



STUDENT HANDBOOK

Version 1

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Student agreement form

Welcome to All Aussie Training

Congratulations on selecting our NVR Registered Training Organisation to become qualified in your chosen industry. We believe in providing quality training to all students.

In order for us to provide quality service to you, we request that you read the following information carefully.

I agree to:

- Arrive **on time** for all sessions and **be ready** to start at the appropriate time
- Be **fit for work** - not tired or hung over, not under the influence of **drugs and/or alcohol**
(All Aussie Training reserves the right to refuse entry to site for persons suspected deemed not fit for work)
- Contact the All Aussie Training office if I am going to be late, absent or sick
- Wear appropriate clothing at all times
- Not **discriminate** against sex, race or religion
- **Switch off my mobile** phone during all training sessions
- **Not smoke** on the training premises, this includes all areas where training is delivered
- Observe and abide by all **Workplace Health & Safety guidelines and wear the appropriate Mandatory Dress & PPE as per student enrolment form**
- Pay **all fees** expected of me within the relevant time frame.
- I agree that, for the purposes of compliance with government regulations, All Aussie Training may provide my assessment records to a designated government official. All information obtained will remain confidential.
- Give permission to All Aussie Training to provide information about me to relevant parties for the purpose of reporting requirements
- Attend an induction into my course of interest before training commences
- This is an agreement between the NVR R.T.O (RTO) and myself that if deemed competent upon completion of the chosen Competency I will receive a nationally recognised qualification”

Health awareness and disclosure policy – COVID-19

I am aware and remain informed of the health risks imposed on myself and others associated with Covid19 including the risks associated with public gathering.

I advise that I will not attend any training facility

- After recording a temperature of 37.5 or higher
- With Cold / Virus or Influenza-like symptoms
- Within 14 days of returning from travel (Interstate / Overseas)
- After recent contact with any persons with Cold / Virus or Influenza-like symptoms

I advise that upon attending any training facility, I will adhere to any conditions or procedures in place that are designed to protect the health of the greater community Inc. but not limited to

- Social distancing of 1.5 m from persons in an outdoor environment
- Social distancing of 4 square metre per person for an indoor environment
- Continually wash hands following Health Warning Coronavirus (COVID -10) RTO flyers
- Cover my cough following Health Warning Coronavirus (COVID-10) RTO flyers
- Immediately advising All Aussie Training staff in the event I feel unwell and following staff direction
- If identified unwell by All Aussie Training Trainer/Assessor or staff member agree to leave premises immediately

I acknowledge that although All Aussie Training has implemented health & safety measures to create a safer environment, that ultimately, I am responsible for my own health and safety and assume the risk involved with attendance.

I agree that I am attending this training and assessing at my own risk

Introduction

Welcome to All Aussie Training RTO 45896.

We specialise in delivering training and assessing to support our students in enhancing their skills and knowledge within the industry.

Our RTO is committed to providing ongoing learning opportunities and support.

Our highly qualified staff have a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience in a peaceful environment.

All Aussie Training is responsible for

- all compliance of training and or assessment.
- issuing all AQF certification
- enrolling all student
- to comply with the Standards for RTOs 2015

All Aussie Training Head Office Contact Details:

Telephone: 0408 795 579

Address: 13-15 O'Neill St MORANBAH QLD 4744

Email: admin@allaussietraining.com.au

Website: www.allaussieengineering.com.au or www.allaussietraining.com.au

R.T.O No: 45896

We look forward to working together with you to help you complete your chosen course of study and wish you the best in your chosen career path.

Yours sincerely



Mr Shane Ward
Chief Executive Officer
ALL AUSSIE TRAINING Pty Ltd

Code of Practice

The purpose of a code of practice is to outline the obligations and responsibilities required to align with the standards for the provision of vocational education and training.

As a registered training organisation, All Aussie Training will ensure that policies and procedures are in place which maintains high standards in the delivery of vocational education and training services.

Legislative requirements

All Aussie Training is subject to a variety of legislation related to training and assessment as well as general business practice. We will ensure that we meet all legislative requirements of State and Federal Government.

