



EMPLOYER HANDBOOK



Allara
LEARNING



Welcome

Welcome to Allara Learning where your organisation and team members can, **Learn. Grow. Shine.**

Congratulations and thank you for choosing Allara Learning (Allara) as your training provider, your team is in good hands.

This Employer Handbook provides you as an employer with the essential information you will need to guide and assist your staff in their respective training programs.

You will find information relating to:

- Who we are, Our Brands and our team
- The Training Program and the training and assessment cycle
- Employer and supervisor responsibilities
- The Australian Apprenticeship Support Network (AASN) and Relevant Government department contacts
- Commonwealth incentives programs
- Fees, charges and refunds
- Assistance and support services

The structured learning program you are implementing will develop your staff's skills in areas relevant to your workplace and their individual job roles. The programs aim is to help participants learn from the information we share with them and from the associated activities and learning that happens on the job and from doing their job. This learning method is practical, time effective and focused on your workplace with the aim of helping you to build a skilled and knowledgeable team.



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Allara Learning

Allara Learning is a market leading training organisation that excels in the provision of vocational education and training solutions for individuals and businesses. Allara Learning has assisted their clients in improving business efficiency and productivity levels, whilst maintaining a strong commitment to retraining and up skilling job seekers and those in transitional phases of employment. Allara Learning owns and operates two Registered Training Organisations; Tactical Training Group (TTG) and WG Learning (WG).

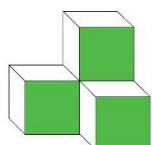
Allara's brands



Tactical Training Group Pty Ltd

National Provider No. 91054

TTG is a registered Training Organisation and it operates under the National Vocational Education and Training Regulator Act 2011.



W G Learning Pty Ltd

National Provider No. 91178

WG is a registered Training Organisation and it operates under the National Vocational Education and Training Regulator Act 2011.

A Registered Training Organisation (RTO) is authorised by the Australian Quality Skills Authority (ASQA) to conduct training, carry out assessments, and award nationally recognised qualifications that are on its scope of registration

Our team

Allara's team of experienced educational service providers offer personalised support to guide you through the process of training your team members.

Our team consists of training facilitators who are highly qualified and have extensive industry experience. They are the first point of contact for your learners in the delivery of the training program, but are also there to help you guide your learners through their on the job learning, training and development activities.

Likewise our administration and client relations support team have a wealth of skills and knowledge in providing vocational education support services and are available to guide you and your team of participants through the training program, ensuring they have a highly enjoyable learning experience and achieve their individual personal goals whilst reaching the common workplace goal.



The Allara Learning mission statement

To provide traineeships with the support of government funding, quality fee for service training and short courses in a commercially viable manner, that maximises the employment opportunities for people seeking work or in employment to have a long term satisfactory career.

The Allara Learning strategy

How we will build on our brand values:

1. respect the rights and opportunity for all people,
2. work collaboratively with employers to deliver best employee outcomes
3. have integrity, displaying an honest and accountable approach,
4. have foresight, for the future of employees, clients and our business,
5. be advocates of our industry, to make a difference to the individual.

In delivering our Mission, create a secure and long term future for Allara Learning to achieve its vision and be part of many people's career paths.

The Allara Learning vision

A world where on the job training allows people to grow personally and professionally, providing them with long term satisfactory and secure employment.



The training program

Allara learning designs and provides a wide range of training and assessment programs to suit the individual needs of an organisation and its employees. Organisations decide what training in a particular area is needed and which of its team members will undertake the program.

In general, our training programs operate in the work place (Employment Based Training) with training facilitators visiting work sites on a monthly cycle to conduct training and assessment activities, however these arrangements are adjusted to meet the needs of all stakeholders to the program. Additionally through our online learning platform we can offer a completely online or blended delivery model.

Training and delivery programs which we develop for our clients include:

- Nationally recognised qualifications; government subsidised and fee for service
- Accredited short courses, both online and face to face
- Non accredited training workshops
- Recognition of prior learning (RPL)

Allara is dedicated to ensuring participation in training is afforded to all and as such has and implements an Access and Equity policy, which enables our programs to be as flexible as possible in their delivery so we can maximise access and participation by disadvantaged people.

