

**DOMESTIC STUDENTS**

# Student Handbook

*Everything you need to know about Alana Kaye College.  
Our training services, policies and procedures.*

**RTO Code: 70056  
CRICOS Code: 03675K**



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## 1.1 Welcome

Thank you for choosing to enrol with Alana Kaye College. We are committed to helping you to successfully complete your studies by providing a quality learning experience for you. We deliver training and support that will ensure that you are able to complete your training goals in a timeframe that suits your lifestyle. Our trainers are all qualified Trainers with substantial industry experience in their vocational areas. This ensures that the training you receive is relevant, current, and delivered in a way that is easy to understand. Our Trainers are encouraged to deliver training in an interactive style and to support their students to use critical and creative thinking skills to enhance learning.

Alana Kaye is well-known for having excellent student back up and support and we have a great administrative team who will work with you throughout your learning. We wish you all the best in your studies and look forward to assisting you in achieving your new qualification and advancing your career.

Alana Kaye is a Registered Training Organisation (RTO No. 70056) and is recognised by the Australian Skills Quality Authority (Australia's National VET Regulator) as a deliverer of nationally recognised training from the Training and Education (TAE), Business Services (BSB) and Community Services (CHC) Training Packages. Alana Kaye are also a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider (CRICOS: 03675K).

## 1.2 About this handbook

This handbook has been designed as a tool for students to use throughout their study with Alana Kaye College. It provides information about our training, policies and procedures.

## 1.3 Our Values

To ensure that we achieve our mission it is important that we remain firm with our values and work within a culture that is beneficial and enjoyable for staff and clients. Our values include:

- Consideration and respect for all of our clients, staff, providers and visitors
- Honesty, integrity and transparency at all times
- The demonstration of initiative to efficiently utilise organisational resources, improve our systems and help others improve their effectiveness
- Demonstrate strength of service by providing products and learning pathways that assist our clients and value the views of these clients to assist with continuous improvement.

## 1.4 Quality

Alana Kaye College demonstrates a focus on quality and consistency in the development and provision of its services, products and operations.

## 1.5 Competency based training

Competency based training places emphasis on what a person can do in the workplace as a result of completing a course of training or based on workplace experience and learning. Qualifications are comprised of Units of Competency (subjects), which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas. These standards provide a framework for training and assessment and specify what capabilities an employee at a particular level within a particular industry should be reasonably expected to achieve. ***In other words, the ability to do a job to the required level of performance in the workplace.***

## 1.6 Qualifications available at Alana Kaye Training

Alana Kaye offer a range of training including:

BSB20115	Certificate II in Business
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
BSB40215	Certificate IV in Business
BSB40515	Certificate IV in Business Administration
BSB40920	Certificate IV in Project Management Practice
BSB40520	Certificate IV in Leadership and Management
BSB50820	Diploma of Project Management
BSB51615	Diploma of Quality Auditing
BSB50215	Diploma of Business
BSB50420	Diploma of Leadership and Management
BSB61015	Advanced Diploma of Leadership and Management
CHC30113	Certificate III in Early Childhood Education and Care
BSB80515	Graduate Certificate in Management (Learning)
BSB80615	Graduate Diploma of Management (Learning)
CHC33015	Certificate III in Individual Support
CHC40213	Certificate IV in Education Support
CHC43015	Certificate IV in Ageing Support
CHC50113	Diploma of Early Childhood Education and Care
CHC52015	Diploma of Community Services
FSK20113	Certificate II in Skills for Work and Vocational Pathways
TAE40116	Certificate IV in Training and Assessment
TAE50216	Diploma of Training Design and Development

It can sometimes be difficult to know if you should study a Certificate III, IV, Diploma or an Advanced Diploma level qualification. We are happy to discuss the training level which will suit you best. Qualifications can also provide you with a pathway for future learning. For example, some students may prefer to study a BSB42015 Certificate IV in Leadership and Management followed by the BSB51915 Diploma of Leadership and Management or some students may prefer to commence directly into the Diploma. The following table provides a guide about the qualification levels.