In particular, Occupational Health and Safety, Workplace Harassment, victimization and bullying, Anti-discrimination, Privacy, VET and Vocational Placement Standards will be met at all times. This legislation is also important to you as it details your rights and responsibilities during your work periods and also whilst undertaking training with our organization. Please note the following relevant legislation:

- Vocational Education, Training (Commonwealth Powers) Act 2010 No 131 -
- Sex Discrimination Act 1984 No 4– discrimination on the grounds of marital status, pregnancy, sex or family responsibilities or acts of sexual harassment
- NSW Anti-Discrimination Act 1977 No 48 – (eliminating racial vilification)
- Workplace Healthy and Safety Act 2011 No 10

Common law rules - these laws made by the courts, such as negligence, trespass and defamation are applicable throughout Australia and detailed in the National Occupational Health and Safety Commission Act 1985.

State and territory laws that deal with general occupational health and safety issues and with particular industries, work processes and equipment. These laws generally take the form of a series of rules and penalties. WH&S Act 2011

State and territory worker's compensation legislation that protects employees in the case of on-the-job injuries

Disability Discrimination Act 1992 - (discrimination on the grounds of disability).

Privacy Act 1988 – this regulates how your personal information is collected, stored, used and disclosed to other parties

Copyright Act 1968 – Act relating to copyright and the protection of certain performances.

Coal Mining Safety and Health Act 1999

Access and equity

All Aussie Training is committed to access and equity across all services offered and we will implement this policy across all areas of the business and this policy will be reviewed for continuous improvement. All staff are trained in the principles of access and equity. All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package.

Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

We will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system which affect their lives by working with various government bodies, industry employers and trainees. We will target the specific needs of market segments in enhancing the economic development of the organization.

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups.
- Ensure access and equity issues are considered during curriculum development.
- Provide access to staff development to assist trainers and contractors who deliver courses to under-represented groups

Student Additional Support Services

We have the following student support services accessible to All Aussie Training RTO 45896. Please contact the RTO office on

Phone: 0408 759 579 or **Email** admin@allaussietraining.com.au

Counselling

Where counselling is sought, please contact All Aussie Training representative for assistance in the following:

- drugs and alcohol support services
- depression and anxiety etc

Support Services are available 27 hours 7 days a week through Beyond Blue by contacting them on 1300 224 636. All external support services are expense of the student.

Literacy & Numeracy Assistance

To make arrangements with the Reading Writing Hotline please contact 1300 655 506. All external support services are at the expense of the student.

Aboriginal and Torres Strait Islander Support

[Queensland | AIATSIS corporate website](#)

www.aiatsis.gov.au/family-history/wheer-get-help/queensland

Phone: 0408 759 579 or **Email** admin@allaussietraining.com.au

Recognition of Prior Learning/Credit Transfer

This guide contains information on:

R.P.L. /C.T. recognise skills and knowledge already gained by assessment against established competency standards, regardless of where or how that skill or knowledge was obtained. This could mean formal or informal training, work experience and/or life experience. It is evidenced based R.P.L. /C.T. may lead to industry classifications, awards, exemptions or partial exemptions for competencies or programs of training. If you believe you have skills in your chosen area of study you should consult with the RTO Trainer/Assessor prior to the enrolment process. The applicant must provide adequate evidence to demonstrate prior experience in, or adequate knowledge of each performance criteria listed in the unit of competency.

Credit is provided to students for units or modules where evidenced by AQF certification documentation or an authenticated VET transcript (unless licensing or regulatory requirements prevent this)

Literacy & Numeracy

All Aussie Training RTO 45896 courses involve Literacy and numeracy screening. Before training commences you will be asked to complete a brief literacy and numeracy skills indicator. If additional help and support is required the Trainer/Assessor will discuss with you, options for extra Literacy and Numeracy training.

