

AIISTAFF



TRAINING CONSULTANTS



Student Handbook

Version 3 | June 2024

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ALLSTAFF TRAINING CONSULTANTS

Thank you for considering training with Allstaff Training Consultants (ABN: 13 008 296 286).

Allstaff Training Consultants (RTO code: 1007) is a registered training organization (RTO) registered with the Australian Skills Quality Authority (ASQA), under the *National Vocational Education and Training Regulator Act 2011*. As an RTO, Allstaff and the training services offered are bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015 and the VET (Vocational Education and Training) Quality Framework. Accredited programs offered by Allstaff have been approved by State and/or Commonwealth Governments.

Contact information

Phone: 08 8212 1766

Email: allstaff@iinet.net.au

Website: <https://www.allstafftraining.net.au>

Address: Level 2, 25 Leigh Street, Adelaide SA 5000

Service commitment

With Allstaff's commitment to excellence, we aim to:

- Deliver high quality, innovative and engaging training
- Maintain a person-centred approach
- Foster relationships with our students, supporting them through their career
- Provide and maintain a supportive, facilitative, and effective learning environment
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Produce competent and confident workers that benefit the community and industry

ENROLLING WITH ALLSTAFF TRAINING CONSULTANTS

Enrolment process

1. Students who are interested in enrolling in a course provided by Allstaff Training Consultants will be asked to visit the Allstaff office for an in-person enrolment interview. If the student is a minor (under the age of 18), they should be accompanied by a legal guardian.
2. During the interview, details of the course and student expectations will be explained to the student.
3. If the student agrees to all the terms and conditions and would like to proceed with the enrolment, they will be asked to fill in and sign all relevant enrolment forms. The student must also provide their forms of identification (e.g. passport, driver's license) and Unique Student Identifier (USI) for student records purposes.
4. The student will then be asked to complete a Language, Literacy and Numeracy (LLN) assessment.
5. After all the necessary paperwork is complete, the student will be given a copy of the signed learner's information contract. The enrolment interview process is then complete.

As Allstaff Training Consultants is not a CRICOS-registered education provider, we regret to inform you that we are unable to offer our courses to international students on a student visa (subclass 500).

Credit transfer and Recognition of Prior Learning (RPL)

1. Allstaff aims to maximise the recognition of a learner's prior skills and knowledge, while maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.
2. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Allstaff may seek recognition, either through credit transfer or RPL.

3. Recognition in the form of credit transfer may be applied for by submitting a Statement of Attainment with the units completed and their results during the enrolment process.
4. To apply for recognition in the form of RPL, you will need to have a chat with one of our assessors who will guide you through the requirements. Requirements may include certifications, references from current and/or past employers, work samples and assessments to verify your competency. Fees will apply for RPL applications.
5. Allstaff will carefully consider all applications for recognition. However, Allstaff reserves the right to reject applications for recognition in cases where approving the recognition may compromise the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

Commencement dates

1. Course commencement dates may be subject to change – Allstaff will inform all enrolled students of the new commencement date if any changes are implemented.
2. The commencement date for a classroom-based learning mode is counted as the first day of the course.
3. The commencement date for each course unit is counted as the day that the unit materials have been distributed by the trainer/assessor.

Compliance

Language, Literacy and Numeracy (LLN) assessment

1. All students enrolling into a course with Allstaff Training Consultants under government subsidy must undertake an LLN assessment, unless the student:
 - is not currently working in an industry that is aligned with the qualification that they are applying for, and has achieved an AQF Certificate IV or higher qualification not aligned to the qualification that they are applying for within the last five (5) years; or
 - is currently working in an industry that is aligned with the qualification that the student is applying for, and has achieved an AQF Certificate IV or higher qualification aligned to the qualification that they are applying for.