Government subsidised programs

Allara Learning holds government subsidised contracts with state and territory training authorities. These contracts enable us to provide your organisation with cost effective training programs and additionally as an employer you may be eligible for commonwealth incentives.

Subsidised programs are available for apprentices and trainees in most states and territories. In some states we are able to provided subsidised training to other members of your workforce, as well as Job Seekers and the long term unemployed.

Nationally accredited training programs

Through its registered training organisations (RTO's) offers a wide range of nationally recognised qualifications in retail, hospitality, business, finance and pharmacy with our range of qualifications continually growing. For the full list of programs available visit our website allaralearning.com.au



Short courses

Our short course offerings range from one day workshops to short intensive programs and can be both accredited and non-accredited.

Accredited short courses include:

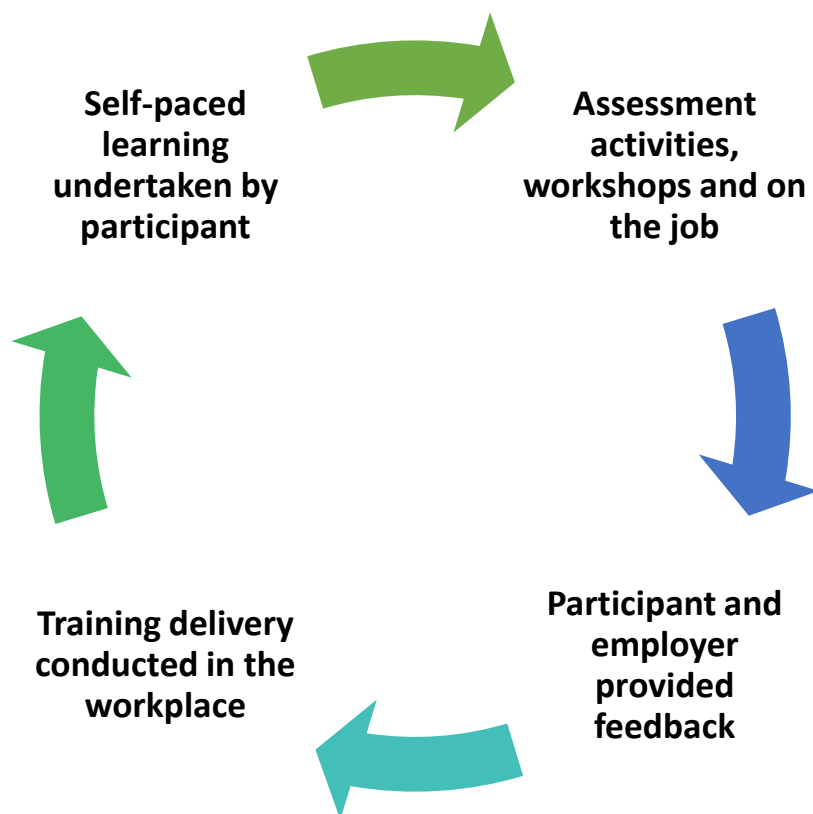
- Responsible service of alcohol – RSA
- Responsible conduct of Gambling – RCG
- Food Safety Supervisor – FSS
- Organisation specific – Developed using accredited units of competency from a nationally recognised training package

Non-accredited courses can be designed specifically to your organisation's needs.



The training and assessment cycle

Employment based training is self-paced learning which allows the participant to study on the job and within the workplace. The participant receives learning material in either hard copy or via e-learning to guide them through the requirements of the training program and a qualified trainer and assessor will conduct regular workplace visits to provide monitoring, assessment and advice in regards to the progress of the participant in the training program. At the end of each session the trainer will provide feedback to the participants and introduce the next units of competency in the training program.



Recognition of Prior Learning (RPL)

Participants who can show they have relevant knowledge or skills which they have obtained through previous jobs or formal study can apply to have that skill or knowledge recognised by the RTO at the commencement of the traineeship. This is known as Recognition of Prior Learning (RPL). Applications for RPL can be obtained from your training facilitators and must be supported with evidence and or documents

Competency Based Completions

Participants are allowed to complete their qualification sooner if they are deemed competent in all their units. Speak to your training facilitator or Client Relations Manager on the relevant documentation required for your state. Both the employer and participant must support the application.