Certificate II	A Certificate II qualification is suitable for students entering the workforce. Graduates at this level will have knowledge and skills for work in a defined context and/or further learning.
Certificate III	Certificate III qualifications are often provided as Apprenticeships. Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. Graduates will apply

	knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.
Certificate IV	Certificate IV graduates will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. Graduates will apply knowledge and skills to demonstrate autonomy, judgement and limited responsibility in known or changing contexts and within established parameters.
Diploma	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. Graduates will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: analyse information to complete a range of activities; provide and transmit solutions to sometimes complex problems; and transmit information and skills to others.
Advanced Diploma	Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. Graduates will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to: analyse information to complete a range of activities; interpret and transmit solutions to unpredictable and sometimes complex problems and transmit information and skills to others.

## 1.7 Short Courses

Alana Kaye provides flexibility in our training delivery. We offer full or partial qualifications. This means that you can complete a full qualification or choose to complete one or two unit to study. You can also choose to undertake learning in a subject for professional development and not complete the assessment tasks, thereby receiving a Statement of Attendance rather than a Statement of Attainment.

## 1.8 Benefits of studying with Alana Kaye College

The benefits of completing a nationally accredited course with Alana Kaye College include:

- Experienced practitioners have designed our courses and students will have the ability to consult with subject leaders for each course/unit undertaken. This person is a subject matter expert in their designated field.
- Our courses are available by face-to-face delivery, distance learning or as mixed delivery.
- Many of our courses can be completed in your own time and at your own pace.

## 1.9 Opening Hours

Our campuses are open Monday to Friday 8.00am to 5.00pm. To ensure we provide a prompt service, please make an appointment if you require to speak to one of our staff.

## 1.10 Key personnel

### **Alana Anderson, Chief Executive Officer**

Alana Anderson is the Chief Executive Officer at Alana Kaye. Alana has over 30 years in training, workforce planning and development. Alana has a Masters of Education (Leadership and Management), Bachelor of Adult and Vocational Education and Training. Alana is responsible for strategic development and growth of the training organisation. Alana strives to have a reputation as a quality training provider and welcomes feedback from students and clients to ensure we maintain our quality training services.

**Marcus Thomson, General Manager**

Marcus is the General Manager and is responsible for the day to day operations of Alana Kaye College. He also ensures that we have the right courses for our students at the right time. Marcus contributes to our quality management system and government reporting requirements.

**Kirsty Neaylon, Manager, International Operations**

Kirsty has an extensive training and development background. She is responsible for business development, human resource management and financial management of Alana Kaye College's international student program.

**David Thomson, Operations Manager**

David is our Operations Manager and has responsibility for assisting with the development of strategy and project delivery for Alana Kaye College. This involves resourcing, recruitment and financial processes for Alana Kaye College projects to lead our business forward.

**Training Coordinators**

Alana Kaye's Training Coordinators are responsible for ensuring that our students are fully informed about their upcoming training. Our Training Coordinators also monitor our students progress throughout the course. Please contact the Training Coordinator to follow up your assignment results, to check your results completed within the qualification or any administrative questions.

**Client Liaison Officer**

The Client Liaison Officer may discuss your training options and assist you in making a decision of the right course for you. The Client Liaison Officer may contact you in regard to your ongoing studies. The Client Liaison Officer is a liaison between the student and Trainer.

**Trainers**

Alana Kaye utilises a range of Trainers who are experts in their field. Your Trainer will facilitate your learning experience, conduct assessments and be your coach for the duration of your training. If you have any questions about your assessment, please contact your Trainer direct. There may be a delay in your Trainer responding to your enquiry if they are in class.

**1.11 Facilities**

Alana Kaye has modern facilities with computer labs and student wireless networks. When the computer lab is not being used for training, students are welcome to pop in and work on their assessments.

Students have access to a fully equipped kitchen with a dining area. The kitchens include microwaves, fridges and access to tea and coffee facilities.

### **2.1 Learning Strategy**

Alana Kaye College is committed to providing the most extensive and flexible learning experiences for our students while providing relevant and effective information for practical use at industry and workplace levels. We are also committed to enabling students to receive prompt recognition of their achievements through the issuing of a nationally recognised qualification.

To ensure our students can apply the learned theories to practical experience in their workplace, the learning resources and references are periodically revised.