2. The LLN assessment is done through the Core Skills Profile for Adults Snapshot Reading Numeracy Indicator (CSPA SRNI v.2). It is a digital, online assessment with 15 questions assessing the literacy skills and 15 questions assessing the numeracy skills of the student.
3. To supplement the CSPA SRNI assessment, the student may also be requested to complete an informal assessment of their writing abilities, to ensure that the student has the appropriate level of writing ability to undertake the course.
4. Students undertaking the CHC33021 Certificate III in Individual Support (Ageing and Disability) must achieve exit level 3 for reading, exit level 2 for numeracy and exit level 2 for writing in order to qualify for government subsidised training. For information about student eligibility for government subsidised training, please see <https://providers.skills.sa.gov.au/check-student-eligibility>
5. If the student is unable to complete the CSPA SRNI to a satisfactory level, the student may be recommended to undertake an LLN course to improve their LLN skills before attempting to enrol in a course with Allstaff Training Consultants again.

Unique Student Identifier (USI)

1. When students enrol for courses with Allstaff, they must provide their USI, which is made up of a combination of 10 numbers and letters.
2. If you do not have a USI, you can get a USI at <https://www.usi.gov.au/students/get-a-usi>. Should you need any assistance in creating your USI, please ask one of our friendly staff.
3. If you have been enrolled in a VET course or tertiary education after 2015, you may already have an existing USI – you can check for your USI at <https://www.usi.gov.au/students/find-your-usi>
4. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Students will be able to check their record of results from their studies with Allstaff in the USI portal.
5. Allstaff is only able to issue qualifications to students if they have provided a USI, verified by Allstaff on the USI portal.

Workplace Health and Safety

If you have a personal health condition which may affect you whilst attending training, please advise us before commencing the course. All information will be treated in strict confidence, and is only needed so that Allstaff can provide support or treatment should an emergency or incident arise.

Privacy policy

1. Allstaff collects your personal information so we can process and manage your enrolment in a VET course with us and comply with our obligations as a Registered Training Organisation.
1. We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. For more information about how NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>.
2. DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.
3. You may receive a student survey which may be run by a government department or a NCVER employee, agent, third-party contractor or another authorised agency. Please note that you may opt out of the survey at the time of being contacted.
4. In case of an audit by the Australian Skills Quality Authority (ASQA), ASQA will be able to access student information as necessary for auditing purposes.

Course fees, payments and refunds

Course fees

1. Students may be eligible for government subsidised training for the CHC33021 course if they are an Australian citizen, permanent resident, or holder of an eligible Australian visa. Please visit <https://skills.sa.gov.au> for Participant Eligibility Criteria.
2. The non-refundable course fee includes fees for administration, relevant Department of Human Services clearances for student placement, First Aid and manual handling certificates and a work placement polo shirt.
3. Students are advised on the minimum amount of the course fee payable prior to the start of the course.
4. Fee for service students are required to pay a 20% non-refundable deposit by the start of the course, with the remaining amount payable in three (3) instalments before completing the course.
5. All outstanding course fees are to be paid before students can receive their final certificate.

Payments

Course fees may be paid to the following bank account:

Account name: Allstaff Training Consultants

BSB: 633 000

Account number: 148 314 503

Refund policy – government subsidised students

Payment of all refunds, to government subsidised students who are entitled to a refund, are in accordance with the following refund policy.

1. If a student withdraws within seven (7) days before the commencement of the course, the student will receive a refund, after the deduction of a non-refundable administration fee of \$150.
2. There is no refund applicable after the commencement of a course.
3. Where course fees have been stated to be non-refundable on the learner's information contract signed upon enrolment, there is no refund applicable.
4. There is no refund to students who do not obtain all competencies required for their qualification after assessment.
5. Allstaff does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
6. Payments of all approved refunds will be made within one week (seven days) of application for refund.
7. If a course is cancelled or terminated early, or if Allstaff is in any way unable to provide the agreed services, a full refund of all monies paid by the student will be made within seven (7) days. Allstaff has financial safeguards in place to ensure that all fees paid are available for refund. If Allstaff cancels a course, students do not have to apply for a refund – Allstaff will process the refunds automatically.

Refund policy – fee for service students

Payment of all refunds, to fee for service students who are entitled to a refund, are in accordance with the following refund policy.

