



STUDENT HANDBOOK

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Introduction

Alibi Training Australia (ATA) is a Registered Training Organisation (RTO 32091) committed to the highest standards of training and assessment. This Student Handbook has been produced as a reference point for you to find information about the policies and procedures that we have put in place ensure your learning experience is productive, rewarding and enjoyable.

ATA is absolutely dedicated to providing you the best training we possibly can. As a small business we continually look for ways to improve what we do, and strongly encourage you to provide us with feedback (good and/or bad).

Students on Student VISAs

ATA is NOT registered for training students who are in Australia on a 'Student (study) VISA. All our 'Units of Competencies' paperwork will ask you to declare you are in fact **NOT** in Australia on a Student VISA. Students, who are in Australia on a Student VISA, will need to apply to train through a CRICOS Accredited Training Organisation.

Guarantee of Services

At ATA we guarantee our training and assessment services to all students upon commencement of their paid course/s. The basis for determining "Services Not Provided" is to be based on the 'Units of Competency' completed by you and which can be issued in a Statement of Attainment at the time the service is terminated. In the event that ATA is unable to uphold this guarantee we will ensure that students are provided access to an alternative RTO to enable them to complete their studies at no further cost to the student or alternatively ATA will issue a full refund of course fees to the student in accordance with our 'Cancellations and Fee Refund Policy'.

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

- National Vocational Education & Training Regulator Act 2011
- Workplace Health and Safety Act 2011
- Workplace Health and Safety Regulations 2011
- Workplace harassment, victimisation and bullying
- Anti-Discrimination. Including equal opportunity, racial vilification and disability discrimination
- Privacy Act 1988
- Copyright Act 1968
- Right to Information Act 2009

Queensland

- Vocation Education, Training and Employment Act 2000
- Vocation Education, Training and Employment Reg 2000

Feedback (Quality Management Focus)

ATA values all feedback. At the completion of your training, a feedback form is provided (part of student paperwork), for this process. 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.

National Recognition / Credit for Prior Studies

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 Handbook and to accept participants AQF qualifications and Statements of Attainment for verification and credit transfers. Participants can apply and gain credits for based on 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.

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 Cancellations & Fee Refund Policy that is fair and equitable. Student records are managed securely and confidentially and are available for learner perusal on request. ATA has adequate insurance policies in place.

Client Service:

ATA has sound management practices to ensure effective client service.

- Issuance of Qualifications - On successful completion of training within 30 days ATA will issue a Statement of Attainment which is Nationally Recognised, provided all fees the learner owes to ATA have been paid.
- Our Quality focus includes:
 - Recognition of Prior Learning,
 - Cancellations and Fee Refund Policy,
 - A Complaints and Appeals Procedure,
 - Access and Equity Policy and
 - Student welfare and Guidance Services. (Support Services, Interpreters, Disability Support, Personal Support)
 - Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We will take every opportunity to ensure the above information is disseminated, understood and valued by personnel and clients.
- ATA 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 as part of the introduction before course commencement.
- The above information is available through the ATA website – www.alibitraining.com.au

Support Services

ATA has access to various support and welfare services to assist you if needed.

Our trainer will be more than happy to discuss with you your training and career aspirations, and expectations from your training with ATA.

NOTE – Some Units of Competency have set literacy or numeracy skills and performance guidelines.

Interpreters

ATA recognises the diversity of its students. All courses are delivered in ENGLISH, with the level of literacy or numeracy skills set by the Unit of Competency. Should the services of an interpreter be needed, prior contact by the student to ATA is required before the day of the training. ATA will endeavour to assist in the location of an accredited interpreter to assist. All costs for this service will be borne by the student, including access to government funding.

NOTE – Some Units of Competency have set literacy or numeracy skills and performance guidelines.

Disability Support

ATA is committed to supporting persons with disabilities, reasonable adjustment can be provided if the assess remains within the performance guidelines of the Unit of Competency.

NOTE – Some Units of Competency have set literacy or numeracy skills and performance guidelines.

Personal Support

Where personal circumstances may affect your learning experience, ATA will endeavour to provide support if required, this may include referring you to external organisations, for example but limited to:

- Centrelink
- Mission Australia Helpline
- Lifeline
- Pregnancy Helpline

External Review

ATA agrees to be subject to external reviews as required by the registering body. Currently this is the Australian Skills Quality Authority (ASQA). This covers random quality audits, audits following complaints and audit for the purpose of re-registration.

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. ATA 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.

Enrolment and Fees

Enrolment in any course shall be completed prior to the commencement of that course. An enrolment form is available from ATA via email or post. Alternatively, an enrolment form is issued on the day of the training session. Class sizes will be determined by ATA and kept manageable in size to ensure quality outcomes.

- All pricing is in Australian dollars (AUD)
- A student cannot commence a course without paying the course fee, unless prior approval is granted by ATA.
- ATA reserves the right to adjust the price of the training session to ensure that all costs of conducting the class are met and that enrolled students are not disadvantaged.
- Confirmation of your booking will be sent to you via email or 'Text Message'.
- All information collected by ATA through the enrolment process will be treated as confidential. ATA has an obligation to collect and store personal information under the standards for NVR.