### **2.2 Enrolment and Induction**

Alana Kaye provides concise information on the courses offered before you enrol. This includes information on the delivery and assessment processes, any required skills or knowledge and training pathways opportunities.

### **2.3 Language, Literacy and Numeracy (LLN) Assessment**

Some courses will require you to undertake a language, literacy and numeracy assessment to ensure the course is appropriate for you. The enrolment form also contains a question if you require an LLN assessment. The results after completion of this LLN Assessment will either be that you are suitable for the course; not suitable for the course and you require additional English training; or you are suitable for the course and will require additional support. Additional support may include extra tutorials; verbal assessment; additional time; LLN support or referral to an external English support agency. We will monitor the needs of your LLN skills through the enrolment and learning process to ensure you are supported through your course. Students will not be charged the enrolment fee and tuition fees unless the student meets the LLN requirements.

### **2.4 Educational and Student Support Services**

As part of the enrolment process, we ask you a range of questions to identify if you require any educational and support services. At any stage, if you would like further student support, please talk to your Trainer or our staff. Alana Kaye may be able to assist in a range of ways such as:

- referral to language, literacy, numeracy programs
- provide you with agreed additional study support or coaching where available
- provide you with alternative equipment
- resources to increase access for learners with disabilities and other learners in accordance with access and equity
- providing additional learning resources
- referral to external agencies such as counselling services
- flexible scheduling and delivery of training and assessment information and communication technology (ICT) support or
- any other reasonable service that we consider necessary to support learners to achieve competency.

## 2.5 Distance Learning Training Plan

Distance learning students will have an individual Training Plan. The Training Plan identifies the qualification requirements including the amount of training; the mode of delivery and expected completion date. For those students who have accessed government funding, it is important that all training and assessment is completed within the identified timeframe as funding is available for a limited period of time only. Training and assessment completed after this timeframe will require the student to re-enrol as a fee-for-service student and pay for the remaining of the course cost per unit.

## 2.6 Face-to-Face Delivery Timetable

Students enrolled in face-to-face delivery will attend workshops as per their timetable. Please note that this timetable may be subject to change but students will be notified in advance. Your attendance is important as assessments are often incorporated into these workshops. Your assessment due dates are identified on the timetable and on your Student Assessment Workbook (SAW). **Please Note:** If you are a Government Funded student and you do not finish your assessment within the timetable timeframe, you will be required to re-enrol as a fee-for-service student and pay for the remainder of the course cost at a per unit cost.

## 2.7 Recognition of Prior Learning

Alana Kaye recognises that students may already have skills in some of the areas that will be covered by the course. To accommodate for this Alana Kaye has a Recognition of Prior Learning (RPL) process available to all students to gain recognition for appropriate skills and/or knowledge they may already have.

RPL recognises skills, knowledge and experience students have gained from other courses, work experience, life experiences and from any informal training provided at work, and checks it against the learning outcomes and assessment criteria contained in the course. If what is learnt at work, or elsewhere, meets the course or unit requirements, recognition may be gained.

If you believe you have relevant skills and knowledge learned in the past, which covers your current learning, please speak with the Training Coordinator.

## 2.8 Credit Transfer (Course Credits)

Alana Kaye will recognise qualifications or statements of attainment issued by another Registered Training Organisation. If a student has completed one or more of the units at another institution or by completing another Alana Kaye course, Alana Kaye will grant credit for that unit. Please note that a confirmation email will be sent to the issuing Registered Training Organisation (RTO) to confirm satisfactory completion.

## 2.9 Trainer support

Alana Kaye prides itself on the quality of our student support from our Trainers. To receive support from your trainers, please call our 1300 252625 number or send an email to [training@alanakaye.edu.au](mailto:training@alanakaye.edu.au) and speak to our training coordinators who will organise a time to suit both parties. It is our aim to respond to student messages within 24 hours Monday to Friday however we must respond to student queries within 48 hours maximum Monday to Friday. Please note that Alana Kaye closes its offices during the Christmas and New Year period. There will be no trainer or administration support available during this time.



