

DOMESTIC STUDENTS

Student Handbook

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

Alana Kaye
COLLEGE



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), Community Services (CHC) and CPP Property Services Training Packages. Alana Kaye are also a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider (CRICOS: 03675K).

Alana Kaye College Website link: <https://alanakaye.edu.au/>

National Training Register link: <https://training.gov.au/organisation/details/70056/summary>

Contact Details:

Darwin Campus: **Address:** 3 Searcy Street, Darwin, Northern Territory
Email: training@alanakaye.edu.au
Telephone: 1300 252625

Gold Coast Campus: Level One, 10 Marine Parade, Southport, Queensland
Email: training@alanakaye.edu.au
Telephone: 1300 252625

Our Training Coordinators/Student Support Officers are contactable from 8.30am to 4.30pm Monday to Thursday and 8.30am to 2.00pm Fridays at the above number.

Trainers and assessors are contactable by email, text message or through the Learning Management System messaging function. Please allow 2 business days for their response. Alternatively, contact the Training Coordinators/Student Support Officers.

1.2 About this handbook

This handbook has been designed as a tool for students to use throughout their study with Alana Kaye College. This student handbook is designed to provide you with information about the services provided and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Alana Kaye College. This information is contained in the Course Brochure (Fact Sheet) which is supplied separately.

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.

Alana Kaye Group Pty Ltd's (trading as Alana Kaye College) mission is to deliver quality training assessment that meets the needs of students and industry. In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Student Focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

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 College

Alana Kaye offers a range of training including:

BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business

BSB40520	Certificate IV in Leadership and Management
BSB40920	Certificate IV in Project Management Practice
BSB41419	Certificate IV in Work Health and Safety
BSB50120	Diploma of Business
BSB50420	Diploma of Leadership and Management
BSB50820	Diploma of Project Management
BSB50920	Diploma of Quality Auditing
BSB51319	Diploma of Work Health and Safety
BSB60420	Advanced Diploma of Leadership and Management
BSB80120	Graduate Diploma of Management (Learning)
CHC30121	Certificate III in Early Childhood Education and Care
CHC33021	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
CHC50121	Diploma of Early Childhood Education and Care
CHC52021	Diploma of Community Services
CHC62015	Advanced Diploma of Community Sector Management
CPP20218	Certificate II in Security Operations
CPC40120	Certificate IV in Building and Construction
TAE40122	Certificate IV in Training and Assessment

1.7 Individual Units of Competencies (Short Course) available at Alana Kaye College

Alana Kaye offers the following short courses:

CPCWHS1001	Prepare to work safely in the construction industry
HLTINFCOV001	Comply with infection prevention and control policies and procedures
SITHFAB021	Provide responsible service of alcohol
HLTAID009	Provide cardiopulmonary Resuscitation
HLTAID011	Provide First Aid
HLTAID012	Provide First Aid in an education and care setting

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 BSB40520 Certificate IV in Leadership and Management followed by the BSB50420 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.

1.8 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 undertake 1 or 2 units of 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.

1.9 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.

1.10 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.

1.11 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 Master of Education (Leadership and Management) (M.Ed (L&M)) and Bachelor of Adult and Vocational Education and Training (B.AVE). 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.

David Thomson, International Operations Manager

David is our International Operations Manager and has responsibility for assisting with the development of strategy and project delivery for Alana Kaye College. He is also responsible for business development, human resource management and financial management of Alana Kaye College's international student program.

Catherine Beagley, National Training Manager

Catherine is our National Training Manager and has responsibility for the overall compliance of Alana Kaye College and for the delivery of effective educational and training service programs offered by the College.

Training Coordinators/Student Support Officers

Alana Kaye's Training Coordinators/Student Support Officers are responsible for ensuring that our students are fully informed about their upcoming training. Our Training Coordinators/Student Support

Officers 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. The Training Coordinator/Student Support Officer is also the liaison between the student and the 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.

1.12 Facilities

Alana Kaye has modern facilities with student wireless networks available in all campuses. Students have access to fully equipped kitchens with dining areas. The kitchens include microwaves, fridges and access to tea and coffee facilities.

1.13 Your Safety

Alana Kaye is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- Follow equipment operating procedures and trainer instructions for the safe operation of equipment;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- Keep training and assessment areas neat and tidy at all times;
- Observe hygiene standards particularly in eating and bathroom areas.

Fire safety:

- Alana Kaye will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users are to consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any practice sessions on fire safety evacuation procedures and the use of fire safety devices.

First aid:

- A first aid kit is located at reception.
- All accidents must be reported to Alana Kaye staff.

