



PARTICIPANT HANDBOOK





Welcome

Welcome to your **Allara Learning** training program!

This Participant Handbook explains what you have to do to gain your qualification or complete your short course. It will provide you with general information about your training program and the assessment process plus a range of other information that is important for the way that Allara Learning (Allara) and you, as a participant, will work together.

It is written in a question and answer format and is organised in 7 main sections:

Allara Learning: In this section we give you information about Allara as an organisation

The Training Program: This section gives you general information about the program.

Assessment: This section explains what assessment is, how Allara conducts assessments and what you can do if you are not happy with an assessment result.

Participant Services and Regulations; Outlined here is a description of how Allara supports participants and the rules and regulations that apply to its training and education services

Recognition of Prior Learning: This section outlines the steps involved in applying for recognition of prior learning (RPL)

Information for Workplace Supervisors & Mentors: Where you are employed and your training program is undertaken in the workplace you will have a workplace supervisor. This section provides valuable information to your workplace supervisor about how they can assist you to succeed in your training

Contacts On the last page of this booklet you will find contact details for our head office and other state and territory offices.

The structured learning process you are commencing will develop skills in areas relevant to your workplace, your job role or desired career pathway. The program aims to help you learn from the information we share with you and if undertaking your training in the workplace from the associated activities and learning that happens on the job and from doing your job. This learning method is practical, time effective and focused on your workplace. If your training program is off the job a range of activities may be used to simulate a real workplace environment.

Whatever the format your program takes Allara has the aim of helping you to be all that you can be and enable you to **Learn. Grow. Shine.**



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Who is 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).

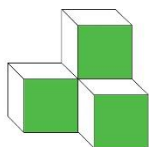
Allara's brands



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.



wg learning

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 your training program.

Our team consists of trainers and assessors who are highly qualified and have extensive industry experience. They are the first point of contact for you in the delivery of the training program, but are also there to help your workplace supervisor guide you through on the job learning 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 through the training program, ensuring they have a highly enjoyable learning experience and achieve your individual personal goals whilst reaching the common workplace goal.



The Allara Learning mission statement

To provide targeted training programs, traineeships and apprenticeships 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 provides training programs for organisations and a number of training programs for individual participants at various locations and online.

Who can enrol in Allara courses and training programs?

Organisations decide what training in a particular area is needed and which of its staff will undertake the program. Where a course has pre-requisites Allara informs the organisation of this and if any enrolled staff member does not meet these pre-requisites, Allara staff seek to develop a solution to suit all parties involved.

Individuals undertaking classroom based programs can select and enrol in a program that meets their needs.

Our Access and Equity policy, means our programs are designed to be as flexible as possible in their delivery so we can maximise access and participation by people who may be disadvantaged.

Our trainers and assessors can provide additional support where necessary. 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 you have any concerns during the program please approach your trainer to discuss these. Allara staff will endeavour to address your concerns as our aim is to enable you to participate and be successful in your training program. If your individual needs exceed Allara's internal support capacity we will refer you to an appropriate external welfare or support agency. Allara recognises that every case may be different and will endeavour to find the appropriate support agency for you and will do so on a case-by-case basis.

Understanding your training program

Your training program consists of a set of competencies that form the requirements of a part or full Qualification or even a Short course. Please refer to the information handout relating to your individual training program or course for a list of the unit(s) of competency.

Allara training programs are offered through a variety of delivery methods and will be dependent on the type of program you are undertaking. Delivery methods include;

- Work based
- Online / Distance
- Blended

If you are eligible, you may be completing this qualification as part of a registered apprenticeship, traineeship or other funded program.



What is required to qualify for the qualification?

To be eligible to receive your qualification at the end of the training program you need to demonstrate that you have the skills and performance knowledge required for the qualification. In other words, demonstrate that you are competent in each unit of competency that make up the part or full qualification. These requirements are described in the units of competence. A Unit of Competence is a description of some part of the work you do. Each unit lists what you need to know and what you need to be able to do.

Training Plan

You will be issued with a copy of your training plan and this can help you keep track of your progress with the training program.

What support materials are provided?

A Participant Guide is available for each unit of competency. A Participant's Guide contains detailed information on such things as:

- The competencies covered in that module
- Your assessment tasks for that module
- Information about the topic

Are there other things which need to be learnt?

You will also need to be aware of the legislation and rules that impact on your industry. This will be covered in the relevant training sessions. The following website will enable you to access the relevant legislation that affects your industry. Current legislation is available online at www.austlii.edu.au

What are your obligations as a Participant if you are completing training in a government subsidised program?

