

AUSTLIA-LATIN AMERICA TRAINING ACADEMY (ALATA)

LEARNERS HANDBOOK.

We strive to ensure that our standards of Training Delivery are in compliance with the VET Quality Framework and Conditions of Registration. This Handbook has been developed to provide students with general information useful for their training at ALATA. For detailed polices you may refer to individual policies or seek information from ALATA: info@alata.edu.au



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Developed By: Satya Indukuri	Authorized By: CEO	Version: 1.0
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1. Statement from the CEO

Welcome to Australia-Latin America Training Academy

Australia-Latin America Training Academy (Herein after will be referred to as 'ALATA') would like to extend our warmest welcome to you. We trust that you will enjoy your stay here in Melbourne and your study at our institute. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly ALATA staff members.

Why Study at ALATA

Australia-Latin America Training Academy is registered training organisation that is located at Melbourne CBD, Victoria, Australia. We are committed to providing our students with quality training delivery and assessment services in an atmosphere that is both warm and inviting.

Our trainers and staff are all dedicated to help you achieve your training goals by giving friendly and courteous assistance whenever required, and our training programs are innovative, creative and flexible, and designed to suit the needs of students, employers and industry

How do I contact ALATA?

ALATA's address: Suite 1 Level 7 190 Queen Street Melbourne Vic- 3000

City Campus: Australia-Latin America Training Academy

Suite 1 Level 7 190 Queen Street Melbourne Vic- 3000

ALATA's Contact: Phone: + 9670 8893 | In emergency +61 420455365 (24 hours)

E- Mail: info@alata.edu.au

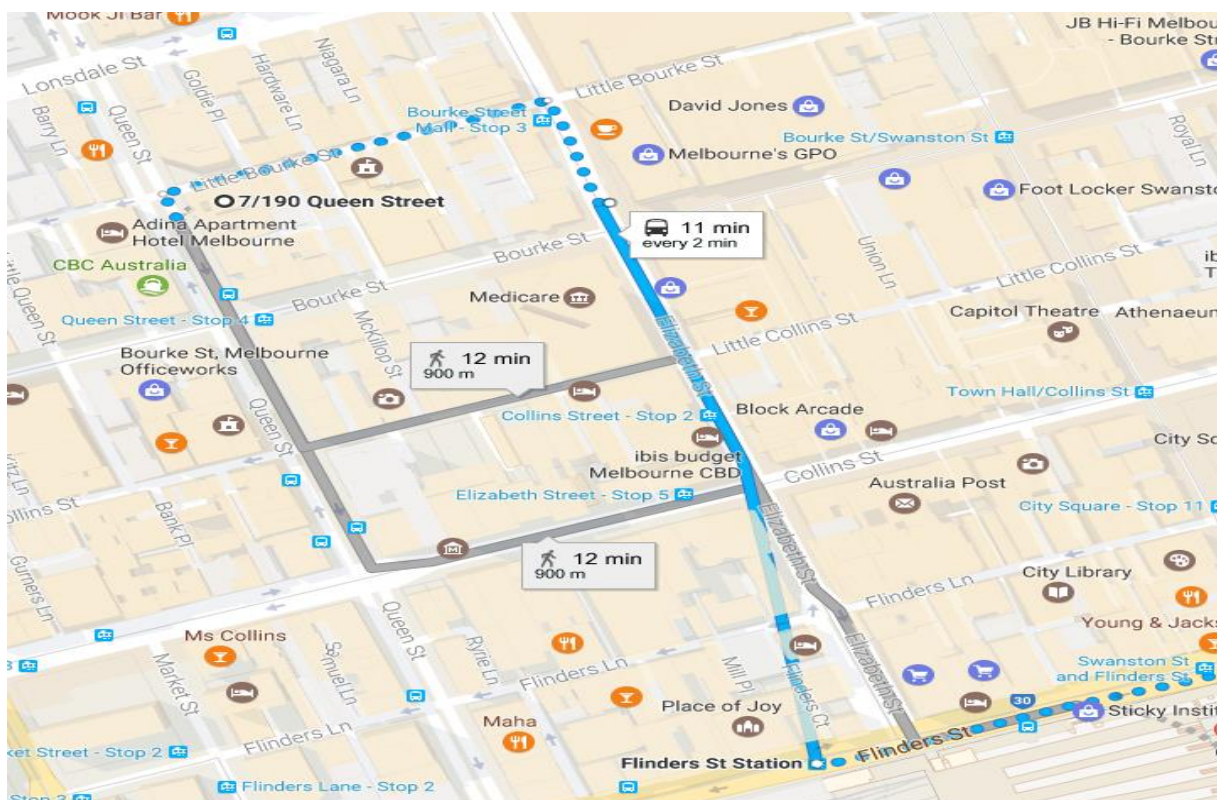
Australia-Latin America Training Academy is a Registered Training Organization (RTO), which is accredited and regulated by the 'Australian Skills Quality Authority'. We are committed to provide our students with the best quality training, delivering our services in an atmosphere that is both, warm and inviting.

We boast of well laid out and a beautiful campus and are committed to provide quality education to all our clients. We constantly strive to improve our services. We welcome your feedback. This may include the requirement for new courses, courses costs, training, delivery locations, improvement in services, amenities etc.

I wish you a happy stay at ALATA and may you achieve your dreams and do well in your chosen course(s)

From CEO

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2. Vision, Mission and Strategy

Our Vision

ALATA seeks to be recognized as a premier provider of 'Inclusive Education' both in Australia and in Latin America by 2020. ALATA's vision is to build new pathways for professional education of a new generation of teachers.

Our special focus is to empower policy makers and education providers with the new vision, methodology, skills and necessary knowledge in order to address changes in society and equip educational institutions with strategies to create an inclusive environment in educational contexts.

Our Mission

Our mission is to design, develop and deliver high-quality training products for clients in Australia and Latin America by anticipating their needs and meeting their expectations. This is done through a commitment of passion, quality and excellence.

Our Strategy

Our mission will be achieved by partnering with institutions of repute and those that are demonstrating best practice in inclusive education, research and development of new methodologies to support children with special needs.