## 2.10 Training Contracts

Australian Apprenticeships operate on the basis of a formal Training Agreement between an employer and the Australian Apprentice. The Contract outlines the training obligations, specifies the qualification to be achieved and the obligations of each party. Apprentices must attend or participate in training required by the training plan. Alana Kaye will deliver all the necessary off-the-job training and confirm that the workplace has delivered all the required on-the-job training. Once the Apprentice has successfully completed all units of competency, the qualification will be issued to the student.

For more information about Australian Apprenticeships go to <https://www.australianapprenticeships.gov.au>

## 2.11 Learner Guides, Activities and Assessment Workbook

Alana Kaye College provides Learner Guides, Activities and Assessment Workbooks for qualifications and units and these documents are a key resource for you. They provide the framework to assist you to gain competence in the unit. The Learner Guide content explains the requirements of the units, and the Activities and Assessment Workbook contains all the information on tasks that are required to achieve competency at the end.

## 2.12 Assessment Strategy

Alana Kaye College is committed to providing reliable, valid and fair assessments that are cost effective to enable students to achieve the required outcomes in a reasonable time period. If completing your assessments in an external mode of delivery Alana Kaye Training is required to verify the authenticity and currency of the material supplied for assessment. This may be completed through a Competency Conversation with the student or through the provision of a Third Party Report. Every effort is made to ensure the fairness of assessments. To this end, Alana Kaye uses standard assessment criteria. This criterion is supplied with the assessment tasks of each unit to ensure all students are aware of the requirements for the achievement of competence. Instructions for assessment tasks/activities are made clear and explicit and you are allowed a reasonable and specified time to complete assessment tasks.

All assessments are conducted in accordance with the principles of assessment and rules of evidence.

**Table - Principles of Assessment**

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"><li>• reflecting the learner's needs;</li><li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li><li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual</li></ul>
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"><li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li><li>• assessment of knowledge and skills is integrated with their practical application;</li><li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li><li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li></ul>
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment

**Table – Rules of evidence**

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### 2.13 Clustering of Assessments

Alana Kaye may, on occasions, provide students with clustered assessments. Clustering is the process of grouping competencies into combinations which have meaning and purpose and relate to work functions and needs in an industry or enterprise. Assessment that covers the clustering of many units/elements from relevant competency standards focuses on the assessment of a 'whole-of-job' role or function that draws on a number of units/elements of competency; also integrating the assessment of the application of knowledge, technical skills, problem solving and demonstration of attitudes and ethics. Your trainer will inform you when clustering and holistic assessments will be undertaken.

### 2.14 Vocational Placement

As part of **some** qualifications, students are required to enter a Vocational Placement Scheme. This means that to successfully complete the qualification, students must complete work placement. This workplace experience will solidify the student's practical experience and contribute to the assessments for the Qualification. More information on this requirement will be in your Qualification Induction Handbook. Please note, that it is the responsibility of domestic students to locate an appropriate workplace to complete their work experience.

### 2.15 Transition of superseded courses

At times, the nationally recognised training courses delivered by Alana Kaye may be superseded by a new qualification. If required, Alana Kaye will apply to add the replacement qualification to its scope of registration as soon as practicable from the date of publication of the replacement qualification on the national register ([www.training.gov.au](http://www.training.gov.au)).

Alana Kaye will manage the transition of students to the updated course as soon as is practical, but no later than 12 months from the date of the publication of the replacement qualification. There may or may not be a fee payable to transition to the updated course.

### 2.16 Course Completion

To successfully complete the qualification, students will need to be deemed competent as meeting the requirements of each unit of competency. Once all required units are completed, you will be issued with your qualification.

### 3.1 Unique Student Identifier

It is a government requirement that all students studying for a Vocational Education and Training qualification have a Unique Student Identifier (USI). You will need this number to enrol in your course at Alana Kaye. To register for this USI go to [www.usi.gov.au](http://www.usi.gov.au) and click on 'Create a USI'. You will need to have at least one form of ID ready: Driver's License, Australian Passport, Medicare Card, Birth Certificate, Visa (with non-Australian Passport), Immigration Card or Citizenship Certificate. If you have difficulty with accessing this information, please talk to our office and they will be happy to help. The Unique Student Identifier introduces the capacity for students to track their training records across all Australian States and Territories.