An apprenticeship or traineeship offers you a fantastic opportunity for further development at a personal and professional level. It also allows you to build an excellent career through internal progression opportunities. However, you are responsible for your level of commitment to the training. Your employer is investing in your future and the joint apprenticeship or traineeship agreement that you have signed has some important obligations you must consider. You must:

- Attend all training sessions and undertake all required training
- To the best of your ability attempt at all times to prepare for your assessments
- Accept and follow through with any guidance and suggestions your employer or your trainer may give you.
- Comply with the relevant terms and conditions of the National Training Contract that you have signed.

Each program covers a range of topics and to do it justice you will need to dedicate a certain amount of time each week to study. Setting aside a regular time each week to complete this qualification will enable you to stay on track with your due dates and also fit everything else into your busy world. Your Information Handout will provide you with the specific requirements for your course.



What are your obligations as a Participant if you are completing a short course?

If you are undertaking a short course with us you will need to attend and actively participate in the training sessions and complete the required assessments. Your Information Handout will provide you with the specific requirements for your course.

What if you are completing your course online?

If you are completing your course online you will need to read through the section of this participant handbook that specifically relates to [online courses](#).

Induction

After the course enrolment process into a government subsidised program you will be inducted into the training program. For a short course or other type of training program, an induction will be provided at the beginning of the training session.

The induction, whether into a subsidised course or short course, covers:

- Introduction to Allara training staff
- Outline of the course to be delivered
- The training and assessment procedures, including method, format and purpose of assessment.
- Qualifications or units of competencies to be issued

What is expected of participants completing a traineeship, apprenticeship, other subsidised course or a short course?

Our approach to learning is that all parties involved have specific responsibilities in the learning process, and that includes you! You are ultimately responsible for learning and for implementing what you have learnt in your workplace. We can't make you learn; only you can do that. We will make it as easy as possible for you to do so, but there are some things we would need from you.

We expect you to follow our guidelines for presenting your assessment tasks. We have developed guidelines to ensure assessments are marked quickly, efficiently and effectively, so we can get back to you with the results as soon as possible.

We also expect you to contact us if there is anything bothering you, or if you find it difficult to do the program. Remember: if we don't know, we can't fix it!

How long do participants have to complete their course?

All assessments need to be completed within the term of the training period. Should there be extenuating circumstances and further time is required, we will assist with requesting an extension to the training period.

What kind of support does Allara provide?

We understand that undertaking a training program is not easy for everyone. You may not have done any training or studying since you left school, or it may have been a long time ago, or you may even have had unpleasant experiences with learning. We think that by making the learning in this program workplace-based you will see the relevance immediately, which makes the learning easier.



We can also provide additional support including help with English and assistance with your assessments. You are enrolled in an Allara program and we are very interested in your progress and success. Just speak to your trainer about your concerns.

Don't forget that your employer can also provide support. They may have been the ones who enrolled you in this program and like us, are very interested in your progress and success.

What if there are problems with literacy, numeracy or other learning or special needs?

It is Allara policy that our programs should be equally available to everyone. If you have difficulty with basic literacy, numeracy, using the English language, or have any special needs, we would like you to contact us as soon as possible. We can then discuss with you some ways we can provide additional assistance.

You can approach your trainer for help or advice if you need any assistance in terms of your access to the training or assessment. All Allara staff support its Equal Employment Opportunity (EEO) and anti-discrimination policy and practice.

Who is the main contact and where can I find out more?

Your Trainer is your main contact and they will give you their contact details at your first session. Allara's Head Office contact details and the contact details for each state are listed on the last page of this document.

Transition of superseded qualifications

Allara advises students and employers of any changes to the qualification in which they are enrolled and no new student can be enrolled in a Training Package qualification from 12 months after the Training Package superseded date has passed.

What about fees and payment?

In most cases organisations will pay the administration and tuition fees to Allara to conduct the training and assessments in the workplace environment. In many cases, the employer is eligible for Government funding, either State or Federal or both.

Before the program is developed Allara staff discuss with the employer all the funding options available and help them apply, as appropriate. Allara's aim is to make training and development as achievable as possible for any organisation, and accessing existing funding is one of the strategies we use to do this.

If you are covering the cost of training yourself, Allara requires upfront payment of course fees. 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.

In all cases where course fees are paid in advance of the course commencement date the statutory cooling off period of ten (10) business days applies.