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3. Courses

BSB42615-Certificate IV in new Small Business

Course Description

This qualification is suitable for those establishing a small business who use well developed skills and a broad knowledge base to solve a range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others, and have responsibility for the output of others.

Course Duration

Total volume of learning for this qualification is 520 hours which includes all classroom learning hours only. Proposed attendance: 20 hours per week (3 days) for 26 weeks.

Monday, Tuesday and Friday from 9:30am

Admission requirements

Age Requirements: All students must be aged 18 years or over at the time of applying for admission to the ALATA (all students)

Academic Requirements: Satisfactory completion of the year 11 or equivalent

Pre-Enrolment Interview: Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria during the Pre-enrolment interview prior the confirmation of enrolment at ALATA.

English Language/Literacy/Numeracy requirements:

Provide satisfactory evidence that the student has the required level of literacy and numeracy skills (Australian core skills frame work (ACSF) level 3) to complete the qualification. Students are required to successfully test their LLN skills by completing an appropriate level LLN test which is online test with LLN Robot.

If a student is qualified in Australia at a Certificate III level or above, LLN is not a requirement for those students.

Course requirement

A successful completion of 10 units (04 Core units and 06 electives) is required to achieve this qualification.

	Code	Unit of Competence
		CORE
1	BSBSMB401	Establish legal and risk management requirements of small business
2	BSBSMB402	Plan small business finances
3	BSBSMB403	Market the small business
4	BSBSMB404	Undertake small business planning

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ELECTIVES

5	BSBCUS402	Address customer needs
6	BSBSMB407	Manage a small team
7	BSBSUS401	Implement and monitor environmentally sustainable work practices.
8	BSBSMB409	Build and maintain relationships with small business stakeholders.
9.	BSBREL401	Establish networks
10	BSBSMB405	Monitor and manage small business operations

Course duration is: 26 teaching weeks + 2 weeks of break period = 28 weeks

The volume of learning may be adjusted depending upon the student cohort. For example, students with significant industry experience may be able to complete the course in a shorter duration whilst students with little experience and/or studying with a disadvantage may require longer study durations.

A shorter course may be acceptable if, for example, the student cohort comprises experienced workers who already have most of the required skills and knowledge

Employment Pathways

Completing the BSB42615 Certificate IV in New Small Business will provide you with self-employment opportunities, giving you the knowledge and confidence to properly investigate the feasibility of a start-up business, or buying an existing business. It will also provide vast employment opportunities across small businesses given the considerable number operating in Australia.

Possible job title includes:

- Small business owner
- Small business franchisee
- Operations role within a small business
- Administration role within a small business
- Sales and marketing role within a small business

Exit points

At any point prior to completion of the program a learner may exit with a Statement of Attainment for one or more Units of Competency that have been assessed as competent. At successful completion of the program candidates will receive a BSB42615 - Certificate IV in New Small Business.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) and Credit Transfer (CR) is the student's opportunity to have their prior skills and/ or competencies recognised. These skills and competencies may relate to

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units you will undertake as part of this course, and as a result, can exempt you from studying – Please talk to our Administration Staff to obtain full details

Mode of Delivery

Delivery will mainly be:

Face to face

The environment where the qualification will be delivered includes:

Institutional delivery

Assessment methods will be gathered by way of written tests, Assessment and observations

Cost of Course

\$3,500.00

(Tuition Fee: \$3,000

Enrolment fee: \$250.00; Non-refundable, Material fee: \$250.00)

*Fees are subject to change without notice prior to Enrolment

Course intake Dates for 2018

15 January 2018	12 February 2018
12 March 2018	16 April 2018
14 May 2018	11 June 2018
16 July 2018	13 August 2018
11 September 2018	15 October 2018
12 November 2018	

Student Support

The types of assistance ALATA will be able to offer:

- Any LLN difficulty: To help establish competency, trainers may Interview the student and ask students to demonstrate their skills
- Reasonable adjustments may be carried out when learner have:
- Speaking difficulties
- Listening difficulties
- Reading difficulties
- Writing difficulties
- Numeracy difficulties
- Additional training and tutorials
- Trainer may use alternate assessment method (e.g. oral questioning)

Every effort, within reason, will be made by ALATA personnel to ensure a successful outcome for its students. Additional training and / or tutorial may be negotiated. Note: some options may incur additional costs. Please see the Students Hand book for more details

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CHCSS00090 - Supporting Children and Families with Complex Needs

The target participants for this instance of course delivery are:

- The skill set is aimed to all kind of students who are willing to develop their existing knowledge and skills via a face-to-face study mode.
- This skill set is for workers with existing experience or qualifications in community service roles seeking to broaden their skills.
- This skill set reflects the skill requirements for providing services and support to families and children with complex needs in the community sector.

Course Duration

Total volume of learning for this qualification is 240 hours which includes 25% of the study load as self-study. (Self-study period of 5 hours per week is expected from the student for individual study, research, working on assignments, reading notes, learning activities and preparing for assessment activities.)

The duration of Face-to-Face classroom training will be for 180 hours/ 20 hours a week (2 months approximately)

Volume of learning may be adjusted depending upon the student cohort. For example, students with significant industry experience may be able to complete the course in a shorter duration whilst students with little experience and/or studying with a disadvantage may require longer study durations.

Skill set requirement

A successful completion of 4 units is required to achieve this Skill set qualification.

Code	Unit of Competence
1 CHCECE028	Collaborate with families to plan service and supports
2 CHCCCS009	Facilitate responsible behaviour
3 CHCCCS024	Support individuals with autism spectrum disorder
4 CHCPRP003	Reflect and improve on own professional practice

Admission Requirements

Age Requirements:

- All students must be aged 18 years or over at the time of applying for admission to the College

Academic Requirements:

- Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course.
- Students must already hold a Certificate III level qualification (community services training package , ref: <https://training.gov.au/Training/Details/CHC>

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- Relevant work experience will be acknowledged and taken into consideration.
- Students must prove their visa status to prove that they are not International students

Pre-Enrolment Interview: Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria during the Pre-enrolment interview prior the confirmation of enrolment at ALATA.