Individual exemptions for USI may apply based on student's circumstances as stated on the Australian Government's USI site. This generally only pertains to policing and/or military personnel, but if you have a genuine personal objection to being assigned a USI, you can apply to the Student Identifiers Registrar for exemption. This can be discussed upon enrolment on a case by case basis. This information can be accessed through [www.usi.gov.au](http://www.usi.gov.au).

### 3.2 Student Records

Alana Kaye College maintains records of students' Statement of Attainments and Qualifications issued for a period of 30 years.

Alana Kaye ensures your personal information is held against loss, unauthorised access, use, modification or disclosure and against misuse. These steps include protection for electronic files, securing paper files in locked cabinets and physical access restrictions. Students are able to access progress records upon request from Alana Kaye staff. Students can also access records of their achievements through the Government USI System.

Please note that students are responsible for keeping a copy of all assessments submitted to Alana Kaye. This college will keep a copy of your completed assessments for a period of six months from the date on which the judgement of competence was made. After this time, your assessments will be destroyed.

### 3.3 Principles of Access and Equity

Alana Kaye is committed to integrating Access and Equity principles within all the services we provide to students. Our organisation recognises the rights of students and provides information, advice and support that are consistent with our Code of Practice.

Regardless of cultural background, gender, sexuality, disability, language skills, literacy or numeracy level, unemployment, imprisonment, remote location or age you have the right to learn in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner while you are studying with us. Alana Kaye will provide education and LLN support where possible and all students will have access to the appropriate resources, facilities and Trainer. If, at any time, you feel that any staff member is not abiding by our Code of Practice then report your complaint or grievance to the General Manager or the CEO, or complete our Complaints and Appeals Form.

### 3.4 Privacy and Confidentiality

Alana Kaye will only use your personal information for training purposes as required by ASQA and our Quality Management System. We ask that you keep your information up to date.

Personal information shall not be disclosed unless:

- You have consented

- You would reasonably expect, or have been told, that information is passed to individuals, bodies or agencies
- It is required by law
- It will prevent or lessen a serious and imminent threat to somebody's life or health
- It is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue

Some of the information contained that you are asked for on enrolment will be keyed into a student database and used for statistical and other reporting to State/Territory Registering Authorities and the National Centre for Vocational Education Research (NCVER).

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## Privacy Notice

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

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). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE 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 the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### Contact information

At any time, you may contact *Alana Kaye College* to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled

ask a question about this Privacy Notice – Please note, Alana Kaye College's Privacy Policy is located on our webpage and in your Student handbook.

### **3.5 Plagiarism and Cheating**

Plagiarism is the act of taking another person's writing, conversation or idea and passing it off as your own. This includes copying and pasting information from web pages, books, articles or any other medium. You must not copy another student's assessment.

If a trainer has reason to believe that a student has engaged in academic misconduct, the Training Manager will be notified and will investigate the matter. Investigations will take place within fourteen days of the notification. A recommendation will be made to the Alana Kaye Training Manager and the student. Where the investigation concludes that academic misconduct has taken place, the student may respond in writing within fourteen days.

The final determination of the General Manager or CEO may include one of the following options:

- No action is taken against the student
- The student is judged not competent in the units concerned but may be allowed to re-enrol in the unit or appropriate section of the program
- The student is excluded from the Alana Kaye training course and his or her enrolment cancelled with no refund of fees
- If two students submit the same assessment both students will need to resubmit their assessment.

### **3.6 Learning and Assessment Procedures**

Our learning and assessment procedures are flexible and take into account student needs. We will ensure that:

- All required resources for the delivery of any course are in place
- Training and Assessment will only be conducted by qualified staff who have the necessary training and assessment competencies
- Training and Assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.
- Training and Assessment is undertaken in accordance with the Australian Qualifications Framework and qualifications or competencies will be recognised anywhere in Australia.

### **3.7 Appeals, Complaints and Grievance Procedures**

Alana Kaye has a complaints policy to manage and respond to allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff or complaints against third party providing services on the RTO's behalf.

Students have the right to submit a complaint regarding Alana Kaye services or appeal against an Alana Kaye decision, e.g. assessment decisions (including RPL/RCC assessment decisions).