If students are not achieving successful outcomes in their course of study, they can apply to All Aussie Training for further assistance from the Trainer/Assessor

All Aussie Training can provide on request the following training and support:

- One on one assistance and support by Trainer/Assessor
- Understanding assessment requirements
- Self-assessment reports and surveys
- Test/Exam preparation
- General Learning Support

If Further LLN support is required this is at the student's own cost not the RTOs.

USI - Unique Student Identifier

A USI gives you access to your online USI account which will contain all your nationally recognised training records from 1/1/2015 onwards. When applying for a job you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. As the USI is a legislative requirement, all students must have a USI to be able to obtain a Statement of Attainment or Certificate for the training they have successfully completed. You can create your own USI number through the USI website: www.usi.gov.au alternatively RTO can create one on your behalf with your written permission on our student enrolment form or contact our administration staff for further information. Each learner must acknowledge to have read and understood the USI privacy notice at <https://www.usi.gov.au/documents/privacy-policy>. This is also noted on each student enrolment form.

Recognition of Qualification Issued by other NVR R.T.O.'s

All Aussie Training will recognise and accept AQF and VET qualifications and VET Statement of Attainments issued by any other NVR RTOs.

They must meet current AQF Standards and should provide a Statement of attainment listing all units completed.

For further information and clarification on your Certificate, Statement of Attainment or Qualification please submit to either your Trainer/Assessor or post/email to RTO for verification.

All documents will then be reviewed to ensure they meet AQF standards and guidelines and you will be contacted accordingly with the outcome.

Fees - Payment terms and conditions

Fees – The total charge for each accredited course consists of two parts i.e., administration fee and materials fee.

Payment is accepted by EFT.

Fees may vary depending on the:

- Course and or chosen units/Recognition of Prior Learning/CT
- All payments are to be finalized before SOA is printed and issued
- Replacement of lost certificate or Statement of Attainments - **\$40**
- No refunds apply unless given appropriate reasoning by the student or unless RTO cancels the course. (Refer to the Refunds Policy section)
- Credit transfer **\$60** per unit if applicable to course code and requirements
- RPL **\$180** per unit unless provided (if applicable to course code and requirements)
- Administration fee is **\$150** included in each enrolment fee. This fee covers staff time, printing, data entry etc. This is a non-refundable fee
- Reassessment fee are RII courses - \$350 per each assessment, HRWL courses - \$500 per each assessment
- There are no fee concessions for our courses. If you wish to discuss this further, please contact the office on Phone: 0408 795 579
- Course costing fee, including material and administration fee due is: CLEARLY STATED ON THE STUDENT ENROLMENT & INTRODUCTION FORM (no additional fees or charges apply for any additional services unless listed above)
- 24hr cooling off period otherwise no refund applies

The NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior commencement, the NVR registered training organisation may 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 does not exceed \$1,500

Enrolment Fees

For course costs, over \$1500.00 students and are required to pay a deposit of no more \$1500.00 prior to the course start date to secure their enrolment. The remainder of the course fees are payable on the first day of training.

Enrolment in any course is subject to positions being available.

Cancellation/Refunds Policy

NVR guidelines require an R.T.O. to protect fees paid by the client...

Refunds of fees for non-government-funded courses are available under the following circumstances:

1. Cancellation of course by the Chief Executive after enrolment and commencement. (The student does not have to make an application for a refund; All Aussie Training will process it automatically).
2. Cancellation of course by the Chief Executive due to RTO or third-party non-RTO closure, after enrolment fee paid, no commencement. (The student does not have to make an application for a refund; All Aussie Training will process it automatically).
3. Cancellation by a Student after commencement of a course for special circumstances such as:
 - Illness - Medical certificate or if COVID evidence required text from Qld Health or RAT test
 - Show extreme personal hardship
 - Family difficulties
 - No refund applies, although one, reschedule will be offered at no extra charge where there is a spare place/seat available. This only applies if you have provided evidence above. All Aussie Training offers this one-off re-scheduling offer at a maximum of **90 days** from your original booking date.
4. Cancellation by a Student with no special circumstances after enrolment into course:
 - No refund will be given
5. If the student does not meet Language Literacy and Numeracy level for the course booked, they will be offered options and given a referral service. The student is given **6 months** to return to All Aussie Training to complete their course as long as their LLN has increased to the level required to complete the course. No refund applies, although one, reschedule will be offered at no extra charge where there is a spare place/seat available.
6. If a course is needing to be rescheduled within 7 business days of the course date the refund policy will come into effect. *Please note: cancellation definition maybe either a student leaving mid-course or a late reschedule.*

The student must complete an application for a refund. (Written evidence must be provided to qualify for special circumstances) A student request an "Application for a refund form". For further information please contact the office on 0408 795 579.