Students must prove their visa status to prove that they are not International students

The units from this skill set provide credit towards a range of qualifications in the CHC Community Services Training Package.

Pathways into the qualification:

Individuals may enter CHCSS00090 Supporting Children and Families with Complex Needs without a Certificate III qualification. Pathways from the qualification After achieving CHCSS00090 Supporting Children and Families with Complex Needs, individuals could progress to Advanced Supporting Children and Families with Complex Needs.

Employment Pathways

Employment outcomes resulting from the completion of this course may include the following roles:

- Assistant community services workers
- Care service employee
- Contact officers
- Customer service staff
- Domestic assistant
- Gardener/grounds person
- Home helper
- Housekeeping assistant
- Laundry assistant
- Night/community patrol workers
- Personal care assistant
- Provision of emergency relief
- Reception/front desk staff
- Support worker

Exit points

At any point prior to completion of the program a learner may exit with a Statement of Attainment for one or more Units of Competency that have been assessed as competent. At successful completion of the program candidates will receive a certificate in the skills set CHCSS00090 - Supporting Children and Families with Complex Needs

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Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) and Credit Transfer (CR) is the student's opportunity to have their prior skills and/ or competencies recognised. These skills and competencies may relate to units you will undertake as part of this course, and as a result, can exempt you from studying – Please talk to our Administration Staff to obtain full details

Mode of Delivery

Delivery will mainly be:

Face to face

The environment where the qualification will be delivered includes:

Institutional delivery

Assessment methods will be gathered by way of written tests, Assessment and observations

Cost of Course

\$1,360.00

(Tuition Fee: \$1,000

Enrolment fee: \$200.00; Non-refundable, Material fee: \$160.00)

*Fees are subject to change without notice prior to Enrolment

Course intake Dates for 2018

15 January 2018 12 February 2018

12 March 2018 16 April 2018

14 May 2018 11 June 2018

16 July 2018 13 August 2018

11 September 2018 15 October 2018

12 November 2018

4. Student Support Referral List

The following support services are to be available and accessible for all students studying with ALATA. We will provide students with contact details to refer any matters that require further follow up with relevant professionals.

Personal/Social issues

Some issues that may affect a student's social or personal life may require further intervention from professionals. Referral services that ALATA may utilise include the following:

Referral Services Available	Website	Contact Phone
Lifeline	www.lifeline.org.au	13 11 14

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Beyond Blue	www.beyondblue.org.au	1300 22 4636
Crisis Support	www.crisissupport.org.au	(03) 8371 2800

Medical Emergencies

Referral Services Available	Website	Contact Phone
Emergency Services	http://www.triplezero.gov.au	000
Nurse on Call	http://www.healthdirect.org.au	1800 022 222
Poison Information Line	N/A	13 11 26

Additional Support Agencies

Organisation	Organisation
Victorian Aboriginal Education Association Phone (03) 9480 0800 Fax: (03) 9481 4072 Email vALATAi@vALATAi.org .au Website vALATAi.org.au	VicDeaf Phone (03) 9473 1118 TTY (03) 9473 1199 Fax (03) 9473 1144 Email slcvic@vicdeaf.com.au Website www.vicdeaf.com.au
Vision Australia Phone 1300 84 74 66 Fax: 1300847329 Email info@visionaustralia.org Website www.visionaustralia.org	BrainLink Phone 1800 677 579 Fax: (03) 9845 2950 Website www.brainlink.org.au
Learning Difficulties Australia Phone (03) 9890 6138 Email enquiries@ldaustralia.org Website www.ldaustralia.org	Scope Phone (03) 9843 3000 Fax (03) 9843 2033 Email contact@scopevic.org.au Website www.scopevic.org.au
Disability Intake and Response Service Tel. 1800 783 783 TTY 1800 008 149	Department of Human Services Website: www.dhs.vic.gov.au/for-individuals/disability
Centre for Developmental Disability Health Victoria Tel. (03) 9902 4467	Yooralla Community Learning and Living Centre Tel. (03)9666 4500 TTY (03) 9916 5899

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Organisation	Organisation
SANE Helpline Tel. 1800 187 263	AREFEMI (Association of Relatives and Friends of the Emotionally and Mentally Ill) Tel. (03) 9810 9300
Mental Health Foundation Australia (Victoria) Tel. (03) 9427 0406	Dyslexia Australia 4-B La Senda Court, Springwood, QLD 4127 Ph (07) 3299-3994

5. Access and Equity

ALATA has a commitment to the principles of access and equity in vocational education and training giving practical expression to the VET Quality Framework and its goal of improving the knowledge, skills and quality of life for all Australians.

And having regard to the particular and different needs of target groups and enabling students to successfully gain skills, knowledge, experience and qualifications for all types of employment irrespective of their age, colour, disability, family responsibilities, gender, race, religion, and sexuality.

In keeping with this commitment the RTO will strive to ensure that its training and assessment programs are relevant, fair and inclusive. The RTO will achieve this by promoting education to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options that are available to meet their individual training needs.

ALATA will implement fair educational programs and geographic resource allocation practices to maximise the participation of target groups. The RTO will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

ALATA is firmly committed to providing equal employment opportunities and educational outcomes for all staff and all students. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment.

ALATA recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment. We are committed to providing a friendly, educational environment for your time at ALATA.

We guarantee you of our full support for the entire duration of your course of study through to your completion.

Our college environment is friendly and very supportive of all students. We address support via a number of functions including:

- Provision of a welcoming and supportive environment

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- Induction day where students will meet with trainers, administrative staff, management and the CEO.
- Social inclusion events, on and off campus
- Diversity in recruitment and selection
- Offering flexibility in training and assessment with reasonable adjustments

6. Fees Protection

ALATA warrants that it maintains appropriate retained funds in its bank account to enable continuance through to completion of the training and/or assessment once the student has commenced study in their chosen qualification or course. These funds are maintained in a separate account from that of operational account. Funds are released to the operational account at start of each training semester.