Allara will charge a fee of \$45 plus GST to re-issue a Certificate and/or Statement of Attainment. Allara's CEO has the right to waiver the fee on compassionate grounds and on a case by case basis.

See [payment of enrolment fees](#) for more information. For full details regarding fees and charges contact our Head Office for a copy of the Fees, Charges and Refunds policy and our current fee schedules.



Assessment

Assessment is an important part of the learning process. It gives you feedback on your progress – it tells you whether you have achieved competence. It lets you know your areas of accomplishment and points out if there are any parts of the learning process where you need to do some more work.

Understanding What's Involved in Assessment

The assessment activities are designed to be very practical and relate to the activities you do in your role. In this way the assessment tasks also become part of the learning process, as it is when we are trying to solve a real problem that we learn.

Participants are advised well in advance of the assessment tasks and any special needs a participant may have are considered. Assessment criteria are detailed in the Assessment Booklet related to the course.

What does it mean to be competent?

Your learning journey consists of a number of activities to be completed; these are described as 'competencies'. A Unit of Competence is a description of some part of the work you do. Each Unit lists what you need to know, and what you need to be able to do, to be competent in that Unit.

If you are competent at a task, it means:

- You can carry out the task correctly
- You understand what the task is about and why you do it that way
- You know what to do if something goes wrong while you're doing it
- You can show and know how to apply what you've learned in one situation to another situation

How is competence proven?

In the assessment tasks we may ask you to answer set questions, and complete a range of tasks and activities, which we assess. Your supervisor/team leader may also contribute to the assessment process.

Your Information Handout provides you with information about the assessments used for your course.

Let's look at an example: getting a driver's licence. Let us say that I want to get my driver's licence. I have been taught by my Dad and have had lots of practice. I walk into the RTA and when my number is called I say that I want my driver's licence, because I know I can drive. Do you think the RTA would, at this point, simply give me a licence? I should hope not! They use a number of methods that give me the opportunity to **prove** to them that I am indeed capable of driving:

- They make me take a knowledge test, to make sure I know all the rules, signs etc.
- They test my eyesight, to make sure I can see well enough to be safe on the roads.
- I then have to do an actual driving test, where an accredited assessor tells me what to do (reverse park, get onto the motorway, etc.) and observes my driving performance.



What else could they do to determine if it is safe to give me my driver's licence?

- They could ask one of my parents to sign an official statement to say that they *observed* me drive in different driving conditions, such as different times of the day, sunny weather, in the rain, in peak hour traffic and during quiet times on the road, in city traffic and out in the country.
- They could ask me to *assess myself* on a list of skills first, before getting me to do the formal driving test with the assessor and have one of my parents sign each skill as well, to say they agree that I can do it.
- They could ask me to go out and take photos of road signs, for example all the road signs I can find that say something about Parking, and present these to the RTA during *an interview*, where they ask me questions about the signs I photographed.

When assessing your competency for the Qualification or the short course we use a number of these methods at different times. Just as with getting your driver's licence, you need to **prove** to us that you have the competency required; it is not enough for you to **just say** that you do (not that we don't believe you; we just need to make sure before we can give you your Qualification).

The outcome of the assessment of a unit of competence is either Competent or Not Yet Competent. If the assessor decides that you are Not Yet Competent, you will be provided with detailed feedback on what you need to do to be assessed as Competent. You will then have an opportunity to resubmit your assessment.

How will assessments work for this program?

The formal competency assessments usually combine verbal and written activities. There will be no surprises for you because we will give you the list of questions you need to answer and careful detailed instructions for all the tasks you need to complete.

All the information on specific assessment tasks is provided in writing to you.

How are assignments assessed properly and fairly?

All our assessors have the required qualifications and experience to do your assessment justice. When our assessors conduct an assessment, they make sure that the evidence you provide is valid, reliable, authentic, sufficient and current.

We need to keep your assessments, and under our privacy policy, the Privacy Act 1988 and our state and national regulations/contracts these are kept in a secure file so that Australian Quality Skills Authority – (ASQA) the regulatory body, or the relevant state or territory training authority can audit us on the quality of our assessing.

You will need to make sure that you always make a copy of all your assessment materials.

What if there is a disagreement about some aspect of assessment?

You can appeal against the type of assessment given, the way the assessment was conducted or the decision made by the assessor.

You will need to ensure that written advice of appeal is received by Allara no later than 14 days after a formal assessment has been made.



This appeal will need to include:

- Your name
- Assessor's name
- Competency against which the appeal is being lodged
- Specific reasons why the original review should be changed
- Evidence to support the reason for the appeal

Although the appeal must be lodged in writing you may also present your case in person, if you wish and be accompanied by a support person.