Participants who have completed their formal training receive a certificate or a diploma from Allara Learning. Certificates/Diplomas issued by Allara Learning are qualifications, which are recognised nationally within the AQF and can be used to gain credit for further education and training. It is suggested that you keep a copy of the qualification in your employees file.

If your Participant is trainee or apprentice and they have completed a Certificate III level qualification or higher, please contact your nominated AASN as there may be financial incentives to be claimed.



Competency Based Completions

Before a participant is due to complete their traineeship or apprenticeship the relevant state authority will send a Notice of Completion. You will need to return this letter along with a certified copy of the Allara Learning Certificate issued, as evidence that the structured training requirements have been met. State authorities will then issue a Certificate of Proficiency to the participant. If you do not receive this letter please contact the relevant [state authority](#). If your trainee does not receive the completion Certificate please contact Allara Learning Ph. 02 9669 4683. This procedure will close the training record so the participant can commence further qualifications if desired.

Cancellations

Sometimes qualifications are not completed for various reasons such as the participant leaving employment. Participants who partially complete their formal training will be issued with a Statement of Attainment detailing the units of competency they have successfully completed. Please notify Allara Learning when a Training Program is to be cancelled. We will assist you to complete the relevant documentation and where required send it to the relevant AASN and state training authority on your behalf. If possible it is advisable to get the participant to sign any cancellation paperwork before they leave employment.

Rollover to another qualification

A participant can undertake another qualification after successfully completing their first; you may be eligible to receive additional employer incentives to support this extra training. There are often time frames that need to be adhered to attract these incentives. Contact Allara Learning for additional information relevant to your state/territory.

Commonwealth incentives

If your employees undertake training for their qualification as part of a subsidised training program, you or your organisation may also be eligible for commonwealth incentives of up to \$4000 per trainee. This may be available for new entrant trainees or apprentices.

To determine if your trainees or apprentices attract these and/or additional incentives check with your Australian Apprentice Support Network (AASN) provider. Allara Learning is not responsible for any government funding or incentive arrangements. We can only provide you with an indication of potential incentives but confirmation of all incentives is conducted by an AASN.

To be eligible for funding the trainee must be:

- A Full-time or part time employee
- An Australian permanent resident or citizen
- Work a minimum of 15 – 21 hours per week (dependant on State and Territory requirements)

Trainee Type	Qualification	Commencement <i>(paid at 6 months)</i>	Completion
Full Time	Certificate III or higher	\$1500 (GST Free) per person	\$2500 (GST Free) per person
Part Time	Certificate III or higher		\$1500 (GST Free) per person

When an employer is eligible for government financial incentives, it is the employers' responsibility to obtain the appropriate claim forms from the AASN and to complete and lodge them within the designated time frames. Allara Learning can provide you with assistance in this process if necessary.



Client Service Agreement

Prior to commencing training and assessment services, Allara learning will provide you with a Client Services Agreement (CSA). Your CSA will set out the responsibilities of all parties involved in the training program process for your employee/s. This agreement will also outline all relevant training costs, payment arrangements and the terms and conditions for the services.

Responsibilities as an Employer

The key principle of a Traineeship or Apprenticeship is that of learning and developing skills through a combination of hands-on experience and formal training.

The primary responsibility for providing participant(s) with relevant instruction and practical experience rests with the employer. This will be supplemented by training, support and advice delivered by Allara Learning. In short it is the responsibility of the employer to:

- Read this employer handbook
- Assign an appropriate workplace supervisor to provide guidance, mentoring and support to the participant
- Allow Allara Learning access to the participant and supervisor when required or requested
- Provide a safe working and learning environment
- A work environment free from any form of harassment
- Allow the participant time on the job to complete traineeship activity and assessment and every opportunity to learn the skills and acquire knowledge
- Allow the participant to have access to workplace policies, procedures and documentation that may assist in their learning pathway
- Ensure payment of fees to Allara Learning
- Contact Allara Learning to raise any issues or concerns
- Ensure their Australian Apprenticeship Support Network is contacted should queries regarding the training contract and/or payment of commonwealth incentives arise
- Adhere to the arrangements as set out in the training contract
- Adhere to the guidelines as set out in the training plan

Employers are responsible for ensuring that the participant has access to the full range of work required to develop skills and industry knowledge they need on the job.