1. Course fee deposits (20% of full course fee) paid prior to the commencement of the course are non-refundable.
2. If a student withdraws within seven (7) days before the commencement of the course, the student will receive a refund, after the deduction of a non-refundable administration fee of \$150.
3. There is no refund applicable after the commencement of a course.
4. For refund requests due to special circumstances after the commencement of a course, students must provide a written notification of withdrawal (by letter, email or completion of the refund form).
 - Special circumstances for refund requests include medical circumstances or extreme hardship, as determined by Allstaff Training Consultants.
 - If the refund request is approved, the refund provided will be equal to any fees paid for units not yet commenced, after the deduction of the deposit (which is 20% of the course fee).
5. There is no refund applicable for units already commenced – each unit commenced is valued at \$250, and students must pay the course fees owed for commenced units.
6. There is no refund to students who do not obtain all competencies required for their qualification after assessment.
7. Allstaff does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
8. Payments of all approved refunds will be made within one week (seven days) of application for refund.
9. If a course is cancelled or terminated early, or if Allstaff is in any way unable to provide the agreed services, a full refund of all monies paid by the student will be made within seven (7) days. Allstaff has financial safeguards in place to ensure that all fees paid are available for refund. If Allstaff cancels a course, students do not have to apply for a refund – Allstaff will process the refunds automatically.

STUDENT RIGHTS AND RESPONSIBILITIES

Please note the following student participation guidelines to help foster and maintain a healthy and effective learning environment for all students.

Student responsibilities

Change of personal details

Students must ensure that their personal details recorded with Allstaff are up to date. Please inform Allstaff's administration personnel of any circumstances or details changes as soon as possible.

Attendance

1. Students are expected to be in attendance for all training sessions and are required to attend a minimum of 80% of all training sessions to be deemed competent. Attendance at training is recorded each day, for both learning progress and health and safety reasons.
2. Students unable to maintain regular attendance will be asked to either defer or withdraw if there is insufficient evidence that they will be able to successfully complete their course.
3. If you are going to be absent from a scheduled class or activity, please inform your trainer/assessor and Allstaff administration personnel.
4. If you are absent from class, it is your responsibility to catch up on any work missed. It is the student's responsibility to make arrangements with the trainer/assessor for self-paced learning or alternative training dates.

Assessments

1. All assessments must be submitted by the due date.
2. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date.

3. Trainers/assessors may be able to offer support or grant additional time for the completion of assessments. Please note that there may be conditions to gaining an extension; trainers/assessors may ask for evidence of sickness, compassionate or extenuating circumstances.
4. Students are entitled to three (3) assessment resubmissions. If the resubmission is still deemed NYS (not yet satisfactory) after three (3) attempts, it will be deemed as NYC (not yet competent). Students will then have to re-enrol in the unit and pay the unit cost fee.
5. All assessments for the course must be completed within one (1) month of the completion of training, which is the last day of attending classes or on completion of work placement, whichever is the later.
6. Students who have not completed their work by the due date at the end of the course will be issued with a Statement of Attainment only for those units successfully completed.

Academic integrity

Allstaff regards the integrity of assessment as critical to its professional responsibilities as an RTO, and therefore strives to ensure that assessment processes are not compromised. Allstaff has policies and procedures in place for dealing with assessment malpractice, as follows:

- **Cheating**
All assessments must be 100% your own work. Using another person's work or using AI and submitting it as your own work is cheating and will not be tolerated.
- **Collusion**
Collusion is the presentation of work that is the result, in whole or in part, of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have an opportunity to copy your work.
- **Plagiarism**
Copying from another person's work or any other source (such as the internet, published books and periodicals) without referencing will not be tolerated. This includes systematic re-wording and changing key nouns and verbs. You must follow

referencing guidelines if you take another person's idea and put it into your own words.