Each appeal will be reviewed and a decision reached. You will be notified in writing within 7 days of the appeal lodgement of the decision and the reasons for the decision. All details will be kept confidential.

Appeals should be sent to:

Allara Learning Pty Ltd, Head Office (Address listing is on the last page)

What if other relevant courses have been completed before: what needs to be done?

Allara accepts and recognises Australian Qualification Framework (AQF) qualifications and statements of attainment issued by any RTO. If you have recently completed studies at University, TAFE, school or with an RTO, you may be eligible for Credit Transfer.

Credit transfer recognises previous learning undertaken at one institution or provider as being equivalent to the learning undertaken at another institution or provider. Credit transfer may be granted for individual modules, subjects and/or units of competence, or in some cases for whole courses or qualifications which are deemed to be equivalent.

In general, the outcome of a successful application for credit transfer is advanced standing into your desired course. This means that you will be granted an exemption for a particular module, subject, and/or unit of competence for the course in which you are enrolled. In this way, you will not be required to repeat your previous learning.

Credit transfer reduces unnecessary duplication and increases your capacity to maximise your career and employment opportunities. If you think you are eligible for credit transfer please contact your Trainer who will arrange for you to be issued with an application form.

Alternatively, if you have worked in a relevant role for a long time you may be eligible for **Recognition of Prior Learning (RPL)**. If eligible, RPL may enable you to complete your program faster or in a way that is more efficient than in a traditional training format.

If you think you are eligible for RPL, please refer to [Recognition of Prior Learning](#) for further information.



Completing your course online

If you are undertaking your course online you will be provided with comprehensive participant guides for each unit of competency in your online course or qualification.

What are your obligations as a learner if you are completing your qualification online?

Our online courses offer you a fantastic opportunity for further development at a personal and professional level. However, you are solely responsible for your level of commitment to the qualification program.

Your online program covers a range of topics and to do it justice you will need to dedicate a certain amount of time each week to study. Setting aside a regular time each week to complete this qualification will enable you to stay on track with your due dates and also fit everything else into your busy world.

What is expected of participants completing an online qualification or a short course?

Our approach to learning is that all parties involved have specific responsibilities in the learning process, and that includes you!

You are ultimately responsible for learning. We can't make you learn; only you can do that. We will make it as easy as possible for you to do so, but there are some things we would need from you.

We expect you to follow our guidelines for presenting your assessment tasks. We have developed guidelines to ensure assessments are marked quickly, efficiently and effectively, so we can get back to you with the results as soon as possible.

We also expect you to contact us if there is anything bothering you, or if you find it difficult to do the program. Remember: if we don't know, we can't fix it!

How long do participants have to complete their online qualification?

You will have a maximum period of time to complete the units of competency for your course. This time period varies according to qualification. You need to ensure you have allocated enough time to complete each module before the time period expires.

All assessments need to be completed within the term of the qualification period. Should further time be required, we will assist with requesting an extension to the qualification period.

What support materials are provided?

Each online qualification is divided into specific modules. Each module provides you with fully interactive content and information that you will require to answer the questions throughout the content and complete the final assessments at the end of each module.

What kind of support is provide when studying online?

We understand that undertaking an online qualification course is not easy for everyone. You may not have done any training or studying since you left school, or it may have been a long time ago, or you may even have had unpleasant experiences with learning. We think that by making the learning completely interactive and industry/workplace relevant, you will see the relevance immediately, which makes the learning easier.



We can also provide additional support including help with English and assistance with your assessments. You are enrolled in an Allara program and we are very interested in your progress and success. Just speak to a trainer about your concerns.

Who is my main contact and where can I find out more?

An online trainer is your main contact. You can contact your trainer through the course site or at Allara Head Office, contact details are listed on the last page of this document.

How will you submit your assessments?

You will be required to enter your assessment answers into the interactive assessment answer boxes at the end of each online module. In some cases, you may be required to upload examples of your own work or print out your assessments and mail them into the Allara head office. If this is the case, you will need to use the Assessment Cover Sheet which you can find on the Information for Students page on our website or by contacting Allara head office.