You will also need to observe and confirm that they are developing the skills and knowledge required by the qualification and that this meets the industry standard benchmarks.

Responsibilities as a workplace supervisor

As workplace supervisors your main responsibility is to coach and mentor the trainees within your workplace. While there is no maximum number of trainees that an employer can host, there are supervision requirements that must be met. Training will be conducted and supervised by Allara Learning and you will also need to contribute to both training and assessment for your trainees. Your role and responsibilities will be outlined by a member of an Australian Apprenticeship Support Network and you will receive written guidance on this matter. Further assistance and information about the responsibilities of mentoring trainees is available from your Australian Apprenticeship Support Network representative. Please contact Allara Learning if you are unable to obtain this document.



Training

The supervisor is the person who is responsible for training the trainee at the workplace. They answer any questions the trainee may have regarding their training or other aspects of their work. It is their responsibility to inform the trainee of what it means to work for the employer including such things as codes of conduct and in-house policy and procedures etc.

Allara Learning's training facilitators will attend the scheduled sessions to deliver the resources that will allow the trainee to improve and increase their skills and knowledge. It is the supervisor who is the trainee's daily contact and who will ensure that their skills and knowledge are used consistently and according to workplace policy and procedures.

Supervisors should be familiar with the Training Plan and use this as a guide to the formal training to be conducted by Allara Learning.

As a Supervisor you will need to ensure the trainee is treated fairly in the workplace and you will also act as a coach and mentor to the trainee. The trainee will look to you for guidance and help in learning to do their job. You may also need to assist the trainee in gaining access to any facilities, equipment and training required by their Training Plan.

Individual learning styles vary between individuals and between workplaces. Training, whether delivered by Allara or by you will be easier and more effective if the trainee's preference for a particular learning style can be recognised and accommodated.

Some individuals learn best from written instructions and discussion while others prefer practical demonstration and hands on learning.

Assessment

You will need to organise and record training activities undertaken in the workplace, as well as help to provide assessment evidence to the Allara assessor if required.

The reason for this is that your continual contact and observation of the trainee will contribute as valuable "evidence" of the application of their skills and knowledge, and while the assessor will not ask you to make a judgement of "Competent or Not Yet Competent", your comments about their skills and knowledge will assist the assessors in making a judgement.

An effective workplace supervisor should;

- Acts as a role model
- Provide a safe and supportive workplace.
- Integrate training tasks into work activities based on the Training Plan
- Meet with Allara on a regular basis to ensure effective training delivery and assessment practices and to review progress through the training plan
- Manage the trainee's training needs and provide encouragement
- Assist the trainee develop problem solving and general foundation and employability skills
- Maintain records of progress
- Foster a positive attitude mistakes should be looked upon as an opportunity for further learning
- Allow the trainee to feel relaxed as people learn best when they are relaxed
- Provide both positive and constructive feedback and address any concerns of the trainee



When the traineeship has commenced you can assist your trainee with any workplace tasks and also check their progress through setting regular meeting times and ensuring that the Training Plan is being followed and that the Supervisors report and/or Training Plan/Record Book, is signed off.

Remember that suggestions and feedback are important as it allows the trainee to measure their progress and develop their confidence.

Mentoring

At the initial consultation Allara Learning spoke about the importance of mentoring in the workplace and supporting the trainee whilst they were training.

We understand that the process of inducting and mentoring young trainees can prove to be a challenge, not to mention retaining them until they complete their traineeship.

Allara Learning offers to assist you in managing and engaging your trainees.