Student placements

1. Students studying the CHC33021 Certificate III in Individual Support (Ageing and Disability) must complete 120 hours of work placement in order to achieve the certificate. Due to the requirements of the qualification, students should note that they will not be able to achieve Competency Achieved results for seven (7) units contained in the CHC33021 course without the required 120 hours of work placement being undertaken successfully.
2. All necessary clearances and certificates requested must be submitted before Allstaff can start coordinating a placement for you.
3. Student placement locations are dependent on employer availability and, where viable, learner's residential location. Students must be prepared to travel reasonable distance for their placement.
4. While Allstaff will make efforts to ensure that students can secure placements, students are responsible for completing the necessary requirements (including the submission of pre-placement assessments, and acquiring the necessary clearances and certificates as required by the placement facility) before starting their placements.
5. If a student chooses not to undertake the placements coordinated by Allstaff, the student is responsible for sourcing their own placement facility, which will need to be approved by Allstaff as meeting the requirements of the workplace as set out by the units of competency undertaken.
6. All pre-placement assessments due must be submitted before the commencement of the student placement.
7. If you are going to be absent on any day of your student placement, please inform the person in charge of your placement at the placement facility and inform Allstaff administration personnel.

Conduct

Student expectations

1. Students are expected to always behave appropriately in a mature and professional manner.
2. Students are expected to take responsibility for their own learning and behaviour during training and assessment.
3. Students are expected to treat staff and fellow students with respect and observe student etiquette requirements which appear in this handbook or are requested during the course by a trainer/assessor.
4. Students are required to respect the rights of others and treat others in a manner that is fair and non-discriminatory.
5. Students are expected to be punctual throughout the training day, including returning from breaks.
6. Students are expected to treat facilities and equipment with due care and respect. All trash should be properly disposed of in the rubbish bins provided, and items should be returned to their original place after use.

Dress & hygiene requirements

Dress requirements include:

- Neat, comfortable clothing in the classroom environment
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments
- Appropriate footwear (full closed shoes) should be worn at all times

Students are to be well-presented and appropriately dressed during all training. As students will be working in proximity with others, care with your personal hygiene (clothing, hair, deodorant, etc.) is requested. If a student is unwell, they should not attend class, but should seek medical advice and notify Allstaff as soon as possible.

Duty of care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

1. Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your trainer/assessor immediately.
2. If you have a personal health condition which may become critical while attending training, please advise us before commencing the course.
3. Emergency procedures and exit plans must be followed.

Students have a duty to:

- Protect your own health and safety, and avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by Allstaff, in the interests of health, safety and welfare
- Cooperate with health and safety directives given by staff of Allstaff
- Ensure that you are not affected by the consumption of drugs or alcohol

Security

Although the building may be reasonably secure, students are ultimately responsible for their own belongings. Students should not leave bags or other valuables unattended. Allstaff accepts no responsibility for any belongings which may be stolen or lost.

Misconduct

Misconduct will not be tolerated. This includes:

- Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault)
- Interfering with another person's property
- Removing, damaging or mistreating Allstaff property or equipment
- Academic malpractice (e.g. cheating, plagiarism, collusion)
- Causing disruptions during training, interfering with another person's ability to learn
- Breach of confidentiality

- Inappropriate language or actions
- Serious negligence, including workplace health and safety non-compliance
- Discrimination, harassment, intimidation or victimisation of staff or fellow learners
- Being affected by drugs or alcohol, thus being unfit to participate in learning activities

Disciplinary processes

1. Allstaff reserves the right to implement student discipline processes if a student is found to be acting inappropriately, due to misconduct or assessment malpractice.
2. Any breaches of discipline will result in the student being given a verbal warning.
3. Further disciplinary processes may include:
 - The student being asked to justify why they should continue to participate in the learning group
 - Suspension from the training room
 - Expulsion from the training room
 - Expulsion from the training course

Student rights

Breaks

Your trainer will advise you of the timing for all breaks. Typically, the following break times have been allocated:

- 15 minutes duration for morning and afternoon tea breaks
- 45 minutes duration for lunch breaks

The duration may vary for each break.

Mentoring and guidance

1. Allstaff will provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques. Training methodologies such as practical activities or one-on-one training may also be provided.
2. Please notify your trainer if you require assistance.
3. The trainer/assessor and staff will monitor the students' progress to ensure that their needs are being met, but students are expected to inform staff of any additional support required during the course of their studies.