Participant Services & Regulations

Support and assistance

Allara is committed to assisting participants complete their training and assessment program. If participants are experiencing difficulties with their studies they should talk to their trainer/assessor as soon as possible. If the trainer/assessor is unable to assist or needs to refer the matter, it will be referred to the National Training Manager. The National Training Manager of Allara, as part of their role, has the specific responsibility to meet the needs of participants. This role is to provide the following services:

- Assisting in the resolution of any learning based issues that could hinder participant's successful completion of the program;
- Arranging assistance with language, literacy and numeracy problems;

The National Training Manager will ensure that the resources of Allara are made available to help participants achieve the standard of competency required. If we are not able to help resolve any problems that arise, Allara will provide participants with advice about external agencies that may be able to assist.

Allara recognises that not all participants learn in the same manner, and that with an amount of reasonable adjustment, participants who may not learn well with traditional learning and assessment methods can still achieve good results. These adjustments may include things such as having someone read assessment materials to participants, having someone record the participant's spoken responses to assessment questions, Allowing additional time to complete an assessment (where appropriate), providing specialised resources or providing support personnel.

Allara undertakes to assist participants achieve the required competency standards where it is within its ability. Should the participant be experiencing a personal difficulty, Allara will make every attempt to accommodate their needs within its capacity. We have a compassionate and understanding approach to the difficulties of our participants.

Where Allara cannot assist a participant, or if the participant's needs exceed Allara's capacity, we will refer them onto an appropriate external agency. These services may include the organisations listed below.

You can seek immediate support by contacting:

- **Telephone Interpreting Services** 13 14 50
- **Alcohol and Drug Information Service** 1800 177 833 (24 hour counselling and information)
- **Lifeline:** 131 114
- **Literacy and Numeracy Support:** Australian Council of Adult Literacy phone 03 9469 2950
- **Australian Physiological Society** 1800 333 497 (referral service)
- **Career Information Centre** (02) 9209 1661
- **Quitline** 24 hour smoking cessation information and counselling 13 18 48
- **Computer Skills Training** <http://www.gcflearnfree.org/computers>
- **Indigenous Counselling Services** <http://www.aboriginalcounsellingservices.com.au/index.html>



Privacy policy

Allara is subject to the provisions of the Commonwealth Privacy Act 1988 which incorporates the amendments made to it by the Privacy Amendment (Private Sector) Act 2000. The information Allara collects is required for its training database and/or legislative requirements and will not be used for any other purpose.

Allara is firmly committed to honouring your privacy.

We use participant's information to create our database. Our enrolment process requires participants' to give us contact information (e.g. name, address, e-mail etc.). This database is private and confidential. The database (including personal details) is for our sole use. Personal data and information gathered for the creation of the database will not be passed to a third party unless it is to enable us to provide a service that you have requested or it is a legislative requirement.

Personal Information

Allara takes all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However the accuracy of that information depends to a large extent on the information you provide. That's why we ask that you let us know if you notice any errors in your personal information.

Access to own records

Participants can request access to view their own records, including a print out of computerised records held on our database. If participants would like to do so, they should contact the National Business Manager. Participants will be required to provide Proof of Identity and will be required to put such requests in writing using the records access request form for security reasons. Allara reserves the right to charge an administration fee of \$50 for searching and providing access to the information.

Access and equity issues

Allara does not discriminate against participants on the basis of gender, political affiliation, race, ethnic background, age, social class, sexual preference, marital status, religion, disability or mental ability. All participants are entitled to equal consideration and respect.

Allara adopts at all times policies and management practices, which maintain high professional standards in the delivery of education and training services, which safeguard the educational interest and welfare of its participants.

Health & safety

Your health and safety while studying and training is our highest priority. We aim to provide a safe and healthy environment that minimises the risk of accident. While we take every care with the safety of our venues, you also have a role to play.

Responsibility of all participants

- Follow all safety rules;
- Report unsafe conditions and practices to your trainer; and
- Learn and study in a way that maintains your safety and that of fellow participants.



Working with children

Allara accepts people under the age of 18 into its training programs. As such, we will comply with all Federal and State working with children legislation.

A list of all relevant State based legislation is available from the Federal Police Website at www.aifs.gov.au

Drugs and alcohol

Allara provides a learning/training environment which aims to ensure the health, safety, respect and productivity of all participants. The use of drugs and alcohol may impair an individual's capacity to learn safely, efficiently and with respect for other participants. The use of such substances may result in the risk of injury or a threat to your wellbeing or that of other parties. Our policy is that no participant is to attend training programs while under the influence of alcohol or drugs. Breaching this policy can result in removal from the training program.

Prescription drugs and medication

Nothing within our Drugs and Alcohol policy prohibits the use of prescription pharmaceuticals. You should check with your doctor that your prescription does not impair your study performance or put you or others at risk.

