
INFORMATION HANDBOOK

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WELCOME

Thank you for choosing Alltrans Training Services to help you achieve your vocational learning goals. To ensure you are provided with quality learning opportunities, we have set out a Code of Practice for the provision of Vocational Education and Training.

To guide you through your training, we have developed this handbook to explain the range of processes and procedures that have been put in place to ensure we provide you with a quality and consistency of service.

You may wish to refer to information in this handbook during your training,
Please feel free to discuss

I want you to have a stimulating and rewarding experience during your training participation, so on behalf of our whole team we wish that your training with Alltrans Training Services progresses professionally and you enjoy the experience.

Yours Sincerely

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Participant Information

Student will receive

PRIOR TO COURSE COMMENCEMENT

- Enrolment Procedures and guide.
- Fees & Costs to the student.
- A copy of refund policy.
- Opportunities for Recognition of Prior Learning.
- Information on OH & S Policies and emergency procedures

AT START OF PROGRAM

- Student Guide
- Competencies to be achieved in this course.
- Assessment Criteria and procedure.
- Complaints and Appeals Procedures.

Participants Charter

All students have the right to

- Be treated with respect and dignity
- A safe learning environment, free from danger, abuse or harassment.
- The provision of best possible service by skilled staff.
- The opportunity to comment on the services provided.
- Receive a copy of and have access to the complaints process.
- Have access to their own training records on request.

Students Responsibilities

- The rights of others are respected.
- Students are punctual for all course commencement times.
- Student will notify Alltrans Training of any absence from training.
- Our non smoking policy within building is observed.
- Mobile phones are switched off while in class.
- No alcohol or drugs on Training Premises.
- Responsibility of personal possessions brought onto premises is up to individual.
- Clothes must be of Workplace standard.
- Enclosed shoes to be worn at all times. Steel cap boots for Workcover plant & equipment courses.
- If the student is aware of any potential areas which may prevent you from successfully completing this course, it is necessary that you advise the Training Co Coordinator prior to start of training.

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ALLTRANS TRAINING

CODE OF PRACTICE

Alltrans Training will at all times act with integrity in its dealings with all clients and members of the community

Alltrans Training is committed to operating within the principles and standards of the AQTF 2007 Standards for Registered Training Organisations. This includes a commitment to recognize the training qualifications issued by other Registered Training Organisations and the development and dissemination of policies and procedures covering the following areas:

Legislative Requirements

- Alltrans Training will meet all legislative requirements of State and Federal Government in conducting training and assessment functions.
- The specific requirements of Vocational Education and Training Accreditation Board (VETAB) Act 2005 will be adhered to under the Australian Quality Training Framework (AQTF2007) National Standards for Registered Training Organisations.
- Occupational Health, Safety and Welfare requirements shall be in accordance with the Duty of Care provisions of the NSW OH&S Act 2000 in that: Alltrans Training shall take the necessary measures, provide the resources and environment to ensure that workplaces, training and assessment activities and sites are safe and without risk to health and safety.
- Alltrans Training is committed to providing a training environment free of harassment and upholding of state and federal laws pertaining to harassment.
- Alltrans Training complies with the requirements of Child Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people less than 18 years of age.

Occupational Health & Safety

Alltrans takes seriously its responsibility to protect health and promote safety, Alltrans Training Services requests that participants report anything they believe to be in breach of this policy. Alltrans workplaces, training and assessment activities and sites are safe and without risk to health and safety.

That the Occupational Health and Safety of Alltrans Training Services Staff and training participant is of paramount Training will comply with all relevant Acts and Regulations provide the resources and environment to ensure that importance.

- To achieve this we will prioritise our commitment to OH&S at all levels of the Training Organisation.
- To provide safe conditions and environment for staff, participants and visitors
- Providing a safe learning environment and equipment that we provide effective communication, consultation, providing appropriate information and training on appropriate OH&S issues. Emphasising OH&S issues within the training course attended.
- Alltrans Training and assessment equipment will be inspected for defects prior to use in accordance with clauses 9, 10, 11 OHS Regulation 2001.

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Access & Equity

All clients will be selected in an ethical and responsible manner consistent with our Access and Equity Policy by appropriately qualified persons.

To achieve this aim Alltrans Training shall:

- Ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity.
- Improve opportunities for people to participate in vocational education training programs by actively pursuing client orientated services which address their specific needs.
- Ensure the implementation of non-discriminatory client selection procedures which encourage fair access to all clients wishing to participate in our training and assessment services.
- Disseminate access and equity requirements to all contractors who have responsibility for delivering training, assessing competency, administering registrations and providing program and client service information.