Learner support services

Allstaff understands that there may be times when personal issues may affect your ability to undertake your training. Allstaff has identified several support services for students who have special needs or require additional support and assistance to undertake or complete their studies:

- **Reading Writing Hotline**

<http://www.readingwritinghotline.edu.au/>

1300 655 506

- **Learn English Grammar**

<http://englishdaily626.com/grammar.php> - an online resource for students to learn about different types of grammar in use, to improve writing skills

Reasonable adjustments

1. Students with disabilities are encouraged to discuss any reasonable adjustments to learning and assessment processes which they consider necessary to assist them in the performance of their studies.
2. Allstaff will give careful consideration to any requests for reasonable adjustment of this nature, and adjustments will be made where reasonably practicable. The Director, in collaboration with the student, will assess the potential for the student to successfully complete the training, which may include flexible delivery options to optimise the student learning.

3. There may be circumstances where it will not be reasonable or reasonably practicable for Allstaff to accommodate requests, or where other adjustments may be more appropriate.
4. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Evaluation and feedback

Allstaff values all feedback from students as it assists us to continuously improve the products and services that we offer. Students are encouraged to provide us with feedback, both positive and constructive. We thank you in advance for your comments.

Appeals

Allstaff ensures that students have access to a fair and equitable process for appeals against assessment decisions. Students have the right to lodge an appeal against an assessment decision if they feel that they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect.

Appeals process

1. The appellant can provide detail of their appeal verbally and/or in writing.
2. All appeals must be lodged within seven (7) calendar days of the date of the assessment result notification to the student.
3. Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
4. All appeals will be handled in confidence and will not affect or bias the progress of the student in current or any future training.
5. All appeals are acknowledged in writing and finalised as soon as practicable.
6. Allstaff strives to deal with appeal issues as soon as they emerge, to avoid further disruption or the need for a formal complaint process.

7. If the appeal will take more than 60 calendar days to finalise, Allstaff will inform the appellant in writing, providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
8. If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
9. The appellant may also choose to make a complaint to a relevant authority, such as the South Australian Skills Commission. Further details about lodging a complaint to the South Australian Skills Commission may be found at <https://skillscommission.sa.gov.au/support-and-dispute/students>

Grounds for appeal

Valid grounds for appeals against an assessment decision could include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly
- The judgement was not made in accordance with the assessment plan
- Alleged bias of the assessor
- Alleged lack of competence of the assessor
- Alleged wrong information from the assessor regarding the assessment process
- Alleged inappropriate assessment process for the particular competency
- Faulty or inappropriate equipment
- Inappropriate conditions

Appeal outcomes

Appeal outcomes may include:

1. The appeal is upheld – in this event, the following options will be available:
 - i. The original assessment will be re-assessed, by another outside / independent assessor
 - ii. Appropriate recognition will be granted
 - iii. A new assessment shall be conducted/arranged

2. Appeal is rejected or not upheld – in accordance with Allstaff assessment policy, the student will be required to:
 - i. Undertake further training or experience prior to further assessment; or
 - ii. Re-submit further evidence; or
 - iii. Submit/undertake a new assessment

For further information, see Allstaff Appeals Policy.

COURSE INFORMATION

Starting your course

Course induction

Upon commencement of the course, students will be given an induction. The induction will cover important information about the course requirements and essential dates, health and safety requirements, emergency evacuation procedures, incident reporting and the rights and responsibilities of the students. Any queries about studying with Allstaff Training Consultants may also be addressed during the induction.

Course structure

1. Students studying the CHC33021 Certificate III in Individual Support (Ageing and Disability) will attend in-person classes, two days a week for 18 weeks. After all classes and related assessments are completed, the student will complete a minimum of 120 hours of full-time work placement. The final certificate will only be issued after the student completes all necessary assessments and student placement, and meets the minimum attendance requirement of 80% of all classes.
2. A number of course delivery methods will be used throughout the training to accommodate the varying needs of students and help you achieve the necessary skills. Course delivery methods may include practical demonstrations, audio/visual presentations, trainer/facilitator instruction, practical activities, self-paced activities, individual projects, workplace-based training, case studies, guest industry visitors, site visits, etc.
3. Allstaff ensures that the following resources are in place:
 - Trainers/assessors with appropriate qualifications and experience
 - Course materials appropriate to the methods of delivery and assessment requirements
 - All necessary copyright authorisations