Any student who feels they have been unfairly dealt with in any aspect of the training should submit in writing the exact reasons for concern, making a note of instances and when they occurred. Such complaints and grievances from students will be directed initially to the General Manager and forwarded to the Chief Executive Officer. All written complaints will receive written confirmation of their receipt and the outcome.

Alana Kaye adopts the principle of natural justice and procedural fairness by:

- informing those involved of the allegations
- providing those involved an opportunity to present their side of the matter
- operating in a fair and unbiased way

- the CEO, General Manager or International Manager will act as the decision maker and is independent of the decision being reviewed. A Trainer will not be the decision maker of an appeal against an assessment decision they made or a complaint made against them.

### **Student Complaint / Appeal Process**

#### **Step 1:**

Discuss your complaint direct with your Trainer to resolve, if appropriate.

#### **Step 2:**

If your Trainer is not able to resolve your complaint, please complete the Complaints and Appeals form. Alternatively, students are welcome to make a verbal complaint by speaking with the General Manager. The General Manager will complete the form on your behalf.

#### **Step 3:**

All complaints are referred to the CEO or General Manager within 48 hours of receipt. The CEO or Manager may refer the complaint to the appropriate person. All complaints and appeals received are documented on the 'RTO Complaints Register' which is managed by our General Manager.

#### **Step 4:**

The person designated to handle the complaint will contact the complainant within a further 3 working days to obtain further details, chronological flow of events, student assessment records or any other information required.

#### **Step 5:**

The CEO or Delegated Officer makes a determination within 10 working days based upon all the information available.

#### **Step 6:**

The complainant is notified of the determination. If the complainant is satisfied with the determination, the complaint is then closed. If the complainant is still dissatisfied, the complainant is able to ask for a further review. A further review will be conducted within 10 days of the original outcome. Subsequently, if the complainant is still dissatisfied the complaint can be referred to an independent third party. The student has an option to ask Alana Kaye to organise an appropriate independent third party to review the decision. The independent third party will be an organisation, body or person identified and agreed to by all parties at the time at no cost to the student.

#### **Step 7:**

Agreed actions implemented and processed.

Note: if more than 60 calendar days are required to process and finalise the complaint or appeal, the student will be informed in writing as to the reasons why more than 60 calendar days are required, and the student will be regularly updated on the progress of the matter.

### **3.8 Sexual Harassment Policy**

Students, Trainers and all staff are entitled to an education and workplace free from harassment.

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated. Sexual harassment can take many different forms – it can be

obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

- staring or leering
- unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- suggestive comments or jokes
- insults or taunts of a sexual nature
- intrusive questions or statements about your private life
- displaying posters, magazines or screen savers of a sexual nature
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- requests for sex or repeated unwanted requests to go out on dates
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment is against the Alana Kaye Code of Conduct. If you have any concerns about the conduct of staff or students, please contact the Branch Manager.

### **3.9 Work, Health and Safety Policy**

Alana Kaye is committed to ensuring our employees, contractors, visitors, clients and client's workers remain free from risk to their health and safety at work coupled with the continual improvement of safety performance and the elimination of workplace injury and illness. Alana Kaye understands the importance of working with all stakeholders to achieve our safety objectives. All students must follow work health safety instructions. Students are responsible for their own health and safety and also the safety of others. Please report any unsafe conditions/hazards, faulty equipment and accidents immediately to your Trainer or WHS Officer.

#### **Evacuation procedure**

At your first workshop, you will be shown the evacuation procedure. If you hear an alarm, you will need to follow the instructions from your Trainer to safely exit the building. The safety of students is paramount and it is important that you do not leave the training premises without informing your Trainer.

### **3.10 Bullying Policy**

Alana Kaye has a zero tolerance to bullying. Bullying is the psychological, emotional, cyber, social or physical harassment of one student by another.

Bullying includes:

- Verbal e.g. teasing, harassment and name-calling
- Exclusion
- Threats
- Malicious rumours
- Physical violence
- Damage to property
- Cyber bullying - e.g. texting, face book, phone, manipulating photos, YouTube
- Anti-social (exclusion, gossip and non-verbal body language)

### **3.11 Code of Conduct**

To ensure all students receive equal opportunities and enjoy their learning experience, a Code of Conduct applies to all students. Students are expected to take responsibility for their own learning

and behaviour during both training and assessment. Student to student and staff to student interactions are expected to be respectful.