Plagiarism

Plagiarism is defined as the use of someone else's work without acknowledgement. Plagiarism is a form of cheating and cheating is an action which benefits no-one. It may result in either failure of the assessment/subject, or if it is a repeated offence, exclusion from the training program. Plagiarism can include:

- Copying someone else's assignment
- Using information which another participant has collected without acknowledging it
- Copying from a textbook without using an appropriate form of referencing
- Using the ideas or research which you have found in a textbook without referencing, even if you have written those ideas or research findings into your own words

Discipline and termination of studies

A participant may be removed from the training program in the following circumstances:

- Breach of the Drug and Alcohol Policy
- Sexual harassment of another participant or staff member
- Plagiarism
- Misconduct that may place another participant or staff member in fear of his/her safety, e.g. violence and/or abuse, or through continued disruptive behaviour restricting a trainer or class of participants from maintaining a learning environment



A participant shall have the right of appeal against a determination of the National Training Manager for removal from the training program. Such notice must be received in writing within seven (7) days of the determination.

Harassment and discrimination

Allara is required under Australian law to ensure that it provides a workplace and learning environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

Allara will ensure that all staff and contractors understand their roles and responsibilities in creating such an environment, by a process of training, communication, mentoring and by example, and it will ensure all staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Sexual harassment

Allara is committed to ensuring that its work, teaching, learning and assessment environments are free from sexual harassment. Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any participant who breaches this policy. Sexual harassment in education is illegal under the Anti-Discrimination Act NSW 1977 and the Sex Discrimination Act 1984. Some forms may constitute a criminal offence (e.g. indecent exposure, sexual assault, stalking).

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended. Sexual harassment can occur between men and women; women and other women; men and other men.

Behaviour which does not constitute sexual harassment

Behaviour based on mutual attraction, friendship or respect and that which is consensual, welcome and reciprocated, does not constitute sexual harassment. Behaviour may become sexual harassment if these circumstances change.

Complaints of sexual harassment

All complaints are to be directed immediately to the Trainer conducting the program or the National Training Manager.

All complaints of sexual harassment will be treated seriously, investigated promptly, impartially, confidentially and in accordance with the principles of natural justice. If sexual harassment is found to have occurred, action will be taken to stop the behaviour immediately. Counselling may be offered to the complainant and/or the offender and, depending on the seriousness of the case, appropriate disciplinary action (which may include suspension from classes and/or expulsion from Allara) will be taken.

Sexual harassment involving a crime will be reported to the police.



Complaints and appeals

Allara ensures that any complaint from participants and/or stakeholders is handled in a constructive, timely, fair, unbiased and equitable manner which is easily accessible and offered to participants and/or stakeholders 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.

Participants and/or stakeholders are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Participants may raise an informal complaint and/or appeal by contacting their Training Facilitator 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 you are a trainee or apprentice and you have a complaint or are not happy with the outcome, you can complain or appeal to the relevant State Registering Body.



State and Territory Contacts

<p>NSW</p> <p>State Training Services Department of Industry, Skills and Regional Development Level 12, 1 Oxford Street Darlinghurst, NSW 2010</p> <p>Postal Address: Locked Bag 53 Darlinghurst NSW 1300</p> <p>Ph: 13 28 11 Ph: 02 9561 8000</p> <p>Website: www.training.nsw.gov.au</p>	<p>QLD</p> <p>Training and International Quality Department of Education and Training LMB 527 Brisbane QLD 4001</p> <p>Ph: 1300 369 935</p> <p>Email: complaints@deta.qld.gov.au</p> <p>Website: www.training.qld.gov.au</p>
<p>ACT</p> <p>Training and Tertiary Education Level 5, 220 Northbourne Ave Braddon ACT 2612</p> <p>Postal Address: GPO Box 158 CANBERRA ACT 2601</p> <p>Ph: (02) 6205 8555</p> <p>Email: apprenticeships@act.gov.au</p>	<p>VIC</p> <p>Website: www.skills.vic.gov.au</p> <p>Skilling Australia</p> <p>Ph: 13 38 73 (local call cost)</p>
<p>SA</p> <p>Traineeship and Apprenticeship Services Skills SA Department of Further Education Employment, Science and Technology GPO BOX 320 Adelaide SA 5001</p> <p>Website: http://www.training.sa.gov.au</p> <p>Ph: 1800 673 097</p> <p>Email: dfest.tas@sa.gov.au</p>	<p>WA</p> <p>Optima Building Level 2 & Level 3, 16 Parkland Road Osborne Park WA 6017</p> <p>Postal Address: Locked Bag Osborne Park Distribution Centre WA 6917</p> <p>Email: feedback@dtwd.wa.gov.au</p> <p>Phone: 08 6551 5065</p>



Payment of Enrolment Fees

All courses have applicable administration fees. These fees are payable in a variety of ways and your individual payment arrangements and schedule will be discussed with you or your employer prior to enrolment.