Course Cancellations and Disruptions

Every effort will be made to ensure courses are not cancelled. In the event that a course or session must be cancelled, All Aussie Training will endeavour to make available another course or session within a reasonable time frame.

Students will be notified when a course is cancelled or postponed as soon as practicable and offered a full refund or the opportunity to enrol in the course at a later date. All fees paid will be transferred to the new enrolment.

In the event where a course has been disrupted at any time after commencement, arrangements will be made for the participant to complete the training at a later date. If a suitable date cannot be arranged, a partial refund will apply and will be determined by the time and duration of the disruption.

Company Refunds

Companies who advise All Aussie Training their intention to cancel their enrolment in a course for any reasons, will be entitled to a refund depending upon the timeframes below:

- **10 business days** or more a full refund will be provided
- **5 to 10 business days** 50% refund, less \$50 administration fee will be provided
- **4 business days** or less no refund or reschedule will be provided

“Unless otherwise agreed upon by All Aussie Training or the third-party non-RTO training providers”

Student Refunds

Students who advise All Aussie Training their intention to cancel their enrolment in a course for any reasons, will be entitled to a refund depending upon the timeframes below:

- **7 business days** or more a full refund will be provided
- **4 to 6 business days** 50% refund, less \$50 administration fee will be provided
- **3 business days** or less no refund or reschedule will be provided

Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation. If the student cancels a course or is prevented from completing a course due to injury, ill health, or the death of an immediate family member, a full refund minus a **\$50** administration fee will be provided, where a medical certificate or relevant documentation is supplied.

If the student wishes to postpone a course due to injury, ill health, or the death of an immediate family member any fees paid can be transferred to a new course date without the administration fee provided a medical certificate or relevant documentation is supplied. Applicable course pre-requisites must be supplied prior to the course commencement. If the student does not provide the required pre-requisites the student may not be able to attend the course and will forfeit all fees paid.

Course Withdrawals and Transfers

If a student commences a course but withdraws part way through due to injury, ill health or the death of an immediate family member, the student will be permitted to return within **60 days** and complete the training. If the student is unable to return to complete the training, then a refund based on the percentage of the course not completed will be provided, where a medical certificate or relevant documentation is supplied.

Transfers to a different course date will be accepted up to **7 days** prior to the course commencement. Transfers once the course has started will only be accommodated within **90 days** from the commencement of the original enrolment, after which all fees paid will be forfeited. To cancel a course enrolment(s), participant must contact All Aussie Training in writing, by phone or in person. Where a student leaves before finishing a course and they do not produce a medical certificate or similar, fees paid will be forfeited, unless advised at the discretion of All Aussie Training.

All notifications to withdraw from a course and/or refund requests must be made in writing. All refunds will be paid within **7 business days** from approval. The refund amount will be the cost of the course not any booking fees.

This information and the availability for the Appeals and Complaints processes does not remove the right of the student or apprentice to take action under Australia’s consumer protection laws.

Course Prerequisites

Entry requirements depend on course or qualification. This information will be clearly stated in the student enrolment & introduction form.

The following requirements are mandatory for all HIGH-RISK WORK LICENCES:

- Student must be over 18 years of age
- Photo ID driver's license (front and back) or passport
- Must be able to read and write
- Must have 100 points of ID
- Must have sound understanding of the English language

Attendance

At the commencement of the course each student is given an induction and must complete a sign-up kit with a variety of forms and paper work with the Trainer/Assessor.