Any breaches of discipline will result in the participant being given a 'warning'. Further breaches will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant removal from the training environment and where a breach is considered as a serious nature, as determined by the Branch or Training Manager, the student's enrolment may be terminated. In the instance of dismissal and termination of enrolment under these circumstances, all fees paid will be non-refundable.

Contraventions to the Code of Conduct may include:

- Discrimination
- Harassment
- Physical Assault/Abuse
- Smoking in non-smoking areas
- Being disrespectful to other students or staff
- Continuous interruptions to the trainer
- Being culturally insensitive to other students
- Bullying, harassment or intimidation
- Using offensive language, illicit drugs or alcohol
- Sexual harassment
- Acting in a manner which may constitute a safety issue
- Being disruptive by using mobile phone

**Discrimination** means treating a person less favourably than another because of a personal characteristic that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. Things that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

**Harassment** is any behaviour which offends, is unwelcome, humiliates or intimidates the person being harassed. Examples of verbal harassment include:

- Racist comments or jokes
- Threats, insults or abuse
- Offensive obscene language
- Spreading of rumours
- Jokes or comments about a person's disability etc.

### 3.12 Contraventions to the Code of Conduct

Alana Kaye may choose to cancel the enrolment of a student who has breached Alana Kaye's Code of Conduct; or has been found to have plagiarised or cheated in their assessments. Students cancelled under these circumstances, are not entitled to any refund of tuition fees.

### 3.13 Qualifications/Statement of Attainment

A Statement of Attainment is issued where a student has partially completed the requirements of the qualification. A Statement of Attainment lists the competencies you have achieved.



On completion of all of the required units in the course, students are eligible to graduate.

Qualifications/Statements of Attainments will be issued to learners within 30 calendar days of the learner's final assessment being completed or exiting the course, provided fees have been paid. Students receive their certificates by post.

### 4.1 Fees and Charges

Information on fees, charges and refunds are clearly outlined in this handbook, the course information, enrolment form and on our website. On enrolment, you must pay the enrolment fee and make arrangements to pay the course tuition fees. Please note that the Alana Kaye College does not accept any more than \$1,400 up-front payment. This includes the \$400 non-refundable enrolment fee. Fees are fully protected in accordance with the Standards for Training Organisations.

### 4.2 Payment Plans

Payment plans are available for fee-paying students. All students must pay the enrolment fee prior to entering a payment plan. A payment plan allows students to pay either per monthly or unit-by-unit as you progress through the course. Students are welcome to pay full fees upfront, once they have commenced the course. Please contact our office for a Payment Plan form.

### 4.3 Timeframe to complete training

Students who have enrolled in a government funded training course should complete their training and assessment within the timeframe detailed in your timetable or Training Plan for distance learning students. Government funding is available for a limited duration and your course may not be funded after this timeframe.

Students who do not complete their training within the required timeframe will be issued with a Statement of Attainment for the units completed. Students who wish to complete their qualification after this time, may choose to become a fee-for-service student at a course cost.

### 4.4 Cancellation and Refund Policy

#### Enrolment fee

All students are required to pay an enrolment fee. The \$400 enrolment fee is non-refundable unless the course is cancelled by Alana Kaye College.

The Tuition fee is the course cost. Alana Kaye College will not accept any more than \$1,400.00 up-front payment for required training (this includes the \$400 enrolment fee) before the commencement of training. Refund of tuition fees for fee paying students include:

- An application for refund of tuition fees must be made in writing to Alana Kaye.
- A full refund of tuition fees will be made if a course is cancelled by Alana Kaye for any reason.
- Scheduled commencement of a course is defined as the first workshop of a face-to-face course; the commencement of a distance-learning course as indicated in the student's Training Plan; or the commencement of an RPL process when the student receives the RPL evidence kit.
- If a student cancels their enrolment no later than ten working days before the scheduled commencement date of a course, the student will receive an eighty percent (80%) refund of the tuition fee. Cancellation of enrolment under these circumstances will incur a twenty percent (20%) tuition fee.
- No refunds are available where cancellation is made less than ten (10) working days prior to the commencement of a course. However, participants will be provided with an option to transfer to a course which is equivalent in cost being offered at an alternate time at no cost should this occur no later than three days prior to course

commencement. If closer than three (3) days a \$100 rebooking fee will be payable to cover administration costs.