Participants who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee, or may receive concession rates. Participants claiming an exemption must provide proof that they are receiving benefits. See concessions and Exemptions for further details of proof.

Enrolment fees may be payable by either the participant or a relevant employer or other stakeholder as applicable for the relevant training program.

In all cases where course fees are paid in advance of the course commencement date the statutory cooling off period of ten (10) business days applies.

Refund Policy

Refund of fees - Employer sponsored courses (traineeships, apprenticeship and other subsidised courses)

Where your employer is covering the cost of your administration and tuition fees, Allara Learning will discuss the refund process directly with your employer.

Refund of fees - Participant funded courses (Not traineeships and apprenticeships)

Course fees may be refunded or reallocated under the following circumstances:

1. If the RTO cancels the course for whatever reason, the participant will receive a full refund (or pro-rata adjusted refund), Tactical Training Group may also offer the participant a transfer to another course, this choice is for the participant to make
2. If a refund is requested within the cooling-off period a full refund, less the administration fee will be provided
3. If a refund is requested within 10 days after course commencement, 50% of the initial course fee will be refunded, less the administration fee
4. If a place is not offered in the course, the participant will receive a full refund including the administration fee
5. If the participant wishes to change their enrolment into another course at same RTO the course fees paid will be transferred to new course
6. If a participant applies for RPL and the application is unsuccessful, there will be no refund.

In all circumstances a withdrawal form and other relevant documentary evidence (for example, medical certificate) is required. See [how to apply for refund](#) below.

Refunds for short courses:

1. If you fail to attend your scheduled course, the course fee is non-refundable.
2. Cancellation of a course requires a minimum of 48 hours' notice for a refund.
3. Rescheduling or cancelling within 48 hours of your course is permitted however a re-booking fee of \$30 applies
4. You will be provided a full refund or offered an alternative course date should Allara cancel a short course



Refunds for Online Qualifications

Please refer to the full terms and conditions of refunds and course cancellations provided in the Student Agreement and Terms and Conditions of Enrolment Document on the Allara website. If a student wishes to terminate their course before completion they must do this in writing to Allara.

If the student has paid the full course fee upfront, they will be entitled to a refund of the course fee less an administration fee of \$300, provided Allara receives this cancellation request within the cooling-off period.

If the student has elected to pay the course by direct debit/recurring payments, Allara will cancel their direct debit, not refunding any monies paid by direct debit before the course cancellation, including the course deposit, provided Allara receives this cancellation request within the cooling-off period.

The cooling-off period is defined to be ten (10) business days from the Agreement Date. The first date of the cooling-off period commences the calendar day after the Agreement Date. The Agreement Date is the date the student accepts the Terms and Conditions of the above mentioned document during their enrolment online.

No refund of fees

Refunds of administration and tuition fees will not be applicable under the following circumstances:

1. If a participant applies for RPL and the application is unsuccessful
2. Once training has commenced in the course no refund is available, unless compelling circumstances prevail i.e. extreme personal hardship or medical circumstances which warrant non completion of course. In these cases, the participant may wish to return to training at a later date, this will need to be approved by the National Training Manager (the participant must return within 1 year of enrolment date to complete course)
3. The participant fails to comply with terms and conditions of enrolment which includes, all policies and procedures as provided in this Participant Handbook and available on Allara's website
4. The participant provides false or misleading information

How to apply for refund for all courses

Requests for refund must be made in writing using the applicable form - the Fee Refund Application form. Approved refunds due to the participant will be paid within 30 days of receiving written application on the appropriate form available from the National Business Manager. The CEO may reconsider a refund decision on compassionate grounds and on a case by case basis.

For full details regarding fees and charges contact our Head Office for a copy of the Fees, Charges and Refunds policy and our current fee schedules.

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, employers and/or relevant stakeholders will be formally notified of the arrangements including any refund of fees that may be applicable.



Recognition of Prior Learning

Individuals who are undertaking a structured vocational training program are able to apply for recognition of their prior learning (RPL). RPL can be an excellent way to achieve recognition of learning from prior experience or study.