- Appropriate equipment and facilities

Making the most of your training

Learning is a partnership that involves participation from all involved. To optimise learning and ensure the successful completion of studies, students should:

- Attend all training sessions and complete all required reading and learning activities
- Be a willing participant
- Work with fellow learners
- Respect the opinions of others
- Ensure that you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence within your assessments that you submit to the assessor
- Monitor your progress and ask for mentoring or other assistance when required
- Complete and submit all assessment tasks on time, using clear and concise language
- Contact your trainer/assessor if you do not understand the learning activity or assessment task

Learning materials

1. Digital learning and assessment resources will be provided as part of the course fee.
2. Where possible, students should bring a digital device with internet connection (e.g. laptop, mobile phone) when they come for class, to access the digital teaching materials. Please talk to your trainer if you require support.
3. Printed resources can be purchased at a cost of \$350.00 paid upfront. Additional fees will be incurred for replacement of printed materials.
4. Students will undertake additional reading and research to supplement their studies as needed.

During your course

Competency

To be deemed Competent in any Unit of Competency, you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (including simulated applications in a learning environment, as well as the workplace) over a period of time.

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Evidence requirements are determined by the Unit of Competency, skill and knowledge requirements, industry expectations, government regulations, and your qualifications and current experience. We will provide assessment tools that set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

- Practical observation
- Third party reports
- Question responses
- Assessment/logbook during placement

Through your assessments, you are required to demonstrate that you can:

- Do the job/task to the standard required by the course
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems that may arise
- Work with others in a team
- Do more than one thing at a time (e.g. perform the task while being aware of the occupational health and safety requirements)
- Adhere to workplace rules, policies and procedures

Assessments

1. Assessment is an integral part of your learning – all assessment requirements for the course must be completed within the required timeline to achieve the certification.
2. Where possible, access to a computer, printer and the internet is helpful to support the completion of assessments, as learning materials and assessments are generally distributed and recommended to be submitted digitally.
3. There will be assessment tasks set for each course, regardless of the learning mode. Assessment tasks activities can include assignments, written questioning, workplace performance, case studies, roleplays/simulations, portfolio of evidence, etc.
4. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence.
5. Assessment activities and expectations will be explained to students, and are outlined within learner/assessment resources.
6. Some units of learning may require assessment to be completed after the course, as workplace performance is an essential component of some courses.

Submission of assessments

1. Assessments can be submitted in handwritten form or digitally via email.
2. If you are mailing a physical copy of the assignment, it must be received by the due date. Allstaff does not accept responsibility for any lost assignments – please ensure that you keep a copy of your assignment before submitting.
3. All assignments are registered as they are received.

Assessment results

1. We endeavour to assess all assessments within 10 working days of receipt.
2. Results of assessment are provided to students as soon as it has been checked by the trainer/assessor. If the assessment is deemed NYS (not yet satisfactory), the assessment will be returned to the student for further work and resubmission.
3. Assessment results are always confidential and will not be given to any other party unless a written request signed by the student is received in advance.

Course completion

Types of certifications

Certificates can only be awarded by Allstaff in accordance with our approved qualification scope.

1. Qualification

Issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification. Record of results accompanies the qualification and supplements the qualification listing all units of competency achieved for the qualification.

2. Statement of Attainment (SOA)

Issued under the AQF for nationally recognised training, when a student is deemed competent in one or more units of competency. The minimum achievement for an SOA is one unit of competency. Students can request an SOA at any time during their training.

3. Certificate of Attendance

Issued for non-nationally recognised training, when a student attends a short course which is not within the AQF (such as manual handling). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate as determined by the trainer/assessor.

Collecting your certificate

1. Certificates will be distributed in person, to be collected from the Allstaff Training Consultants office.
2. Allstaff can also email certificates to students based on their preferences.
3. Certificates will not be sent to other parties without prior written permission from the student.
4. Students will not be able to collect their certificate until all outstanding course fees have been paid.
5. Duplicate or replacement copies of certificates can be provided, but a fee of \$100.00 will be charged to the student.