We do not require students to prepay fees in excess of \$1000.

Prepay means, payments made at any time made before, during or after the learner enrolls. Prepaid fees include all fees that a learner is required to pay, including enrolment fee, tuition fees, material fees and any other mandatory fee component.

Noting that we are only required to protect prepaid fees from individual learners and prospective learners which does not apply where an employer engages the RTO to provide training and/or assessment to its staff.

Example: Our Certificate IV in New Small Business retails for \$3500 and is a 28-week course. We will charge \$1000 at time of enrolment and then have payment plan that is mutually agreed for convenient payment of the remainder of the course fee, which do not need any protection measures.

Note: these requirements do not override obligations and requirements of the *Education Services for Overseas Students Act 2000* (Cth), wherever they become applicable.

7. Risk Management

The *National Vocational Education and Training Regulator Act 2011* place a major focus on Risk Assessment. Risk assessment will determine the level of Regulatory Intervention utilising a Risk Assessment Framework (NVETRA Act 2011, s190 pg129). The NVR will complete risk assessment of RTOs at initial, renewal to registration and scope application.

The NVR will use a range of indicators to assign RTOs a risk rating:

<https://www.asqa.gov.au/about/risk-based-regulation/risk-assessment-framework>

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8. Quality Assurance Policy

The quality procedures for the training function clearly identify the lines of responsibility and processes for managing, monitoring and improving all training and support operations and for reviewing student/client satisfaction.

9. Quality Procedures

Trainer assessors employed or contracted by the RTO must have as a minimum:

- The TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package;
- Be able to demonstrate vocational competencies at least to the level of those being delivered;
- A qualification to the level being trained/assessed;
- Be able to demonstrate current industry skills directly relevant to the training/assessment being undertaken;
- Continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence; and
- Retain special qualification/s and experience specified in the curriculum concerned.

From time to time, ALATA may employ specialist trainers, expert in their field, who will train under the direct supervision of an appropriately qualified Trainer/Assessor.

Appropriately qualified staff will assess each course applicant to ensure their suitability and capacity to benefit from the Training Program.

All students will be provided with the information listed above (Refer Student Information), and receive an orientation program prior to commencement of Training Program.

Students and staff will participate in ongoing evaluation of each course for the purpose of improvement and meeting client satisfaction. Such an evaluation will be undertaken after commencement and at the conclusion of each Training Program.

The Training Coordinator, will update the RTO manager and Chief Executive of their findings, will review a summary of the results of each evaluation.

The Training Coordinator along with the RTO Manager, determine any action to be implemented as a result of evaluation.

The Training Coordinator will ensure that:

- All staff are fully prepared for their duty and have access to the current Training Packages, all the necessary course material, facilities, equipment and support resources; and

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- Training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package or customised course.

10. Student Code of Conduct

All students enrolled in courses or using the services of Australia-Latin Training Academy(ALATA) are required to maintain appropriate standards of conduct at all times, whether attending an ALATA campus or representing ALATA in any capacity.

Guidelines

Where behavior is deemed to be improper or inappropriate as outlined below, ALATA will take action in accordance to the Student Disciplinary Policy.

Improper or Inappropriate Behavior

Improper or inappropriate behavior includes but is not restricted to,

- Being on ALATA premises and consuming or having consumed alcohol,
- Persistent disruptive behavior,
- Verbally abusive or hostile behavior affecting fellow student, fellow employees or colleagues;
- Smoking or the use of prohibited or illegal substances at ALATA classes or on ALATA or field/work placement provider premises;
- Deliberate misuse of ALATA equipment or materials,
- Willful or malicious damage to ALATA property or equipment.
- Arson of ALATA property;
- Behavior of a discriminatory nature;
- Carrying, using or being in possession of a prescribed or regulated weapon or dangerous article on ALATA premises;
- Physical assault on a member of general or teaching staff, other students, employees, colleagues or members of the public or behavior which is perceived to be threatening;
- Theft from staff, fellow students, fellow employees or colleagues at ALATA;
- Slander or harassment (whether verbal, sexual or otherwise) of staff fellow students, fellow employees or colleagues;
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.
- Any student who has been found willingly overloading the lift resulting in its malfunctioning buildings will be liable to share the costs incurred in repairing and maintaining these.

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Students not adhering to the Non Smoking Policy with regards to refraining from smoking in ALATA designated areas will be asked to comply or leave the premises or site.

Improper or inappropriate behavior may result upon investigation in suspension of enrolment or payment of damages.

Student Classroom Behavior

ALATA requires behavior in the classroom to be conducive to the most effective learning environment for the class participants" observation of consideration and respect for classmates and teachers is expected.

- a) Students are required to be punctual at all times to ensure fellow classmates are not disadvantaged by lateness or early departure from timetabled classes.
- b) Any class session or activity missed, regardless of cause, reduces the opportunity of learning and may adversely affect a student's achievement in their enrolled course.
- c) No food or beverages are to be consumed during class, except bottled water.
- d) At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened.
- e) The use of electronic equipment, such as mobile phones and iPods, is not permitted in the Classroom by students or staff.
- f) A lap top computer is permissible provided it is relevant to the class or got permission from the trainer.
- g) The use of a dictionary by students in class is permitted.
- h) Students are expected to use appropriate language at all times.
- i) Students are expected to speak English in the classroom in accordance with local etiquette.

Serious Misconduct

Serious misconduct is deemed to be behavior that is illegal, willful or premeditated. This behavior can result in immediate suspension pending investigation and may lead to expulsion.

Misconduct of a criminal nature will be reported to the appropriate authority.

Student Conduct

Students enrolled at ALATA should adhere to the following,

- a) Respect other people's rights to hold different positions and views,
- b) Be receptive to others point of view;
- c) Refrain from discriminating against another person for his or her beliefs, nationality, religion, age, associations or sex,

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- d) Avoid imposing their values on other students.