Privacy

Alltrans Training takes all reasonable steps to protect your personal information from misuse, loss, and unauthorized access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data

You may have access to the personal file held by Alltrans Training Services on your training progress. You may also request that updates be made on information that you feel is incorrect or out of date. These requests can be made in writing to the compliance and administration Officer.

Alltrans Training Services is subject to audit by government officials and access to your training file may be given to government officers from such agencies as VETAB and Department of Education and Training for the purpose of these audits.

Your training file cannot be accessed by a third party unless you give written permission that identifies those sections of the file to be made available.

Alltrans Training Services is subject to the privacy Act 1988(Cth) and the Privacy Amendment Act (Private Sector 2000 (Cth) and as such, is committed to respect the privacy of all students, employees and individuals.

Quality Management Focus

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Alltrans training is committed to providing quality products and services and a focus on continuous improvement.

- As a means of providing quality training and assessment our organization undertakes to use only original participant workbooks and materials for all VETAB accredited courses and to have only qualified and experienced trainers and assessors to conduct training or assessment activities on behalf of our organisation.
- We continually seek to improve our products and services and encourage feedback from course participants, organizations and other Registered Training Organisations, State and National bodies and contractors for incorporation into future training and assessment Services.
- Client Service for Training Delivery and Assessment
- Alltrans Training has adopted policies and management practices which maintain high professional standards in the delivery of vocational education, training and assessment services, which safeguards the needs, welfare and interests of all clients.
- All training and assessment services shall be delivered using appropriate training materials and assessment plans at venues which provide adequate facilities. Where doubt exists at a proposed venue, a checklist shall be used or a site visit arranged to verify facilities, equipment, OH&S risks and any special needs of clients.
- An integral part of our client service for training and assessment is flexibility and to this end training and assessments may be varied to suit the special needs of clients providing the variation does not breach course guidelines and the principles of evidence.
- Client welfare shall be of paramount consideration in the delivery of training courses and assessment activities and where deemed necessary or requested by a client Alltrans Training shall provide client support and guidance which may include but not be limited to
 - Individual tuition.
 - Twenty four (24) hour phone contact.
 - Email access.
 - Facsimile access.
 - Referral to appropriate agency/service for special assistance.
 - Language, literacy and numeracy assessment/assistance.
 - Client support and guidance shall be provided without cost or with agreed remuneration depending upon client's needs.

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Recognition of Prior Learning

An integral part of training and assessment services offered by our organisation is the provision of Recognition of Prior Learning (RPL) where course guidelines permit, including the recognition of AQF qualifications and statements of attainment issued by other Registered Training Organisations Recognition of Prior Learning (RPL) or Recognition Of Current Competencies (RCC) and recognition of previous qualifications is the acknowledgement of skills and knowledge gained through previous and current formal training, work or life experiences.

Who can apply for RPL

Anyone wishing to undertake the whole training package or just units can apply for RPL. To obtain credit. It is possible to obtain credit for the whole training package but it is more common to receive it for certain units that you may already be competent in. If you wish to apply for RPL, we will consider the following things

- Is your prior learning relevant to this course?
- Are the skills and knowledge still current? Most of our courses have an expiry date on the licenses applicable.
- Is your skill transferable?
- Do you have verifiable evidence, which will prove you competent?
- Is your knowledge or skill at the required level for the training package?
- Mutual recognition of Statements of Attainment and Certificates issued by other RTO's

All participants will have the opportunity to demonstrate RPL for courses or course units as appropriate. RPL shall be based on submitted documentary evidence not only from academic sources and industry sources but may involve evidence from community or voluntary activities. Recognition is granted as a result of identifying and assessing your previous learning and current skills and knowledge against pre determined performance standards from a learning module, unit or element of competency listed in an accredited training package or course.

Where evidence can not be provided in written form, persons may provide same through other media or by personal demonstration for Recognition of Current Competency.

How RPL process works

1. Provide evidence of your knowledge and skill.
2. Alltrans Training will assess your application for RPL
3. Alltrans Training will notify you of the outcome of your application for RPL
 - If successful – you will be granted RPL
 - If unsuccessful – you can use the appeals process.