Course Information Sheets

Course Information Sheets have been developed for all training delivered by ATA. Course Information Sheets are available direct from Alibi Training Head Office, alternatively can be accessed via our website at www.alibitraining.com.au.

Attendance

- Students are required to attend the theory and/or practical sessions in order to be assessed for competency.
- Failure to attend scheduled training will result in the relevant action as describe in: '**Cancellations and Fee Refund Policy**'.
- Please ensure that you arrive 30 minutes prior to the scheduled start time to complete registration.
- Anyone who arrives after the **Scheduled Start Time** may not be admitted to the class.
- Participants should allow additional travel time for public transport or traffic delays. ATA is not responsible for late arrival due to travel delays.
- If you do not arrive by the **Scheduled Start Time** you may not be admitted and will need to rebook into a future course, all payments are subject to '**Cancellations and Fee Refund Policy**'

Training Delivery Mode

- Our courses are conducted face-to-face in the classroom.
- All students must satisfactorily complete a face-to-face practical assessment session to be considered competent.
- All courses are delivered in English, therefore moderate English skills (verbal and written) is required.

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. Prior to any course an Enrolment Form must be completed by the candidate, additional appropriate LLN may be assessed throughout the assessment process.
- Assistance can be provided through classes at other RTOs or other tutors can be provided who offer services at additional cost.

Course Duration (Volume of Learning):

Alibi Training Australia (ATA) decisions about the duration of the delivery of each 'Unit of Competency' take into account the candidate's likelihood of successfully achieving the learning outcomes and ensures that the integrity of the qualification outcomes is maintained. ATA recognises that time-based approaches are imperfect measures of the quality of learning; however, there is evidence that the amount of time spent on a course can provide an indication of the quality of the course. National Centre for Vocational Education Research (NCVER), has Nationally Recognised nominal hours for 'Units of Competencies', ATA regularly advertises and delivers courses within less hours, based on the following:

- Although breaks are scheduled into the training, when they are taken, and the length is dependent on the clients attending the course.
- Many candidates must update qualifications annually (I.A.W. Industry Requirements) and therefore only require refresher training, additionally in accordance with Australian Resuscitation guidelines First Aid qualifications are re-certified every 3 years, therefore competency based prior learning may be utilised.
- ATA provides enough training resources for all candidates to perform practical evidence without sharing training resources (E.g. Manikins).

- Our purpose-built training rooms offer natural lighting, air-conditioning and comfortable seating, creating an optimum learning environment.
- ATA limits the number of class sizes to ensure individual candidates receive the expected training and achieve learning outcomes.

Incompletion of Practical Session

- If you attend a face-to-face course, but need to leave due illness, ATA will offer you a transfer into another scheduled course at no additional cost.
- If you attend a face-to-face course, but leave without providing a reasonable response, ATA will consider this a **NON-ATTENDANCE**, therefore **NO REFUND** or **TRANSFER** is applicable, and the entire cost of the course will be due and payable in full.
- Classes have scheduled planned breaks (E.g. Lunch etc.). If you leave the building and fail to return to the classroom by the allocated time for resumption of training, the trainer has the right to refuse you entry. In this case, you will not be able to be assessed in your enrolled class; you will not receive your Statement of Attainment until you successfully complete the required assessments and you would have to rebook and repay for another scheduled class.
- If the trainer identifies that the learner needs language or literacy support to complete the assessments of essential skills, then that learner will be directed to support services before they can participate in the classroom training and assessment. The learner will then be offered the option of completing the class later, which may incur an additional cost, or a full refund will be provided.

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 therefore 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 – this procedure is located within the Alibi Training Quality Manual (Appeals Procedure 004) alternatively it can be located within the Alibi Training website – www.alibitraining.com.au
 - **All complaints** made against Alibi Training are to be addressed IAW Alibi Training Quality Manual Procedure 003.
 - **STUDENT PROCEDURE (Major Complaint)**
 - A **Major Complaint** must be lodged within twenty (20) working days from the occurrence.
 - Major Complaints must be submitted in writing to The Director, Alibi Training Australia, PO Box 727 Rochedale South QLD, 4123.
 - **STUDENT PROCEDURE (Minor Complaint)**
 - For **Minor Complaints** the student makes an informal (verbal) approach to the Trainer/Assessor.
 - If the matter is not resolved, the student's complaint shall be forwarded by the Trainer / Assessor to the Director (or delegated person) for consideration. The Director (or delegated person) will provide a written statement of the complaint outcome and the reasons for the decision.
 - If the Director (or delegated person) cannot resolve the situation, the student can request that an Independent Panel consider the complaint. The panel shall consider the complaint within fourteen (14) days of

notification of the application. The student may have an adviser in attendance during the proceedings of the Independent Panel.