11. Continuous Improvement Policy

This policy describes the process by which the ALATA will develop and implement written procedures relating to continuous improvement of its systems including processes, products and services as they relate to compliance with the VET Quality Framework for NVR Registered Training Organisations. ALATA collects and analyses stakeholder and client feedback and satisfaction data on the services it provides and uses the information to review its policies and procedures, and make changes, improvements if warranted.

(Refer to the Continuous Improvement Policy and Procedure - Form CI)

12. Internal Audits

- The CEO and RTO Manager will organise the conduct of an internal audit of the RTO every 12 months as a minimum or more regularly as required, to ensure compliance with the VET Quality Framework
- The RTO Manager will report compliance and non-compliance issues and steps to be taken to ensure compliance
- The RTO Manager will implement the RTO audit checklist based on the requirements of the VET Quality Framework and the performance agreements associated with State government funded Training where applicable
- The RTO Manager will advise all personnel of the date and purpose of the audit to ensure that all necessary documentation is available for audit
- Where policies and procedures are not being adhered to, the RTO Manager will take appropriate action to ensure those policies and procedures are followed in the future
- Where policies and procedures are lacking or are no longer appropriate to the RTO operations, the audit report recommendations are referred to the Quality Assurance committee for review
- The RTOs Chief Executive will review the RTOs compliance with the VET Quality Framework and Conditions of Registration at least annually.
- A Corrective Action Record (form CG) will be raised and filed in the Quality Compliance Folder for future reference.

13. Compliance with Commonwealth, State / Territory legislation and regulatory requirements

The RTO will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

The RTO will ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

The RTO Manager will conduct quarterly reviews for any changes to legislation that may affect ALATA and record any changes in the Legislation Update Register and update any affected

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documentation as required, a corrective action record form will be completed as evidence of compliance. Staff and/or clients effected by changes to legislation or regulatory requirements will be formally updated within 2 weeks of each quarterly review.

ALATA identifies and complies with Commonwealth and/or State/Territory legislation on:

- a) Vocational education and training
- b) Workplace Health and Safety
- c) Workplace harassment, victimisation and bullying
- d) Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination (not exhaustive)

ALATA ensures that its policies and procedures meet the requirements of Commonwealth or State/Territory legislation which are relevant to the RTO's operations.

(Refer to the Compliance Commonwealth Legislation Policy - Form CL)

The following is a list of legislation we review:

- a) National Vocational Education and Training Regulator Act 2011 (Cth) - <https://www.comlaw.gov.au/Details/C2012C00473>
- b) Standards for RTOs 2015 - <https://www.comlaw.gov.au/Details/F2014L01377>
- c) Data Provision Requirements 2012 - <https://www.comlaw.gov.au/Series/F2013L00160>
- d) Fit and Proper Person Requirements 2011 - <https://www.comlaw.gov.au/Details/F2011L01341>
- e) Financial Viability Risk Assessment Requirements 2011 - <https://www.comlaw.gov.au/Details/F2011L01405>
- f) Australian Qualifications Framework - <http://www.aqf.edu.au/>
- g) Charter of Human Rights and Responsibilities Act 2006 (Vic)
- h) Disability Act 2006 (Vic)
- i) Equal Opportunity Act 2010 (Vic)
- j) Freedom of Information Act 1982 (Vic)
- k) Information Privacy Act 2000 (Vic)
- l) Privacy and Data Protection Act 2014 (Vic)
- m) Age Discrimination Act 2004 (Cth)
- n) Disability Discrimination Act 1992 (Cth)
- o) Racial Discrimination Act 1975 (Cth)
- p) Privacy Act 1988 (Cth)
- q) Sex Discrimination Act 1984 (Cth)

14. National Recognition

The RTO recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia. The policy on National Recognition clearly states the recognition and application process. Recognition is granted by direct recognition of the

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competency unit completed at another RTO. The applicant must provide original testamurs for verification prior to acceptance of recognition. The RTO will record this as a credit transfer against the relevant unit(s).

15. The RTO'S Policy on Equal Opportunity

The RTO is committed to promoting equal opportunity in its education and employment and does not accept any form of discrimination. This ethos is promoted in its principles throughout the organisation. The NVR RTO uses a systematic and continuous improvement approach to this policy and will monitor and develop in line with feedback from management, industry, staff and students.

16. Fees, Charges & Refund Policy

The VET Quality Framework and Conditions of Registration require that RTOs protect fees paid in advance and have a fair and reasonable refund policy.

We are committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard fees charged, protection of fees and refunds where warranted.

Award of qualifications: If the student completes their course at the start of June 2017 and has no outstanding debts then they will receive their qualifications before end June 2017. However, in the case where the student has outstanding debts then the 30 days will not begin until they have cleared their debt. A student will not receive their qualification, statement of attainment and record of results until the debt is paid.

The terms and conditions of the enrolment application and the availability of the complaints and appeals process do not remove the right of the student to undertake action under Australia's consumer protection laws, including but not limited to any statutory cooling-off period – if one applies.

17. Class Schedule

Students are not required nor permitted to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day. We also do not run classes outside the hours of 09:00am through 6:00pm Monday to Friday and there are no classes run on weekends. The college is open until 06:00pm Monday to Friday. These timings and days are subject to change depending upon the learner's requirements.

18. What is the Complaint, Concern & Appeal Handling Process?

The NVR RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. The RTO will act on each substantiated complaint or concern or appeal.

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The RTO will carry out the complaint, concern handling process and appeal process as quickly as possible given the individual circumstances of the complaint, concern or appeal. The RTO will act on each substantiated issue. This process will be at little or no cost to the student.

(Refer to the Complaints Concerns and Appeals Policy)

19. Re-Assessment of Students Deemed Not Yet Satisfactory or Not Yet Competent

If the student has not met competency in one of the assessments (assuming there are say 3 assessment tasks to be completed), they will be classified as Not Yet Satisfactory (NYS). To ensure fairness across our learning cohort, students are allowed three attempts (including first) at each assessment task.

At final stage, if they are still not meeting competency then they are deemed Not Yet Competent (NYC).

Students that have been deemed NYC on their final assessment task will be provided two more chances to submit their work for reassessment. This must be resubmitted within 1 week of notification of NYC result. Extensions may be provided for compelling circumstances, refer to the RTO Manager for more details.