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Recognition of Prior Learning

Providing Evidence

1. You will need to supply us with information about your previous learning, with appropriate supporting evidence.
2. You will be allocated a training consultant to assist you with your RPL application. How to prove your competence in the area of application.(the consultant will discuss the specific types of evidence that may be appropriate for your situation)

Acceptable Examples of evidence include

- Competency assessments and written recommendations from your supervisors.
- Certificates from previous training Courses
- Practical Skills or Formative Assessment.

3. Outcomes of RPL will be communicated to you using our RPL evidence record form.

How much will it cost

If you are not enrolled in a course, administration fee will be charged for assessing your Evidence and it will vary according to amount of RPL being requested.

The initial consultation with Alltrans Training Staff is free; you will be supplied with likely administration fee following your initial consultation.

Appeals Against Assessment Decisions

Any client dissatisfied with an assessment decision shall have the opportunity to submit an appeal in writing within ten (10) days of their assessment by using the Alltrans Training Appeals Form.

Once an appeal is received the Proprietor shall review the appeal and contact the person to resolve the issue. Should resolution not be satisfactory to all at this stage the Proprietor shall arrange an interview to discuss further resolution options. This interview may be attended by any mutually agreed independent parties.

An appeal shall be resolved by any of the following methods:

- No further action.
- Re-assessment by original assessor.
- Re-assessment by another assessor at your own cost.
- Consultation with another RTO and person regarding assessment plan.
- Mediation with VETAB, appropriate ITAB or authority regarding assessment plan.

The proprietor shall be responsible for providing a written statement of the outcome and reasons to person/s.

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Complaints

Any client dissatisfied with any course or activity relating to the provisions of training or assessment services shall have the opportunity to submit a complaint.

Once an issue is brought to the attention of the Proprietor, the client involved shall be contacted to discuss the full nature of the issue. Should it not be resolved at this stage a copy of the Alltrans Training's Complaints Form will be forwarded.

Upon return of the completed form an interview shall be arranged with the client to resolve the issue in the presence of an agreed independent person's or panel.

Resolution shall be by any of the following:

- No further action.
- Written/verbal apology.
- Refund of any money paid.
- Provision of same service – no cost.
- Provision of same service with another provider – no cost.

The proprietor shall be responsible for providing a written statement of the outcome and reasons to person/s.

Refund of Paid Course Fees

- Plant and Equipment and all classes of Heavy Vehicle deposits shall apply to services provided by Alltrans Training. With full payment prior to final assessment
- No full refund is available to clients who leave before finalizing training or assessment requirements unless they can provide a Medical Certificate or show extreme hardship or pressing domestic necessity. In these cases fee maybe refunded on a pro-rata basis or reduced to cover training and assessment services already provided.
- All training books and PPE (Person Protection Equipment) must be returned for a refund to be granted, tax invoices must be returned to be corrected for a refund to be granted.
- Employment Agencies, Insurance/Rehab Providers and Corporate Clients providing Purchase Order Numbers be aware that default fees will be incurred where the trainee withdraws within the conditions period. If a trainee withdraws from a course between five and eight working days prior to commencement of course and a replacement cannot be found, there will be a 50% charge. If a trainee withdraws from a course later than five working days prior to commencement of course and a replacement cannot be found, the full fee will be charged.
- The refund of fees will occur if Alltrans Training Services needs to cancel a program and an alternative cannot be offered. If a trainee withdraws from a course between five and eight working days prior to commencement of course and a replacement cannot be found, there will be a 50% charge. If a trainee withdraws from a course later than five working days prior to commencement of course and a replacement cannot be found, the full fee will be charged. Refunds can only be processed if Tax Invoice/Receipt and Training Guide have been returned.
- Should a client be dissatisfied with a refund decision they shall be encouraged to submit a complaint form should an immediate solution not be agreed to by both parties. In the event of deadlock an independent arbiter will be engaged.

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Management and Administration

Alltrans Training has sound management and administrative policies and practices to ensure:

- All training and assessment services are conducted in a professional manner and in accordance with legislative and course requirements.
- Alltrans Training and assessment equipment will be inspected for defects prior to use in accordance with clauses 9, 10, 11 OH&S Regulation 2001.
- All training venues and assessment sites & equipment will be inspected and evaluated prior to use so as to ensure the environment and equipment is without risk and in accordance with program and client requirements.
- Internal review of the training and assessment system will be conducted at least annually to ensure continued compliance to AQTF Standards for Registered Training Organisations.