This must be signed off and completed before any training commences.

It is important to attend all scheduled training sessions to maximise the opportunities for success and to be deemed competent in your course of study.

In the case of anticipated absence from class, please ensure that the Trainer/Assessor has been given adequate notice via email or phone.

Manner of Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved with 100% accuracy. The student is deemed to be competent or not competent based on the evidence collected.

Each assessment can be attempted up to three (3) times in order to achieve competency.

Assessments may include:

- Group discussions
- Case studies
- Projects
- Self-assessment
- Surveys
- Practical assessments
- Practical tasks, test/exam

- Observable tasks
- Individual presentations
- Or research activities

Each piece of assessment submitted must be signed and dated by the Student and the Trainer/Assessor and duly recorded.

Rights and Obligations

As a student you have the same rights as all workers, such as the right to:

- A safe working environment
- COVID-19 Safe
- No Discrimination on the basis of race, colour, creed or sexual orientation
- No harassment (either bullying or sexual harassment)
- Privacy and access your own records
- Cooling off period
- Complaints/appeal process

Student Records

Student records are managed securely and confidentially and are available for perusal on written request and sighting of identification by the student.

All records are kept on Dropbox and all assessments are scanned in and kept electronically. All high-risk records are kept safely and securely in a fire proof safe kept off RTO premises.

Transfer of student results and other records in the event that RTO ceases to operate or if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

If RTO **ceases to operate**, it must, within **14 days of ceasing**, forward all student results, including student records (name, address and any identifier, such as date of birth) to the Department of Employment and Training's regional office.

The documentation is to be a complete, accurate and ordered copy of all student results/details since initial registration. The records must be in the form of a disk copy or hard copy and include software details. Copies of Qualifications/Statements of Attainment granted to students, and a list of the competencies/modules achieved for each student must also be included.

Retention and Safeguard of Student Results and Assessment Records Framework. All items, the description of each, the period to be retained and the number to be retained are outlined in the “Department of Employment and Training; Retention of Student Results and Assessment Records Policy”

Safeguard Procedure

RTO must:

- Designate an employee or employees to coordinate its information safeguard program;
- Assess risks in each area of its operations;
- Require service providers, by contract, to implement appropriate safeguards for customer information in form of the confidentiality agreement.

Document any material changes to the business that may affect this safeguard procedure

Where there are any changes to agreed services, RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements via email or phone contact.

Statement of attainment records

Records of SOA retained for a period of **30 years**. Records of qualifications and statements of attainment issued, sufficient to enable reissuance, are retained for a period of 30 years

On Successful Completion

Once you have been found competent in the skills and knowledge of your specified course you will be presented with a Nationally Recognised AQF VET Qualification - Certificate & list of result or Statement of Attainment.

Only learners who have been assessed as meeting the requirements of the training product are issued with AQF certification documentation.

AQF certification documentation is issued within **30 days** of all requirements being met.

High Risk Licences

The Accredited Assessor will formally assess your practical skills and theory knowledge to the specified level for the High-Risk Work Licence applied for.

If you are assessed as 'not competent', the assessor will provide you with details of the areas requiring improvement. Your training continues until such time as you are reassessed as 'competent'. You may be reassessed more than once.

Once assessed as competent the Accredited Assessor will enter your assessment results in the WHSQ portal and you will be issued with a Candidate Assessment Summary from WHSQ Licensing. The RTO will issue you a Statement of Attainment.

You must then make an application online through the WHSQ website (email from WHSQ Licensing will contain the application link).

Complete the online [application for a new Queensland HRW Licence](#) .

This must be done within **60 days** of successfully completing the practical assessment, before performing work in the relevant class.

Application checklist – ensure you have:

- the candidate assessment summary provided by WHSQ Licencing upon successful completion of assessment and the Assessment notification number also known as the assessment summary no.
- any current HRW licenses – to transfer details onto the application form
- any relevant high-risk work licenses issued by another jurisdiction
- proof of identification documents (originals) totalling at least 100 points – Category A, passport, drivers Licence Category B- Fire arms Licence, Medicare card, financial card.
- passport-sized current photo - a nominal fee (check in advance that the outlet you are going to has photo taking facilities)

Assessments applicable only to relevant Courses

Assessments must be signed off by the Trainer/Assessor.

