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Student Handbook	September 2019/V1.0	CEO and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015

STUDENT INFORMATION HANDBOOK

AJL Training Pty Ltd
RTO 45580

Head Office:

1-3 Massy-Greene Drive,
South Burnie, 7320

Enquiries:

03 6430 2773
www.ajl.com.au/training

Other sites:

16-18 North Caroline Street,
East Devonport, 7310

5 Trotters Lane,
Prospect, 7250

1 Bowen Road
Moonah, 7009

1. WELCOME

Thank you for choosing to train with AJL Training Pty Ltd.

The purpose of this handbook is to provide you with a quick reference about the training we provide and our policies and procedures in relation to that training.

2. ACCREDITED TRAINING PROGRAMS

AJL Training provide the following Accredited training courses:

Heavy Vehicle Licences

- ❖ TLILIC2014 Licence to drive a light rigid vehicle
- ❖ TLILIC2015 Licence to drive a medium rigid vehicle
- ❖ TLILIC2016 Licence to drive a heavy rigid vehicle
- ❖ TLILIC3017 Licence to drive a heavy combination vehicle
- ❖ TLILIC3018 Licence to drive a multi combination vehicle

High Risk Licences

- ❖ TLILIC0003 Licence to operate a forklift truck
- ❖ TLILIC0011 Licence to operate a reach stacker (greater than 3 tonnes)
- ❖ TLILIC0001 Licence to transport dangerous goods by road

Other Courses

- ❖ FWPCOT3261 Transport forestry logs using trucks
- ❖ TLIB3006 Carry out inspection of vehicles designed to carry special loads

3. NON ACCREDITED TRAINING

- ❖ Motorcycle Licences

4. ENROLLING IN A COURSE

To enrol in a training program, please visit our website at www.ajl.com.au/training or phone our office on 03 6430 2773. Upon receipt of your request for training, you will be emailed the Student Course Information as well as the necessary enrolment paperwork to complete.

From 1 January 2015, all Vocational Education and Training (VET) students in Australia must have a Unique Student Identifier (USI) to be issued their qualifications. The USI will stay with the student for life and be recorded with any nationally recognised VET training that is completed from when the USI comes into effect.

To create or retrieve your USI please go to <https://www.usi.gov.au/>. Please bring your USI number with you on the day of your training. AJL Training will be unable to issue your Statement of Attainment until we have received and verified your USI.

5. STUDENT CODE OF CONDUCT

AJL Training Pty Ltd is committed to providing a quality learning environment that reflects workplace and society expectations and standards by providing clear guidelines for the acceptable behaviour of all students.

All members of the organisation and those visiting any organisation's sites have a right to expect an environment and interactions that are:

- **Safe and Healthy:** student behaviour must take account of the physical and emotional safety and wellbeing of others, be in line with Work Health and Safety standards, and follow specific requirements of the learning area in which students are operating.
- **Respectful and Considerate:** student behaviour must include treating others with respect, be free from intimidation, aggression and violence, and must allow others to freely participate in their chosen activities.
- **Fair and Equitable:** students must ensure they do not harass, bully, intimidate or treat others unfairly. Their behaviour must allow others to freely participate in their chosen activities and not disadvantage individuals or groups, or treat them with bias or discrimination.
- **Honest and Legal:** students must act within the law at all times, in line with Work Health and Safety legislation

6. TRAINERS AND ASSESSORS

AJL Training Pty Ltd abides by the Standards for Registered Training Organisations (RTO's) 2015. All our trainers and assessors have the following training/experience as a minimum:

- ❖ Cert IV in Training and Assessment (TAE40116) and;
- ❖ Industry experience in the training they provide and;
- ❖ Commitment to ongoing professional development to keep up to date with industry requirements

7. PAYMENT OF COURSE FEES

Payment of Fees

- ❖ All course fees are paid in advance.
- ❖ Should an Employer sponsor a student, a valid Purchase Order number must be provided upon enrolment.
- ❖ Accepted methods of payment are cash, cheque, bank transfer or EFTPOS.

Refunds

AJL Training Pty Ltd have refund policies specific to each course. Please refer to the Course Student Information brochure for more information.

Please note that cancelling and rescheduling fees apply to all courses.