The final result will be graded as either Competent or Not Yet Competent.

Students that have been deemed Not Yet Competent on completion of training and assessment, have the option to re-enrol in the course, full fees will apply.

20. What is the RTO'S Policy on Confidentiality in its Complaint Handling System?

A conflict often arises when people want to make complaints but do not want the people about whom they are complaining to know. On the other hand, it is difficult for an employer to take action against an alleged discriminator/harasser unless it can put full details of the complaint to them.

The RTO wants to prevent any discrimination, harassment, victimisation, vilification or bullying occurring and to stop any discriminatory, harassing, victimising, vilifying or bullying conduct. It also wants to give workplace participants an opportunity to discuss any issues impartially and confidentially, otherwise workplace participants may not feel free to seek assistance or obtain information.

The RTO also has legal obligations outside anti-discrimination laws to ensure a safe workplace and a safe system of work. In trying to balance these competing considerations, the RTO will so far as is possible respect a wish for confidentiality. For example, the RTO may not take specific action against the alleged discriminator/harasser because the substance of the allegations cannot be established/validated and procedural fairness cannot be afforded. In these types of situations, the RTO would only be able to take general preventative action and monitor the situation.

However, there will be times when this may not be possible and due to the nature of the complaint the RTO may be required to act on the information provided.

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21. Customer Service Code

Our customer is the most vital element of our business, and we seek to understand, anticipate and be responsive to our customer needs.

The RTO is committed to:

- Answering the telephone within three rings
- Answering the telephone politely, stating our name with the RTO greeting
- Recognising that customer complaints are our opportunity to show outstanding service in dealing with these complaints, efficiently, effectively and in a friendly manner
- Constantly thinking of different ways to assist and attain our customers with our new ideas to ensure our training is more effective
- Recognising that each customer contact is our opportunity to forge a positive and ongoing relationship, as well as demonstrating our abilities to assist and provide outstanding service

Internal Customer Service Policy

All members of the RTO have the right to be treated with respect, be free from sexual and racial harassment and rude or impolite behaviour.

- It is the responsibility of all employees to represent the RTO in a positive light in all circumstances and maintain the confidentiality agreement as prescribed in the contract of employment
- It is important to maintain a respectful rapport with all external clients, agencies and competitors
- The employer has the right to expect that work be completed within a timeframe to the required standard and
- The employee has the right to expect to be treated fairly at all times by the employer and to be paid on time.

22. Marketing of Education and Training Services

The RTO will market its educational services with integrity and accuracy, avoiding vague and ambiguous clauses. No false or misleading comparisons will be drawn with any reference to the provider or course.

23. Workplace Health and Safety Policy

Policy statement: Providing and maintaining a healthy and safe work environment is a leadership responsibility. Ongoing support of the RTO's Health and Safety program is the responsibility of everyone. Please refer to the WHS Policies for details

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24. Administration

The RTO will maintain systems for recording student enrolments, attendance, completion assessment outcomes (including Recognition of Prior Learning), qualifications issued, complaints, concerns, appeals and the archiving of records.

In the event that the RTO ceases operation, all records of student achievement of awards (Certificates or Statements of Attainment issued) for all training covered by the registration, will be forwarded in the appropriate format to the regulatory body.

25. Re-issuing Qualifications

If the Certificate or equivalent document is misplaced or damaged, the student or prior student should contact the RTO to order a replacement.

Please note that the RTO **will** issue only a 'Duplicate' Certificate or Statement of Attainment. If the original Certificate is lost, we will issue a Duplicate Copy of the original Certificate or Statement of Attainment, which shall say that it is a Duplicate.

The cost for a Certified Copy of the original Certificate or a Statement of Attainment is \$50.00, which is to be paid when ordering. It may take up to two weeks for the copy testamur to be completed.

26. Training Environment

The RTO undertakes to:

- Comply with all laws relevant to the operation of a training premises including occupational health and safety and fire safety regulations
- Ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting; and
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

27. Performance Management System

The RTO has in place a Staff Development Policy which allows for accurate measurement of each member of staff's effectiveness, and ability to provide service to the internal and external clients within the resources and constraints that preside.

The concept of this system will highlight where a process has fallen or not met expectations due to a variety of reasons including, but not limited to:

- Lacking skill base of the employee;
- The process was not complete;
- The procedure no longer meets the requirement; and
- A lack of understanding in the processes.

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Once this has been highlighted a process of rectifying the issue would be implemented resulting in and not limited to the following possible remedies:

- Implementing a training and development program; and
- Evaluation of the procedure.

The aim of the program is to adjust policy and processes in meeting the needs of the employer, employee, and the requirements of the clients. Within this realm the RTO is committed to the development of all staff within the area of duty. The area of duty is the development of the skills and abilities for individuals to be able to carry out the assigned tasks and duties within their Position Description.

28. Staff Development Policy

The RTO is committed to the training and development of all employees for the betterment of individuals, clients, and the company as a whole.

29. Provision of Education and Training Services

- a) The RTO will adopt policies and management practices which maintain high quality professional standards in the delivery of education and training services, and which safeguard the interests and welfare of students.
- b) The RTO will maintain a learning environment that is conducive to the success of students
- c) The RTO will have the capacity to deliver courses, for which it has been registered, provide adequate facilities and use methods appropriate to the learning needs of students.
- d) The RTO will monitor and assess the performance of its students.
- e) The RTO will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and will provide training for its staff as required.
- f) Assessment practices will be in line with the national assessment principles

30. Recruitment of Students

Recruitment of students will be conducted at all times in an ethical and responsible manner. All prospective students that wish to enrol in a course must complete the Pre-Enrolment Form and Student Enrolment form

These forms have been comprehensively developed to ensure that any specific client needs are captured, once the prospective student completes the documents and signs the declaration and then submits the documents, they will be reviewed and analysed by the Admissions Officer for any specific actions required to meet the client needs. The Student Enrolment form includes requests for information regarding: student details, course selection, employment background, education background, course credit, student origin, reasons for applying for enrolment, student special needs, emergency contacts, student declaration, payment details terms and conditions of enrolment. The completed documentation will be maintained within our SMS system and reviewed and approved by the admissions officer and final approval by the RTO Manager. Only then will enrolment be confirmed with the student.