Assistance and support services

Our training facilitators can provide additional support where necessary throughout the delivery of the program and this additional support may come in the form of:

- Additional training
- Modification of the assessment strategy to meet the needs of individual participants
- Support where issues exist
- Referral to external support organisations

If your team members have any concerns during the program they may approach their trainer to discuss their issues or concerns or alternatively contact one of our administration or client relations team members. Allara will endeavour to address any issue to enable participants to be successful in their training program. If we are unable to assist we will refer participants and/or employers to a person or organisation who can.



Fees

In order to comply with State or Territory regulations, all Registered Training Organisations (RTO) including TAFE(s) are required to charge a participant administration fee for all participants undertaking a nationally recognised qualification as a traineeship or apprenticeship. Your State or Territory Government Department may provide a subsidy for the training costs however this does not cover the required administration fee. In most cases it is the Employer whom will incur the administration fees and these vary between each state or territory.

Where the participant is paying for their training program and qualification, In line with Standard 7 of the Standards for Registered Training Organisations 2015 Allara may accept payment of no more than \$1,500 from each individual student prior to the commencement of the course for payment of enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

Existing workers fees are negotiated prior to the commencement of the program with these fees being itemised in your Client Service Agreement.

Should the participant be deemed Not Yet Competent (NYC) more than three (3) times this is known as further training required (FTR). If this arises consultation with the relevant stakeholders will be undertaken to negotiate any additional fees and this will be noted on the Client Services Agreement (CSA).

Enrolment Fee Exemptions

All new entrant participants are required to incur an administration fee unless they qualify for an exemption. Whilst the fee is levied on the participant anyone can pay the fee i.e. the employer or parents.

Exemptions and concessions

Participants may be eligible for an exemption or concession if they are in receipt of one of the following benefits:

- Age or Disability Support Pension
- Austudy (inc Vet Affairs Children Education Scheme)
- Carer Payments
- Exceptional Circumstances Relief Payment
- Family Tax Benefit Part A (Maximum Rate)
- Farm Help & Farm Household Support Scheme
- Mature Age Allowance
- Newstart
- Parenting Payment (Single)
- Sickness Allowance
- Special Benefit
- Veteran Affairs Payments
- Widow Allowance & Widow B Pension
- Wife Pension
- Youth Allowance
- Aboriginal and Torres Straight Islander

If your trainees, apprentices or participants are eligible for a concession a reduced fee will be payable.

Allara Learning can provide further information on the exemption and concession criteria. In order to have an exemption or concession to be recognised, it is Allara Learning policy that your trainees will need to notify us of their reasons for exemption including current documentation and evidence (to support their claim).

Fee Payments

When payment of fees is due itemised invoices for all relevant training activity will be provided. Your payment options will be clearly stated on the invoice. When making payments ensure you provide the



invoice number as your payment reference and submit your remittance advice to accounts@allaralearning.com.au

Refunds

Participants and/or their Employers may be entitled to a full refund if they advise us prior to training commencing that they are withdrawing.

Pro rata refund of fees and charges may be made at any time during the course delivery if the participant withdraws for reasons of personal circumstances beyond their control including but not limited to:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the participant from completing their program of study; or
- other exceptional reasons at the discretion of the accountable officer

In the event of Allara Learning being unable to provide the service as agreed, refunds will be approved, if training is yet to commence. I.e., if we cancel a training program.

Refund requests made by employers must be directed to Allara Learning accounts department. For full details of our Fees, Charges and Refunds policy contact the National Business Manager in our Head Office.

Further Questions

As all RTO's are contractually obliged to charge administration/enrolment/student fees by State Bodies.. Any queries involving the charge and reasons behind it should be directed to the relevant State body. Queries about payment terms, etc. please contact Allara's accounts department.

Nature of the guarantee to complete training

Once a participant has commenced study in their chosen qualification, Allara Learning is committed to providing the highest quality of training and assessment as outlined to the participant. In the event that Allara Learning is no longer able to provide the training and assessment as initially agreed, then Allara Learning will arrange for agreed training and assessment to be completed through another RTO. Prior to the transfer, participants and employers will be formally notified of the arrangements including any refund of fees that may be applicable.



Further Information

Detailed information regarding traineeship and apprenticeship matters can be obtained through the Australian Apprenticeship Support Network or through the relevant state training authority.