Where special circumstances occur, which restrict a student's ability to attend, then each case for a refund will be determined by the CEO and/or their nominee on merit and based upon an application. Rescheduling the student to another course will be offered first.

8. ASSESSMENTS

All students are assessed according to the requirements of the VET Quality Framework, which includes the Australian Qualifications Framework, the Standards for Registered Training Organisation (RTOs) 2015, particularly the Clauses that relate to the organisation's Training and Assessment Strategies, the Assessment System, the Assessment Validation and Recognition processes, the requirements of the Assessor and Principles of Assessment and the Rules of Evidence.

Most training products AJL Training provide are competency based. The competencies required will be clearly stated at the beginning of the course. Should you be assessed as 'Not Yet Competent' your trainer/assessor will give you feedback and guidance on what you need to do to improve.

Please note that on some courses a re-assessment fee will apply. Please refer to the Course Student Information on the specific course for re-assessment fees.

9. STUDENT COMPLAINTS AND APPEALS

AJL Training has a documented procedure that students can access should they wish to lodge a complaint, grievance or appeal the outcome of their training. A copy of our Complaints and Appeals Policy is attached to this Handbook.

10. LANGUAGE, LITERACY AND NUMERACY

General Requirements

Our courses require a level of English that will enable students to understand the course content and answer questions verbally.

Specific Requirements

Some courses require students to be able to write and do mathematical calculations.

For more information please refer to our LLN policy attached.

11. STUDENT RECORD MANAGEMENT

AJL Training Pty Ltd will systematically collect and store data on student's participation, assessment and progress, in line with the requirements of the VET Quality Framework, Commonwealth Register of Institutions.

AJL Training Pty Ltd will retain completed Student assessment items for a minimum of six months (unless otherwise required) as per the Standards requirements and ASQA General Direction or as directed by the regulator.

Retain records of any AQF certification documentation that have been issued for a period of 30 years.

AJL Training Pty Ltd is responsible for ensuring records are managed for accuracy and integrity, staff understand and meet their record-keeping and record management responsibilities and Students have timely access to current and accurate records of their participation and progress.

COMPLAINTS AND APPEALS POLICY

Policy scope

The scope of this policy is all complaints and appeals received from students, trainers and assessors, staff and industry.

Policy purpose

The Complaints and Appeals Policy applies to all participants training at the organisation. For example, this includes complaints of harassment/discrimination and unfair treatment regarding conditions of training situations by the trainers, assessors, other staff, assessment outcome and/or work situations.

Policy statement

This also includes complaints made by supervisors in off-site training situations (where applicable) regarding unacceptable performance and/or inappropriate behaviour.

- The organisation will adopt the principles of natural justice and procedural fairness by informing those involved of the allegations; provide those involved with an opportunity to present their side of the matter and operate in a fair and unbiased way.
- All individuals have equal access to Complaints and Appeals processes and are entitled to fair and consistent treatment and confidentiality will be respected,
- Complaints are received in a positive manner, and the individual raising the grievance can expect to be taken seriously
- The organisation has a responsibility to protect an individual who raises a grievance in good faith including victimisation or unfair treatment
- Parties are encouraged to resolve complaints/appeals at their source or at the lowest level of management/intervention necessary with emphasis on conciliation
- Student will be given the opportunity to formally present their case and may have an appropriate support person present
- Complaints are to be dealt with promptly and the individual will be informed if the matter will take more than 60 calendar days to finalise and the reasons why. Individuals will be kept informed on a regular basis.
- While the informal resolution of a grievance is the preferred option, it may not always be successful or practical,
- If the process results in a decision or recommendation in favour of the student, the RTO will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise student of that action.

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- Where a complaint or an appeal cannot be resolved the Organisation will bring in an independent third party. For example, individuals or an appropriate organisation such as ACCC.