Completed assessment may be submitted to the Trainer/Assessor or to RTO representative.

If assessments are emailed to a Trainer/Assessor it is essential for Students to keep an electronic record of this process.

Assessment Results

Student's completing competencies will be assessed as either:

C - Competency Achieved; or

NC - Not Competent

Student Feedback

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a "Student feedback form" and will be issued by the Trainer/Assessor at the end of each individual unit session.

This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

Appeals and Complaints

RTO seeks to provide a safe and professional learning environment free from discrimination.

What is a complaint:

A Complaint arises when a client/student is not satisfied with an aspect of RTO's services and requests action to be taken to resolve the matter.

The person making the complaint ("the complainant") will have to be identified to the person complained about ("the respondent"), unless the facts of the complaint are not disputed.

What is an appeal:

An Appeal arises when a client/student is not satisfied with a decision that RTO has made. An Appeal can relate to assessment decisions but they can also relate to other decisions such as a decision to exclude a learner from a program.

The person making the appeal ("the appellant") will have to be identified to the person complained about ("the respondent"), unless the facts of the appeal are not disputed.

Procedure: (Contact RTO for full details)

Our procedures for handling client/student complaints/appeals are based on confidentiality, impartiality, procedural fairness, protection from victimization and prompt resolution. The process for clients and students who wish to make a complaint is outlined in the document

Where appropriate, complaints/appeals will be resolved at the lowest level of management, however RTO recognises that some complaints are most appropriately dealt with at a more senior level, e.g., complaints of victimization or unlawful discrimination or harassment, complaints that could lead to finding of misconduct or disciplinary action being taken against a staff member or student.

Procedural fairness will be observed in all aspects of handling a complaint. In practice, this means that all parties to a complaint will be informed of the complaint, the specific allegations being made, and all parties will be given the opportunity to respond to any allegations made. Procedural fairness usually requires that the complainant must be willing to be identified, unless the facts of the matter are not in dispute, or where the matter involves allegations of corruption.

Employees, Contractors and Partners have a responsibility to respond to complaints within a reasonable timeframe. Complaints will be responded to as quickly as possible in the circumstances and complainants will be advised of the proposed timeframe for resolution. Unless a complaint is unusually complex or involves allegations of misconduct, we will achieve resolution of a complaint within 4 weeks of the complaint being lodged with the appropriate person in authority. If it is not possible to achieve resolution within this timeframe, the complainant will be advised of this and will be kept informed of the progress of the matter in writing. Clients and Student's should be aware that if the matter has been lodged initially at an inappropriate level of authority, it may take longer to respond to the complaint.

Assessments are conducted in line with the principles of;

- Validity
- Reliability
- Fairness
- Flexibility

As a student you are encouraged to discuss any issues with the Trainer/Assessor.

Students who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course please email or phone for a Complaint/Appeals form.

If any Student has a complaint about their Trainer/Assessor or the delivery of training or RTO material and resources they:

- Must complete an RTO Student Complaints/Appeal form
- This form must be either handed to your Trainer/Assessor or
- Posted direct to RTO or
- Emailed to either Trainer/Assessor, C.E.O. or Director

The grievance/complaint can be presented in person or in writing within **14 days** of the incident occurring.

Steps to follow once completed:

On date of receiving the complaints form, RTO will process the form within **14 days**

The complaints form is then reviewed and followed through with one of the following:

1. If a complaint about the Trainer/Assessor – The Director is notified, the Trainer/Assessor and the Employer or a third party are notified, and meetings will be made to discuss the issue and work towards a solution. The student is notified via letter from RTO as to the outcome reached.
2. If a complaint about RTO and resources – the Director, the Trainer/Assessor, third party and/or the Employer is notified. A meeting is held and actions implement to rectify the complaint.
3. Upon agreement of both parties RTO will send a letter to the student of agreement reached, this letter will then be scanned, saved and filed for future records
4. **Third Party** - a third-party providing services on the RTO's behalf, its trainers, assessors or other staff or a learner of the RTO and provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

External - Informal complaints resolution where process has taken more than 60 Calendar days

1. If a complaint cannot be resolved internally students may lodge a complaint to ASQA only after exhausting the NVR R.T.O. internal complaints procedures.
2. Student complaints must be lodged using ASQA's online complaint form.