Understanding the RPL process

Recognition of previous learning is also sometimes called Credit Transfer. Credit Transfer recognises previous learning undertaken at one institution or provider as being equivalent to the learning undertaken at another institution or provider. Credit transfer may be granted for individual modules, subjects and/or units of competency, or in some cases for whole courses or qualifications which are deemed to be equivalent.

This section provides information on the various steps involved in the RPL process.

RPL assessment relies on the gathering and judging of verbal and written evidence about the performance of an individual in the workplace and the level of his or her knowledge.

The RPL process is the means by which you can put forward evidence of competence for assessment and recognition. The evidence must be marked by an assessor who is qualified to make judgements about workplace competence.

What is RPL?

Recognition of Prior Learning is just what it says. It is based on the awareness that people learn in many different ways throughout their lifetime – through work experience and life experiences as well as through education and training. RPL takes into account a person's skills and experiences, no matter where these were learnt, to enable people to gain recognised current competencies in a course of study. If successful, the individual will be provided with a RPL credit for particular units and receive an appropriate statement of attainment or a complete qualification.

How does this work?

A vocational qualification is made up of a set number of Units of Competence. A Unit of Competence is a description of some part of the work you do. Each unit lists what you need to know, and what you need to be able to do, to be competent in that unit.

If you are competent at a task, it means:

- You can carry out the task correctly
- You understand what the task is about and why you do it that way
- You know what to do if something goes wrong while you're doing it
- You can show and know how to apply what you've learned in one situation to another situation

Every Unit of Competence in a qualification has a set of Elements and Performance Criteria that must be achieved before an individual will be deemed competent in that unit. In broad terms the process of RPL involves matching what you already know and can do, with the Elements of the qualification. If you can show that you have already attained one or more units you will gain an exemption from doing the unit and obtain recognition for the skills and knowledge that you already have.



In this way, RPL enables an individual to focus on developing skills and knowledge in new areas, rather than re-learning what he or she already knows and can do.

Possible benefits of RPL

If you can show you have attained a certificate or statement of attainment for a Unit of Competence you will gain a credit for that unit.

However, if you cannot claim you know or can do everything described in the Elements and Performance Criteria the RPL process can still help by clarifying what relevant skills you do and do not possess – so that a learning program for you could be tailored accordingly.

An added benefit of completing the RPL process is that you will assemble evidence of your achievements in the form of a permanent and portable record of your professional development.

Need to know more?

If you think this process might be for you please discuss with your trainer who will issue you with an RPL kit.



Information for your Workplace Supervisors & Mentors

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.

Your role and responsibilities will be outlined by a member of an Australian Apprentice Support Network and you will receive written guidance on this matter.

Training will be conducted and supervised by the Allara Learning and you will also need to contribute to both training and assessment for your trainees.

Further assistance and information about the responsibilities of mentoring trainees is available from your Australian Apprentice 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 has a range of supervisor handbooks for individual units of competency to assist you in the training of your team and understanding the required skills and knowledge for the relevant program.

Allara Learning's trainer/assessor 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 as a guide to the formal training to be conducted in conjunction with an Allara Learning Trainer and Assessor.

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 employability skills
- Provide feedback and address any concerns
- Maintain records of progress

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 training program.

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



Further Information

For further information about the contents of this handbook or any other queries or feedback regarding your training program or any of our services please contact Allara Learning on 1300 772 724.

<p>Sydney (Head) Office: Level 2, 8-10 Loftus Street Sydney NSW 2000</p> <p>Phone: 1300 772 724 Phone: 02 9460 2511 Fax: 02 8920 1033 Email: admin@tacticaltraininggroup.com.au Website: www.tacticaltraininggroup.com.au</p>	<p>Brisbane Office: Level 3, 349 Coronation Drive Milton QLD 4064</p> <p>Phone: 07 3377 0874 Fax: 02 8920 1033 Email: admin@tacticaltraininggroup.com.au Website: www.tacticaltraininggroup.com.au</p>
<p>Melbourne Office: 832 High Street Kew Vic 3102</p> <p>Phone: 03 9607 1305 Fax: 03 9607 1317 Email: admin@tacticaltraininggroup.com.au Website: www.tacticaltraininggroup.com.au</p>	<p>Perth Office: Level 1, 39 Stirling Highway Nedlands WA 6009</p> <p>Phone: 02 9460 2511 Fax: 02 8920 1033 Email: admin@tacticaltraininggroup.com.au Website: www.tacticaltraininggroup.com.au</p>