Submitting a Complaints and Appeals form

- An individual completes the Complaints and Appeals form
- Management acknowledges in writing the complaints/appeal received within seven (7) days
- Form is considered by management
- The complainant/appellant will be regularly updated, in writing, of the status on the complaint/appeal
- Issue and outcome/action must be documented on the form within 60 days.
- If longer than 60 days the complainant must be informed in writing of the reasons why and be provided with an estimated time to resolve.
- Outcome resolved and individual informed
- Individual has right of appeal
- External action is accessed, if required

The organisation will:

- Maintain all complaints/appeals documentation by reporting them through the RTO management meetings, minuting the actions and storing them on the network drive of the organisations system.
- Provide corrective action to eliminate or mitigate the likelihood of reoccurrence of all complaints/appeals after investigated and identification of causes.
- The right to make complaints and seek appeals of decisions does not affect the rights of a student to take any other allowable action under the Australian Consumer Law

Legislative/statutory requirements

- Standards for Registered Training Organisations (RTOs) 2015
- VET Quality Framework
- Fair Work

ASQA may impose a range of sanctions, conditions and penalties on registered training providers who do not comply with the national standards.

Associated documents

- Continuous Improvement Procedure
 - Validation Policy and Procedure
 - Training and Assessment Policy and Procedure
 - Meeting minutes template
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- File note template
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Measure of policy effectiveness

The effectiveness of this Policy will be measured by:

- Effective implementation of the Policy and related Procedures represented by provable focus on improvement by following the events placed in the calendar, related policy and procedure and whenever system errors are identified by other means.
 - Notations of improvement are to be recorded in the RTO management meeting minutes.
 - Outcomes from any internal or external audits, particularly any external audits conducted by ASQA.
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Induction

Refer to organisational and induction processes to confirm specific induction requirements related to this Policy.

Definitions/acronyms**ASQA**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

Continuous Improvement

Means a planned and ongoing process that enables an RTO to systematically review and improve its policies, procedures, products and services in order to generate better outcomes for clients and to meet changing needs. It allows an RTO to constantly review its performance against the VET Quality Framework and to plan ongoing improvements to its performance.

Management Systems

Means the framework of policies and processes used to ensure that the organisation can achieve its objectives.

Partnering Organisation

Is an organisation that has entered into an agreement with the RTO to deliver training and/or assessment services on organisations behalf in accordance with the VET Quality Framework requirements.

Stakeholders

Means individuals or organisations affected by, or who may influence, the RTOs services but who are not directly involved in purchasing or using the RTOs services.

Standards for Registered Training Organisations (RTOs) 2015

The standards that apply to all NVR registered training organisations and which must be complied with at all times.

VET Quality Framework (VQF)

The framework aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

COMPLAINTS AND APPEALS PROCEDURE

Purpose

The Complaints and Appeals Procedure identifies the processes for achieving the best outcome in resolving complaints/appeals at their source, or at the lowest level of management/intervention necessary, with emphasis on conciliation wherever possible.

Relevant Background

The organisation has a responsibility to protect an individual who raises a grievance in good faith including victimisation or unfair treatment

Complaints are to be dealt with promptly and individuals will be kept informed on a regular basis. If the matter will **take more than sixty (60) calendar days to finalise** the individual must be notified with an explanation of why together with details of anticipated finalisation date. The student must be kept informed and updated at all times through the process.

While the informal resolution of a grievance is the preferred option, it may not always be successful or practical.

Where a complaint or an appeal cannot be resolved the organisation will bring in an independent third party. For example, individuals or an appropriate organisation such as ACCC.

External action can be accessed, if required, at any point by any party to a complaint or appeal process.

Procedures

When a complaint is made, the following occurs

- The individual is asked to complete the **Complaints and Appeals Form** outlining the issue and advised they will receive formal acknowledgement of their complaint
- The Administration Manager and/or nominee is advised of the complaint and will send acknowledgement in writing within seven (7) days of lodgement
- The CEO and/or nominee consider the complaint

If this consideration takes some time, the complainant and appellant are to be regularly updated, in writing, of the status on the complaint

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- The outcome is decided by management and the outcome and/or action are documented on the **Complaints and Appeals Form**.
 - The individual is informed of the decision and that they have a right of appeal.

When an appeal is received, the following occurs

- The individual is asked to complete the **Complaints and Appeals Form** outlining the reason(s) for their appealing the decision made and advised they will receive formal acknowledgement of their appeal.
- The Manager and/or nominee is advised of appeal and send acknowledgement in writing within seven (7) days of lodgement.
- The CEO and/or nominee consider the appeal and the complainant are regularly updated, in writing, of the status on the appeal.
- The outcome is decided by management and the outcome is documented on the **Complaints and Appeals Form**.