Work and study areas:

- Always ensure that all work areas are clean and clear to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.

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 (LLND) Interview

It is a requirement under RTO Standards of 2025 that Alana Kaye has procedures in place to review, prior to enrolment, the skills and competencies of prospective students, including their language, literacy and numeracy proficiency and digital literacy. This will be determined through interview with the student.

The enrolment form also contains a question if you require an LLND assessment. The results after completion of this interview and 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; LLND support or referral to an external English support agency. We will monitor the needs of your LLND 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 LLND 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.

Where specialist support services are recommended by Alana Kaye (such as Counselling Support for example), students are advised that these services may incur additional cost by the service provider that is separate from the services provided by Alana Kaye. Students should verify the cost of these services with the provider before proceeding with these specialist support services. Students are also welcome

and encouraged to use a services provider of your choosing. Services recommended by Alana Kaye Group are recommended only for your convenience and this recommendation by no means that we give any warranty of these services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

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) and/or on our online Learning Management System (LMS). **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

In accordance with the requirements of the Outcome Standards for Registered Training Organisations, Alana Kaye provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

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.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, with a number of evidence items, the candidate will start to provide a strong case for competence. Alana Kaye reserves

the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

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 at a cost of \$50 per qualification. This fee covers the administrative work and verification processes required to confirm your credit transfers. However, if you are requesting credit transfer for units previously completed through Alana Kaye no fee will be charged. 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 or through your Cloud Assess portal. You may also 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 Learning Resources

Alana Kaye College uses the Learning Management System (LMS) Cloud Assess for the provision of Learner Guides, Activities and Assessments for qualifications and units. This provides the framework to assist you to gain competence in the unit. The content explains the requirements of the units, and the Activities and Assessments contain all the information on tasks that are required to achieve competency.

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 College 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 according 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.
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Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • 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
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"> • 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; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
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. Please note, that it is the responsibility of domestic students to locate an appropriate workplace to complete their work experience, however we will help wherever possible.

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).

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 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.

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 two years 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. We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all students. If you need assistance or support at any time during your studies, you can seek help from your trainer or the Student Support Officer. Requests for help will be kept confidential.

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).

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.

Due to our internal operational requirements Alana Kaye College may need to share some of your personal information with our international staff.

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.

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.dewr.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 General Manager will be notified and will investigate the matter. Investigations will take place within fourteen days of the notification. A recommendation will be made by the General Manager who will then inform 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 Use of Artificial Intelligence

Students may not utilise artificial intelligence (AI) chatbots to augment their assessment response. Alana Kaye College's assessment system is specifically designed to assess students' own understanding and knowledge of the required competencies. Assessment responses should reflect the "transfer of learning" achieved through the training program. Students are expected to demonstrate their skills and knowledge at the required depth and breadth, aligning with the Australian Qualification Framework (AQF) level, without incorporating AI chatbot assistance.

Alana Kaye College has implemented measures to identify any responses that may have been generated by AI. In cases where a questionable response is detected, the Plagiarism Policy outlined in Alana Kaye College's student handbook may be applied. Repeated incidents may lead to the application of the Alana Kaye College Discipline Policy. Additional steps to ensure the student's course progress is maintained may also be introduced.

It is crucial to adhere to these guidelines to maintain the integrity of the assessment process and ensure that students' capabilities are accurately assessed based on their own understanding, knowledge, and learning. AI chatbots, including but not limited to: ChatSopt, ChatGPT, Bing Chat, Bard, Jasper Chat, Perplexity, Tidio Lyro, Kommunicate, Drift, Infobip, and LivePerson, are examples of AI chatbots that students may not use.

Referencing in your assignments:

Students are encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, e.g.:
To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may also be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

- Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

At the end of the students' work, a List of References must be included. This should include all the books; journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

- Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

To prevent cheating or plagiarism, students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoiding lending original work to others for any reason;
- Being clear about assessment conditions and seeking clarification if in doubt;
- Being clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Only use AI tool according to the acceptable use guidelines.
- Discouraging others from plagiarising by observing the practices above.

3.7 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.

Alana Kaye assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake research to inform their response and then to propose their recommended actions.
- **Workplace Logbook:** The student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the student's performance. This is undertaken as an interview with a duration of 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the students performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and is required to plan to undertake these activities when the assessor attends the workplace.assessment

Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training or practice. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Alana Kaye to provide three opportunities for training and re-assessment at no additional cost to the student or employer. The initial assessment is one and therefore the student will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the Alana Kaye Schedule of Fees and Charges to identify the re-assessment fee.

Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be closed through mutual agreement.

3.8 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 National Training 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, National Training 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 directly 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 National Training Manager. The National Training Manager will complete the form on your behalf.

Step 3:

All complaints are referred to the CEO or National Training 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 National Training 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.

3.9 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 Campus Administrator.

3.10 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.

3.11 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)

3.12 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 Campus Administrator or General 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.

3.13 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.

3.14 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.

A qualification is issued where a student has fully completed the requirements of the qualification.

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.

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 required upfront payment of \$1400.00. This payment includes the non-refundable enrolment fee of \$400.00. Once course commences the student is required to pay the remainder of the course fees. Fees are fully protected in accordance with the Standards for Registered Training Organisations.

When and how do I pay?

For full-fee paying students, an \$1,400 payment is required at enrolment. Of this amount \$400 is the non-refundable enrolment fee and the remaining covers the cost of providing access to the first set of units in your course.

Students must have either paid their full tuition fees prior to commencement or entered into an approved payment plan under special circumstances with our team. No student will be able to commence training until one of these arrangements is in place.

Please note that for students enrolling in short courses, clustered units or applying for RPL, the full fee must be paid prior to commencement. Access to learning materials will not be granted until payment has been received in full. Payment plans are not available for these course options.

Alana Kaye accepts payment for fees using the following payment methods:

- Credit Card upon invoice
- Electronic Funds Transfer to account details provided on the invoice/s
- Cash at reception or with Student Support Officers

4.2 Payment Plans

Alana Kaye will provide payment plans for fee-paying students under certain circumstances. All students must pay the \$1,400 upfront payment prior to entering a payment plan. A payment plan allows students to pay per monthly 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 domestic students are required to pay an enrolment fee. The \$400 enrolment fee is non-refundable unless the course is cancelled by Alana Kaye College.

Tuition fee

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.

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Changes to terms and conditions

Alana Kaye reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition, or changes to our policies and procedures. If changes are made that effect the student's enrolment the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice of 28 days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Requesting to substitute a course

Course substitutions are not permitted after the course has commenced under any circumstances. Requests for course substitutions are to be made in writing using the form Application for Course Substitution and can be made at any time up to 5 working days before the course commencement date.

Requesting to transfer between courses

Requests for transfers to an alternate course can be made at any time. Requests for course transfer are to be made in writing using the form Application for Course Transfer. Request for course transfer are subject to the availability of an alternate course, the crossover of units of competency already completed and where a credit transfer would align with the new course. In some circumstances where there is no available course and there is no viable pathway for credit transfer of completed units of competency into the new course, course transfer will not be approved. Students accessing a training subsidy may also have restrictions preventing course transfer. These restrictions will be considered taking into account the student's individual circumstances.

Requesting to defer a course

Deferral from a course after the course has commenced is not permitted. In this circumstance, the student has the option to withdraw from the course. Requests for deferral from a course prior to it commencing can be arranged if Alana Kaye is advised in writing more than 5 working days prior to the course commencing. Requests for course deferral are to be made in writing using the form - Application for Course Deferral. Requests to defer a course commencement longer than six months will be declined.

Withdrawing from a course

There are circumstances where a student may finalise their enrolment early for personal or academic reasons. Students who have requested to withdraw from the course will be offered counselling on their options which may include transferring to a different course or receiving additional student support to assist them in the current course. Where the student declines these options and request to withdraw from the course, the student will be issued a statement of attainment only for units of competency they have achieved. Requests for course withdrawal are to be submitted using the Application for Course Withdrawal.

Student who are not contactable or not responding.

Where a student is not contactable or fails to respond to requests by the Alana Kaye, the student's enrolment may be terminated in absentia. This action may only be taken where the Alana Kaye has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be closed without their written or expressed consent a minimum of three attempts (one week apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment. Where the student fails to respond, the student's enrolment is to be closed. Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address.

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
- Applying Credit Transfer will incur an administrative fee of \$50.00
- Resubmission fee is \$50.00 after three attempts.

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UNDERSTANDING THE TERMINOLOGY

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.

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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”.

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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.
6	September 2021	Changes to qualifications available – addition of Security and Remote Pilot
7	January 2022	Changes to ECE qualifications and change International Manager
8	November 2023	Addition of National Training Manager and Use of Artificial Intelligence
9	December 2024	Removal of qualifications no longer on scope. Updated minor information.
10	October 2025	Changes to better highlight the new RTO Standards requirements

Alana Kaye College

T: 1300 25 26 25 **E:** training@alanakaye.edu.au

www.alanakaye.edu.au