Client Records

- Client records are maintained as per requirements and in a manner so as to prevent loss or deterioration either by hard copy or electronic data files.
- Client record is maintained as AQTF requirements for a period of 30 years.
- Clients have access to their own records and client information shall not be discussed or disclosed to any third party other than legislative bodies or the clients employer where there is a genuine need to know, without written permission from the client concerned.
- Only those clients achieving program learning outcomes or stated requirements receive appropriate Statements of Attainment or AQTF qualifications.

External review

Alltrans Training Agrees to actively participate in VETAB external reviews as a normal part of maintaining status as a Registered Training Organisation.

Where a client or other Government or Semi-Government body can demonstrate a genuine need to know, they shall be permitted an external review, however, such review shall be limited to mutually agreed areas.

Advertising and Marketing

Alltrans Training shall ensure that vocational education, training and assessment services are advertised and marketed with integrity, accuracy and professionalism in accordance with VETAB.

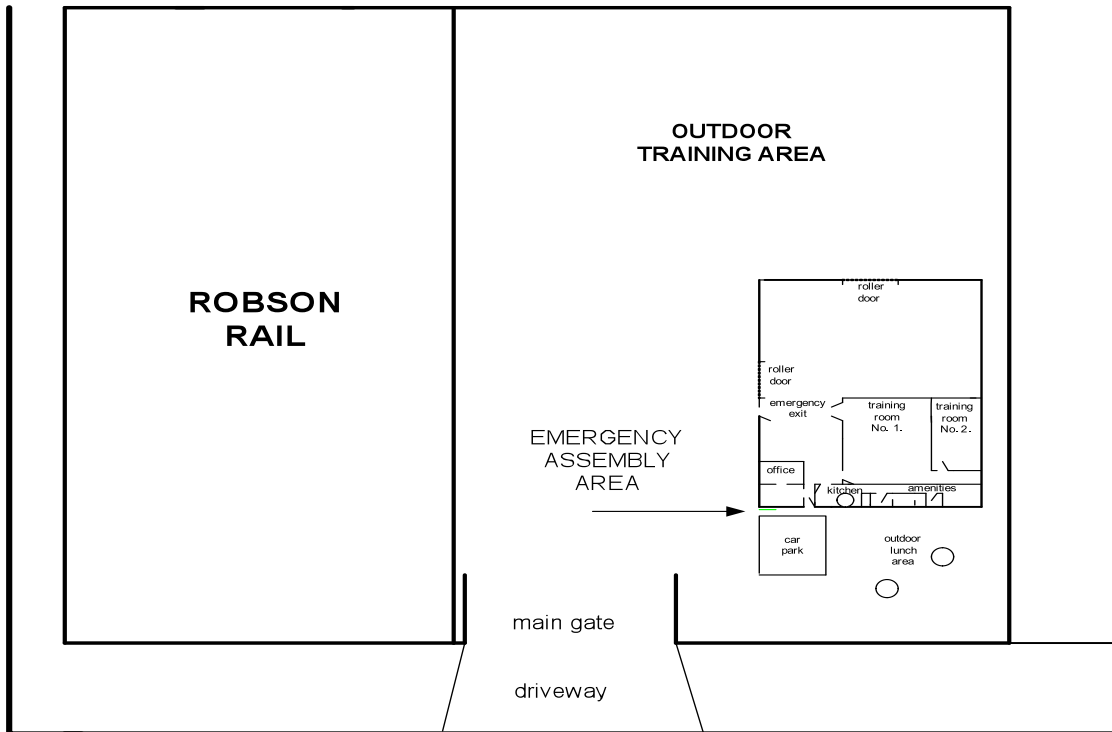
Only services contained on our scope of registration shall be aligned to reflect VETAB accredited courses so as to avoid misleading comparisons.

P. Matheson

PROPRIETOR14/12/2009

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ALLTRANS TRAINING SERVICES
EMERGENCY EVACUATION PLAN.



MOTTO LANE

EVACUATION PROCEDURE

All personal to leave all indoor training and under cover training areas by emergency exit door at the eastern side of building trainees are to be escorted to Emergency Assembly Area by Alltrans Staff wearing distinctive green high visibility vests marked trainer. People engaged in outdoor training activities are to be escorted to Emergency Assembly Area by their respective trainers Office staff are to leave building via either front door or emergency exit door at eastern side of building and assemble at Emergency Assembly Area. Alltrans staff will check names of assembled persons against training roll and organise mass evacuation via front gate leading onto Motto Lane and follow any directive given by Emergency Services Organisations or Police.

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