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- The individual is informed of the decision and that they have a right of appeal to an outside body such as the ACCC.
 - External action can be accessed, if required, at any point by any party to the appeal.

Record Maintenance

The organisation will:

- Maintain all complaints/appeals documentation by scanning and storing this on the network drive of the organisations system
- Report and record complaints and appeals through the RTO management meetings and minutes.

Risk Management

The organisation will:

- Provide corrective action to eliminate or mitigate the likelihood of reoccurrence of all complaints/appeals after they have been investigated and causes identified.

LANGUAGE, LITERACY AND NUMERACY (LLN) POLICY

Policy scope

The LLN Policy applies to all organisational trainers and assessors who conduct assessment for national qualifications, VET accredited courses, skill sets and units of competency to ensure that the organisation's students with special learning needs are adequately supported through to the completion of their training.

It also includes external personnel conducting assessments on the organisation's behalf as part of partnership agreements.

Policy purpose

The LLN Policy provides part of the framework for quality VET training and assessment practices that meet ASQA Standards and the Disability Discrimination Act 1992.

Policy statement

The organisation has the responsibility to:

- endeavour to obtain LLN information before commencement of the course/unit although the student's individual needs may not be identified until after the course /unit has commenced
- support needs that go beyond what can be met with reasonable adjustment during the training and assessment process, and where additional support is required, to direct students to an external literacy specialist
- provide training programs that must be equal for all students. We do not discriminate against the student whose needs are identified under the standards of LLN with regard to enrolment in any current or future training programs
- maintain confidentiality for all information relating to students that has been gathered during needs identification, training and evaluation
- those students that request additional LLN support are referred to professional organisations.

All other learning support requirements will be organised in consultation with the CEO and or nominee.

Legislative/statutory requirements

- Standards for Registered Training Organisations, 2015
- Disability Discrimination Act 1992.
- Freedom of Information Act 1982

Associated documents

The organisation has access to the following resources to assist trainers and assessors in providing appropriate support to individuals in conjunction with an Adult Literacy and Numeracy Tutor that might be arranged for individual students.

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- Crux of the Matter – www.training.qld.gov.au/resources/information/pdf/crux-matter-june-2011.pdf
 - No More Excuses - <http://www.takingthelead.com.au/resources/no-more-excuses-iscs-call-action-adult-literacy-skills>
 - National Foundation Skills Strategy for Adults - <http://industry.gov.au/skills/ForTrainingProviders/LiteracyNet/Pages/default.aspx>
 - What It Takes - workplace language and literacy - <http://www.agrifoodskills.net.au/?page=WELLWorkplaceLLN>
 - 5 Good Reasons - the case for core skills development - <http://www.isc.org.au/resources/uploads/pdf/5%20Good%20Reasons%20-%20the%20case%20for%20core%20skills%20development.pdf>
 - Manufacturing Skills Australia - Putting the Jigsaw Together(numeracy resource bank) - www.isc.org.au/portfolio/putting-jigsaw-together
 - Putting the Jigsaw Together Trainer Guide
 - Literacy Indicator Tool
 - Numeracy Indicator Tool
 - Performing Metric Conversions
 - Quoting or Costing a Job
 - Using Percentages
 - Working with Decimals
 - Working with Shapes (Perimeter)

Now Read This! Website: - www.nowreadthis.com.au

Measure of policy effectiveness

The effectiveness of this Policy will be determined by:

- Number of effective outcomes from assistance given
 - Number of complaints about inadequate reasonable adjustment
 - Feedback from Learner Questionnaire quality measurement
 - Outcomes from internal and external audits
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Induction

Refer to organisational and induction processes to confirm specific induction requirements related to this Policy.

Definitions/acronyms

ASQA - The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector.

Reasonable Adjustment: “Reasonable adjustment refers to adjustments that can be made to the way in which evidence of applicant performance can be collected. Adjustments can be made to meet the needs and characteristics of the applicant/s being assessed, and taking into account any equity requirements.”