- Full payment must be made before commencement of training, unless prior arrangements with Alana Kaye have been made.
- An application for refund of tuition fees under any other circumstance must be made in writing to Alana Kaye.
- No refund is available where students leave prior to completing the course. However, should students wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12-month period from the time initial payment is made.
- Alana Kaye may choose to cancel the enrolment of a student who has breached Alana Kaye's Code of Conduct or has been found to have plagiarised or cheated in their assessments. Students cancelled under these circumstances are not entitled to any refund of tuition fees.
- Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Alana Kaye.
- In all other cases, refunds are at the discretion of the CEO of Alana Kaye and may be negotiated on an individual case-by-case basis.

## 4.5 Tuition fees and additional charges

All tuition fees are provided on our course brochures and will be discussed with students prior to enrolment in any course. Alana Kaye is happy to negotiate a payment plan if required.

Additional charges that may be utilised by students include:

- Issuance of a replacement testamur, which will be charged out at \$50.00
- Resubmission fee – if a student is deemed as not yet competent, there will be no extra charge for those students to resubmit their assessments within the duration of their Training Plan. After this time, a student will need to re-enrol in a Unit of Competency/ Qualification, as a fee-for-service student.

**Assessment or assignment activities** – during your study, you will need to complete a range of assessment activities that cover both the knowledge and skill requirements of the unit. Examples of assessment activities include written responses; presentations; case studies; scenarios; role plays; projects; computer based activities; industry or work based activities.

**Assessment result** – your Trainer will make a judgement on whether competency has been achieved and that you can perform to the standard required in the workplace.

Your assessment result will either be:

- competent – you have demonstrated the required skills and knowledge of the course or
- not yet competent – you have not yet achieved the required skills and knowledge required.
- resubmission – a resubmission is required when you are required to redo a part or complete assessment. This will occur when your assessment result is 'not yet competent'.

**Assessor** – your assessor is a qualified person who marks your assignment. Usually, your Assessor will be the same person as your Trainer.

**Assignment coversheet** – the assignment coversheet is attached to your assignment and is used by the student to make a declaration of authenticity that the assignment is their own work. The Assessor will use the assignment coversheet to provide you with feedback about your assignment and the result as competent; not yet competent or resubmission required.

**Competency** means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Mode of delivery** means the method adopted to deliver training and assessment, including face-to-face workshops, online, distance, or blended methods.

**Recognition of Prior Learning (RPL)** means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

**Statement of attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

**Unit of competency** means the specification of the standards of performance required in the workplace as defined in a training package. For example, BSBLDR403 Lead team effectiveness is a unit of competency within the Certificate IV in Leadership and Management.

## 6

## YOUR LEARNING EXPERIENCE

We wish you all the best for a very rewarding training experience with Alana Kaye. Please do not hesitate to contact our friendly staff if you have any further questions about our training services, policies or procedures. Our mission is “To provide quality training and to maintain excellence in our service to clients”.

## 7

## VERSION CONTROL

Version	Date	Comments
1.0	25 May 2010	Initial version of document
1.1	January 2011	Information added – Learning and Assessment Strategy, Student Numbers and Student Records
1.2	August 2012	Change logo and cover
1.3	June 2013	Change to format
1.4	August 2013	Minor amendments to wording
1.5	July 2014	Deleted phone numbers etc.
2	January 2015	Information on USI and clustered assessments
3	August 2016	Significant updates to Policies including complaints process; cancellation and refund policy; timeframe to complete training; payment plans and grammatical changes.
3.1	October 2018	Changes to Alana Kaye College personnel. Changes to Refund policy with the removal of the LLN Fee. Additions to courses offered by Alana Kaye College and CRICOS number.
4	January 2020	Changes to payments in line with ASQA Directive.
5	January 2021	Inclusion of Privacy Notice. Changes to Alana Kaye College personnel.

# Alana Kaye College

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