Reporting Documentation:

All documentation relating to complaints and appeals will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the situation. Any material about the outcome of the complaint and appeal will be placed on the appropriate client/student and/or personnel file and will only be accessible to the authorised staff of RTO and the individual concerned.

All outcomes and recommendations will be provided to the client/student in writing within 14 days of being made.

Procedure

1. Trainer/Assessor to provide advice and/or support for strategies to resolve the issue where necessary
2. Student to approach Administration department for a student complaint form and to send a written complaint detailing your problem to the Managing Director/C.E.O.
3. Upon receipt date of the student complaint/appeals form being received in writing, the complaint must be resolved within **14 days** with both parties reached a mutual agreement
4. Upon receiving the complaint/appeals form it is forwarded to the Compliance officer for action and review
5. The person who the complaint is against (**respondent**) is notified by RTO Managing Director of the specific allegations being made against them and all relevant information about the complaint in writing
6. **The hearing rule** -The respondent is given a reasonable chance to consider their position and reply in writing
7. Once RTO receives the respondents reply
8. **Case to be met** - RTO creates a draft letter stating a summary of the issues being considered by the decision maker along with a proposal of resolution
9. **Both parties have a real chance to reply** - Whether in writing or orally (chance to give your response before the final decision is made). Student is given opportunity to have the Third Party this is at the request of the individual making the complaint or appeal.
10. RTO receives the replies from both parties and unless any further evidence is submitted and unless the resolution is challenged by either party a written agreement is made of resolution and action implemented
11. Managing Director to issue a written agreement/letter to both parties upon agreement or resolution to complaint received.
12. Compliance Officer to save and file complaint in complaints section
13. *The bias rule - in line with procedural fairness. If the person in authority does not believe they can handle the complaint in an impartial way, they will exclude themselves from the process, and refer the matter to their*

supervisor. In some cases, resolution of the complaint may also involve appropriate bodies external to RTO, e.g., trade unions or statutory bodies.

14. Where RTO considers more than **60 calendar days** are required to process and finalise the complaint or appeal, RTO will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- regularly update the complainant or appellant on the progress of the matter via email or written letter from the Director mailed to the student via postal address provided etc.

Third-Party non-RTO agreements

RTO has third party non- RTO arrangements in place with

All Aussie Engineering

Mrs. Jessica Ward

Ph: 0408 795 579

Email: admin@allaussieengineering.com.au

Website:

Ant's Crane and Rigging School Pty Ltd

Mr. Anthony Davern

Ph: 0431 121 114

Email: craneteacher@outlook.com

Website:

Platinum Training Solutions

Mr Mark Schwindt

Ph: 0435 372 644

Email: mark.platinumts@outlook.com

Website: www.platinumtrainingsolutions.com.au

Elevate Training & Labour

Mr Michael Dichiera

Ph: 0427 214 070

Email: admin@elevatetl.com.au

Website: www.elevatetl.com.au

Fees

- all fees will be paid directly to Third party non-RTO unless RTO states otherwise

Issuing of Qualifications to meet AQF

- RTO will provide a Statement of Attainment upon student assessed as competent by the Qualified Trainer/Assessor. The Qualification will be sent directly to the email address provided on the student enrolment form address. This process may take up to 30 days.

Complaints/Appeals

- Same process applies as in this student handbook

Changes

Where there are any changes to agreed services, All Aussie Training advises the student as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements by phone.

All Aussie Training does not guarantee that a student:

- will successfully complete a training product
- will obtain a particular employment outcome unless this is in the control of the RTO