Records Management & Student Privacy

- ATA complies with all privacy legislative requirements which include the Commonwealth Privacy Act 1988.
- ATA, as a Registered Training Organisation (RTO) and is regulated by the Australian Skills Quality Authority (ASQA) which requires RTOs to collect, hold, use and disclose a wide range of personal and sensitive information on students that have enrolled in nationally recognised training courses. The information collection and reporting requirements are outlined in:
 - National Vocational Education and Training Regulator Act 2011
 - Standards for Registered Training Organisations (RTOs) 2015
 - Data Provision Requirements 2012
 - AVETMISS standards
- Information is only shared with external agencies such as the National VET Regulator to meet our compliance requirements as an RTO. All information is kept in the strictest confidence
- Records of assessment outcomes and qualifications issued are kept accurate, up-to-date and secure. We keep copies of your results for a period of 30 years.
- All completed student assessment items are kept minimum of six months.
- We will safeguard any confidential information obtained by us or individuals acting on our behalf.

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 I.A.W. Standard 4/clause 4.1 to ensure 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 can apply? No refunds will be given because of disruptive behaviour.

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

Occupational Health & Safety

ATA is committed to ensuring the health & safety of its staff, contractors and students, while working or attending course with ATA.

All students have the responsibility to:

- Protect their own health and safety and to avoid adversely affecting the health and safety of any other person.
- Not wilfully or recklessly interfere or misuse anything provided by ATA in the interest of health and safety
- Co-operate with health and safety directives given by ATA staff
- Ensure that they are not, by the consumption of drugs and alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

If you have a personal health condition that may become acute while attending your course, please advise your trainer before commencement of enrolment. All information will be treated in confidence and is only needed so that appropriate support or treatment can be provided should an emergency arise.

Should you be involved in any accident during training which results in personal injury and/or damage to equipment of facilities, please notify ATA staff immediately.

Sanctions

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

Unique Student Identifier

- As of 1 January 2015, the Australian Government implemented the Unique Student Identifier (USI) initiative.
- A USI is a personal reference number which provides students with a complete record of their Nationally Recognised Training.
- Students enrolling in a training course are required to provide their personal ten (10) digit USI code. ATA is unable to issue a Statement of Attainment if the USI code has not been provided.
- A USI can be obtained by logging onto www.usi.gov.au. A candidate can access a forgotten USI by logging onto www.usi.gov.au

Cancellations and Fee Refunds Policy

Course payment can be made online (PayPal or Credit Card), Cash, Credit Card (Via Phone or on day of training, if agreed upon by ATA).

ATA will safeguard all fees paid for training and assessing. The RTO will protect fees paid in advance by electronically recording as a liability to the business until the training has been completed.

Where student fees are collected in advance and fees are in excess of \$1000 Alibi Training Australia will invoice each individual student no more than \$1000 prior to the commencement of the course. Following course commencement, Alibi Training Australia will require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student will not exceed \$1500.

- All short courses and workshops require payment to secure enrolment placement prior to course commencement.
- For courses listed: - (Apply First Aid; CPR; Low Voltage Rescue), payment on day of training is acceptable only with prior approval.
- Should a **Cancellation of Enrolment** be advised more than 5 working days prior to the course, the student will be automatically enrolled into a future equivalent course, or may request a full refund?
- Should a **Cancellation of Enrolment** be advised within 3 - 5 working days prior to the course, no refund is applicable. The full fee will be credited towards other Alibi Training Australia training programs and must be used within 12 months by the enrolled student or nominated and approved substitute or it will be forfeited.
- When a **NON-ATTENDANCE** occurs (i.e. the course has started, and no notice was given) **NO REFUND** or **TRANSFER** is applicable and the entire cost of the course will be due and payable in full.
- All **Course Cancellations** must be received by Alibi Training Australia in writing to admin@alibitraining.com.au. Students are urged to contact the RTO if they have not received a '**Confirmation of Cancellation**' within 24 hours of sending the notification to cancel.
- Enrolment is accepted on the basis that the RTO will not be held liable for costs incurred due to course cancellation. The RTO endeavours to give notice as early as possible of any course changes.
- Course dates and fees are subject to change without prior notice.
- Students who have a complaint with the application of the cancellation and refund policy may take action in accordance with the Complaint and Appeal Procedure.
- Alibi Training Australia will safeguard all fees paid for training and assessing. The RTO will protect fees paid in advance by electronically recording as a liability to the business until the training has been completed.
- The cost of the certificate, Statement of Attainment and/or Statement of Attendance is included in the course fees. If requested a soft PDF Copy is available at no cost.
- Replacement of Hard Copy qualifications may incur a \$30.00 fee.

How to Enrol

Bookings can be made online at www.alibitraining.com.au

Complete the enrolment form and pay for the course. You will be contacted via email.

Bookings can also be made by contacting us on 0423 59 77 44.

We accept credit card and EFT payment for the course

Contact us at: Alibi Training Australia - P O Box 727 ROCHEDALE SOUTH QLD 4123

Email: admin@alibitraining.com.au

Nationally Recognised Training Delivered by Alibi Training Australia

- HLTAID001 – Provide Cardiopulmonary Resuscitation (CPR)
- HLTAID003 – Provide First Aid / CPR
- UETDRRF06B - Perform Rescue From a Live LV Panel (LVR)