Australian Apprenticeship Support Network (AASN)

An Australian Apprenticeship Support Network (AASN) provider is responsible for the administration of traineeships and apprenticeships and the approval of them is overseen by the training authority in your state or territory.

For all apprenticeship and traineeship programs an AASN Field Officer will complete the enrolment paperwork on behalf of the training authority and will also maintain contact with you to follow the progress of the training and assessment services being provided to each trainee or apprentice. The AASN will also act as your liaison for any possible commonwealth or state incentives.

The role of the Australian Apprenticeship Support Networks is to provide assistance, support and information about:

- Training obligations of employers and participants
- Completion and lodgement of applications for traineeships
- Processing applications for employer incentives
- Living away from home allowances
- Monitoring, assessing and verifying training agreements for payment purposes

For more information	www.australianapprenticeships.gov.au/search/acsearch.asp		
Your AASN Provider is		Phone	
Your AASN Consultant is		Mobile	
Email			

Federal and State Departments / Training Authorities

Detailed information is available on the Federal, NSW, QLD, WA, TAS and ACT Department websites:

NSW	training.nsw.gov.au	QLD	deta.qld.gov.au
ACT	det.act.gov.au	WA	dtwd.wa.gov.au
TAS	skills.tas.gov.au	Federal	education.gov.au

The Department / Training Authorities of individual states and territories oversee the training and assessment in accredited qualifications completed under the conditions of apprenticeships and traineeships. The Department issues a Certificate of Proficiency upon the successful completion of a traineeship or apprenticeship program.

The Australian Government Department of Education and Training is responsible for administering and processing payments for any incentives that an employer may be eligible for.



National Vocational Regulator

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates qualifications and training providers to ensure nationally approved quality standards are met.

Info line Ph. 1300 701 801

or

Email: enquiries@asqa.gov.au

Complaints

Allara ensures that any complaint from employers is handled in a constructive, timely, fair, unbiased and equitable manner which is easily accessible and offered to employers at no charge.

A complaint can be defined as a person's expression of dissatisfaction with any aspect of Allara's services and activities, such as:

- the enrolment or induction process;
- the quality of education provided;
- academic matters, including student progress, assessment, curriculum and awards in a VET course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

Employers are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Employers may raise an informal complaint and/or appeal by contacting their Client Relationship Manager or alternatively any staff member with whom they feel comfortable.

Should your complaint and/or appeal not be resolved informally you may make a formal complaint and/or appeal using the procedures outlined in our Complaints, Appeals and Grievances Policy and Procedure, a copy of which is available by contacting Allara Head Office.

If you are not satisfied with the outcome of the complaints and/or appeals process you are entitled to take your complaint further. Anyone including; students, training organisation personnel, employers, parents, industry personnel, or any other member of the community can lodge a complaint against an RTO, to ASQA.

Where your complaint is regarding traineeships or apprenticeships and you are not happy with the outcome, you can complain or appeal to the relevant State Registering Body.

Information in respect to the participant

All participants will be advised of the complaints and appeals procedures should they have any problems with training program content, material, assessment decisions or their Trainer/Assessor. We will attempt to resolve any of your concerns and will approach all complaints immediately and with an open view.

The participant should discuss the concern immediately with their Trainer/Assessor, and seek a solution

If the concern exists with the Trainer/Assessor, the participant can contact the Allara Learning National Training Manager to initiate the complaint procedure.



We recognise that participants may have concerns associated with the delivery of training or the training outcomes involving the assessment methods. In this instance Allara Learning will offer advice in referring participants to appropriate support groups for assistance.

Firstly, the matter will be discussed with your Trainer/Assessor. In the event of the “complaint or appeal” not being resolved, the matter can be taken to the Allara Learning National Training Manager. If this is not successful, the matter can be taken to the Department of Education and Training in your State.

All “complaint or appeal” discussions are confidential and will be addressed professionally and effectively. All concerns will go through our continuous improvement process to ensure that the service we provide to all participants’ is of the highest quality.

Full details and a copy of Allara’s complaints and appeals policy and procedure can be obtained by contacting head office or on our website at www.allaralearning.com.au