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The RTO will ensure that suitably qualified staff and/or agents assess the education background of the intended students, and provide for the training of such staff and agents, as appropriate. The RTO observes all modern practices concerning Equal Opportunity issues and makes no discrimination on the basis of age, race, gender, or religious preferences in the application and enrolment of students in any training course.

31. Pre-enrolment Materials

The RTO will supply accurate, relevant and up-to-date information to prospective students covering, but not limited to, the matters listed in this code of practice. The RTO will supply this information to students before it enters into written agreements with students and will review regularly all information provided to students to ensure its accuracy and relevance. For example, prior to enrolment, the student will receive a copy of the student handbook, complaints and appeals procedure, student support services, course brochure and any details of services that we consider necessary to support the prospective student to make an informed choice.

The prospective clients are provided information on programs and competencies on our scope. What do we provide?

- a) Program/course guide
- b) Course code, title and currency of the AQF qualification, skill set or VET course to which the learner is to be enrolled
- c) Legislative requirements for the course i.e. licensing, regulations, legislation
- d) Duration of program/course
- e) Fees for course
- f) Assessment process
- g) Obligations to learner:
 - a. We are responsible for the training and assessment in compliance with the Standards and for the issuance of the AQF certification documentation
 - b. Will advise learner of any changes to services, including new subcontracting arrangements or a change to existing subcontracting arrangements
- h) Details of our complaints and appeals policy and procedures (refer Clause 6)
- i) The educational and support services available to the learner:
 - a. The enrolment form and pre-skills assessment will enable us to provide advice to learner about the training product appropriate to meeting their needs
 - b. language, numeracy or literacy [this service will be an additional fee to student]
 - c. duration of the services
 - d. expected locations where services are to be delivered
 - e. expected modes of delivery
 - f. name and contact details of any third party which will provide training and assessment to the learner
- j) Career pathways
- k) Possible articulation to higher Education courses
- l) Refund fees procedure
- m) Fees protection

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- n) Details of any requirements the RTO requires learner to meet to enter and successfully complete their chosen training product
- o) Any materials the learner must provide (for example chefs uniform)
- p) Information of the implications for the learner either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first
- q) Details of the process if the RTO, or a third party delivering services on behalf of the RTO, closes or ceases to deliver a unit or units that the learner is enrolled in, the student will receive a full refund (or pro-rata adjusted refund), the RTO may also offer the student a transfer to another course, this choice is for the student to make (refer refund policy)
- r) The terms and conditions of the enrolment application and the availability of the complaints and appeals process do not remove the right of the student to undertake action under Australia’s consumer protection laws, including but not limited to any statutory cooling-off period – if one applies.
- s) Details of any mandatory work placement and who is to arrange this
- t) If we are using a third party to deliver, assess, recruit learners then the advertisement, offer or representation will include the name and registration code of our RTO and clearly indicate that the third party is not a RTO and the services they are providing.

32. The Learners Obligations

The requirements the RTO requires the learner to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course.

Any materials and equipment that the learner must provide.

33. RTO Responsibility

- delivering the highest possible quality training and assessment services in compliance with the standard to its students to the satisfaction of the students, their employers and to the community at large
- Providing a learning environment for students which is free from discrimination, harassment and victimisation
- Issue the Qualification, Academic Results and Statements of Attainment to students who are eligible and meet the course requirements in compliance with relevant legislation.
- operate ethically and professional manner and compliance with relevant legislations all the time
- If the course has been ceased or a sanction has been imposed on the provider or the provider closures the operation at any time,
 - RTO will refund of the Unspent fees (fees in advance)

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- RTO will issue a Statement of attainment for students who have completed one or more units from the qualifications and the qualification Certificate for the students who eligible to get the qualification as per the issuing qualification and statement of attainment policy.
- ALATA will notify the student in writing of any change to agreed services which include the following, as soon as practicable but in any event within 10 working days either in writing or via email to the students' last registered contact details.
 - any new third-party arrangements
 - changes to any existing 3rd party arrangements or
 - change in ownership
 - if there is a need of transition the student to the most recent qualification (Due to transition)

34. Recognition of Prior Learning

Assessment including Recognition of Prior Learning (RPL) is conducted in accordance with the principles of assessment and the rules of evidence. The RTO will approve Recognition of Prior Learning (RPL) to students with suitable prior qualifications or experience once the RPL process has been completed.

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) at or prior to enrolment, for industry skills or life skills, or where credit or credit transfer may apply.

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

35. Privacy Policy

The RTO will ensure that it respects the privacy of students, prospective students and employers by implementing the *Privacy Act 1988* (Cth) and the Australian Privacy Principles ('APP') which is outlined in Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth).

The RTO collects personal information solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework administered by the Australian Skills Quality Authority who is the National VET Regulator.

36. Record Keeping

The RTO will keep complete and accurate records of the attendance and progress of all students, as well as financial records that reflect all payments and charges and the balances due. Copies of these records will be provided to the student upon formal request.

In the case of an employer providing financial support for training, financial details will not be provided to student.

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The Student Identifier must be verified before we issue an AQF certification documentation to an individual. Where there is no verification of the student identifier there will be no issuance of AQF certification documentation.

Retrieval of records will be available for a period of 30 years from the date of graduation.

37. Rights and Responsibilities of Training Providers

The RTO will:

- Maintain adequate and appropriate insurance including public liability and work cover;
- Notify ASQA within 14 days of the ratification of any third party agreements. The details provided will include: other party details and date of signing agreement.
- A register of agreements would be developed to maintain control of agreements and currency.
- Advise ASQA in writing within 10 working days of any change to the information contained in the Registration/Endorsement application; and
- Allow ASQA or its agent's access to training records, delivery locations, staff or students for the purposes of auditing performance or verifying compliance with the conditions of registration.

