibi Training Australia must provide a learning and assessment environment, which is free from this unacceptable activity. If anyone conducts such activity disciplinary procedure will be taken as outlined in disciplinary follows.

Disciplinary procedures

Should your behaviour disrupt the learning or assessment processes discipline procedures such as removal from the class will apply. No refunds will be given because of disruptive behaviour.

Privacy

Your personal information will be disclosed to third persons so that training, assessment and processing of certificates can be achieved. No disclosure, except as required by court subpoena, will be done without written approval from yourself.

Staff responsibility for access and equity

The principles of social justice will guide all aspects of the course delivery and assessment. This includes but is not limited to:

- Using resources and methods that are inclusive
- Providing equitable access to facilities and resources
- Using language that is appropriate to the context

Recognition of prior learning (RPL) Recognition or Skills First

Definition of Recognition

Recognition (Skills First) is the formal recognition of any past skills and knowledge regardless of how they were obtained. You can acquire skills and knowledge from:

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- Life experience
- Projects
- Formal Training
- Sport Coaching
- Girl Guide leading
- Other

The page/s of units of competency forwarded with the course information outlines the unit titles and elements. You can use the titles and units to complete a self-assessment by ticking the elements that you believe you can provide evidence for. If you have past qualifications and you have kept up your currency (That is you have kept up with any new developments) or you are doing the activities in your workplace, you can apply for Recognition of Prior Learning. Please discuss this with ATA before attending the course. If you feel that you already have skills and knowledge in areas required; then request the Recognition of Prior Learning documents which outline all the performance criteria which must be met.

Four (4) Easy steps to have your existing skills and knowledge recognized

1. Request the recognition self assessment checklist/documentation from your Registered Training Organisation (**RTO**)
2. Complete the self assessment checklist/documentation and forward copies of evidence to the **RTO** for a free 30 min diagnostic interview by appointment
3. Receive feedback from the **RTO** re recognition and or gaps and possible costs and strategies to fix the gaps if required
4. Decide if you want to enrol and get formal recognition for your existing knowledge and skills and fill and gaps if appropriate.

Sanctions

ATA understands that if it does not honour the conditions outlined in the code of practice and be compliant with regulatory requirements that sanctions such as removal of registration to certain scope or complete removal of registration may apply.

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