The RTO is committed to the ongoing continual improvement of its organisation and as such provides considerable information to assist in ensuring that every possible support is provided to persons undertaking training with the organisation. The RTO uses strict version control procedures (refer form CV).

In the event there are any changes to agreed services, we will advise the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

We will try to avoid any unnecessary impact upon our students.

38. The RTO undertakes to ensure the provision of:

- Support for students as documented in Student Rights and Responsibilities;
- Quality of training and trainers commensurate with course level and content;
- Accredited training that is Competency Based and has a Competency Based Assessment procedure; and
- A step-by-step RPL process and policy.

39. Support Services – including student safety

The RTO will provide adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, will include adequate support services in terms of academic, personal and career counselling.

All students receive an induction prior to starting formal training. The induction session is timetabled in for 2 hours on the morning of first day of term. This session covers in detail areas of:

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- Information about ALATA
- The Qualification you are enrolled in
- The Student Body
- Referrals to language, literacy and numeracy (LLN) programs
- Campus, Staff and Services
- Support Services and study skills programs
- location: Level 7, 190 Queen Street Melbourne Vic 3000
- Important Details
 - Flexible scheduling and delivery of training and assessment
 - Admissions
 - Health & Safety
 - Information and communications technology support
 - Study Requirements
 - Plagiarism & Cheating
 - Complaints & Appeals
 - Contacts

Trainers are available at the end of class for up to half an hour depending upon requirements of the learners with regard to discussion on the course and any other support requests – if the trainer deems it necessary he/she will direct student to course coordinator or student support officer.

We have a fulltime student support officer whose primary role is to help students with support and assistance. The student support officer is available by appointment. If the student support officer is not available and the matter is urgent the student may also speak with the course coordinator or college manager.

40. The safety of students is of primary concern.

Our campus is located within the CBD of Melbourne and has regular public transport including buses, taxis, trams and rail within 400 metres from campus. There are no substantial parks/gardens in close proximity to the campus. Paid car parks are around the campus and are well-lit and have CCTV camera monitoring 24 hours a day.

The campus is open from 09:00am through to 06:00 Monday to Friday. Students are in attendance at class on 2.5 days per week and are welcome to use the library, computer hub and cafeteria during hours not in class.

At induction the students are provided formal presentation on student safety and often are able to arrange lectures by Victoria Police, Melbourne Fire Brigade and Surf Life Saving Victoria to attend our campus and provide students with a brief in regards safety awareness – this is at no cost to students.

- A fees and refund policy is outlined in the Student Handbook
- A complaint procedure for training and assessment is outlined in our code of practice

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- Withdrawal arrangements for students: (students may withdraw from any course at any stage without prejudice and may arrange suitable entry and exit points for any course with the RTO Manager); and
- The RTO is committed to providing assistance to students with language, literacy or numeracy difficulties. The RTO Student Handbook details how students can access this assistance.

The RTO reserves the right to terminate the training for any student that:

- Deliberately endangers the health and safety of another student or trainer
- Has not attended scheduled training sessions for two or more consecutive sessions without first giving at least 48 hours' notice prior to cancelling the scheduled session(s)
- Deliberately falsifies or changes documents and/or assessment and training outcomes either personally or via other person/s
- Divulges personal and confidential information pertaining to another student's documents and or assessment and training outcomes
- Refuses to abide by the student's responsibilities as outlined in "The Rights and Responsibilities of Students"
- Breach the rights of copyright owned by the RTO on any material that is given to the student for use during the course
- Prevents in any way another student from completing or continuing their training / course in the reasonable peace and privacy assured them by the RTO Code of Practice
- Commits Plagiarism
- Cheating
- Refuses to act according to the reasonable restrictions placed in training venues. E.g. smoking policies, parking, access, etc.

The consequences of being caught plagiarising or cheating may include: repeating the entire unit, suspension from course and possible cancellation of course which will affect the student's visa. At induction, students are provided training on how not to plagiarise or cheat.

Similarly, any trainer employed by the RTO that violates any student rights or engages in any activity that causes disadvantage to any student will be subject to dismissal. Student should take note of all complaints procedures and whenever in doubt should contact the RTO Manager to arrange a confidential interview to discuss their concern or complaint.

41. Student Information

The information provided to students will be accurate, relevant and up-to-date. This will as a minimum include:

- Scope of Registration
- Application processes and selection criteria
- Facilities and equipment
- Competencies to be achieved during training
- Assessment procedures

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- Qualifications to be issued on completion or partial completion of a course; and
- Student support services.
- Policies and Procedures for:
 - Recognition of Prior Learning
 - Student Complaints, Concerns and Appeals
 - Fees and Refunds.

42. Student Rights and Responsibilities

Students are protected under legislation governing Training Providers. Students are entitled to the following for all accredited training undertaken:

- To receive Competency Based Training and Assessment at the AQF level enrolled
- To receive Training and Assessment in line with the VET Quality Framework
- To have the training delivered in comfortable, well, appointed accredited venues with appropriate resources and facilities suit the needs of the training course
- To receive Equal Opportunity practices from the Training Provider
- To receive support in learning by having an accessible contact person and number who will assist in clarifying any assessment and pre session tasks; and
- To have the trainer hold the appropriate qualifications and industry current experience relating to the level of your course.

43. Training Resources

The RTO has a comprehensive range of available resources, and brochures to support the delivery of assessment and training for all programs offered.

44. Welfare and Counselling Support Services

We have student support officers whose role is student support; this person also completes the student induction program.

The primary point of contact for students who require support is to firstly see their trainer or course coordinator – trainers are available for one on one meetings for half an hour each day (Monday through Friday) this will need to be booked in advance.

The student is also welcome to ask to see the student support officer. In cases where our staff is unable to help the student, the student may be referred on to an external Counselling service. The Academy is not liable for external counselling costs.

The following are student’s primary contacts at the campus:

Student Support Officer Name: Amy Dilawari & Luis Moraga
Contact Details: amy@alata.edu.au/ luis@alata.edu.au / 03 9670 8893

College/Campus Manager Name: Satya Indukuri
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