All Global Training

Your World-Our Training

Student Handbook

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All Global Training
Your World-Our Training

1. Welcome

Welcome to All Global Training RTO No. 45224. We sincerely hope you will gain great benefit from the course in which you have enrolled. This student handbook has been put together to ensure participants have access to all the information they will need. Please feel free to call our Office manager, if you have any queries regarding your course or information provided to you. We wish you a rewarding experience in your pursuit of lifelong learning through education & training. Our staff are readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavours. Should you have any feedback to provide us, it can be done through our feedback forms, trainers, coordinator or any of the management team.

2. Our Mission

Your world, our training. The career decisions you make now will be strengthened by our commitment for your success. We take pride in our trainers having extensive industry experience and our never compromise values hold us above the benchmark.

3. Student Selection, Admission Process, Enrolment and Induction, OH&S and Student's Rights and Responsibilities

3.1 Selection

Students must be 18 years to enrol in a VET course of study. Students of this age may only enrol in a course with All Global Training if they have met all other entry requirements relevant to the course being undertaken.

Students must adhere to the All Global Training code of conduct and student rights and responsibilities.

All candidates enrolling in courses at All Global Training have the opportunity to withdraw and receive a refund (see below).

On pre-enrolment, students will need to provide formal identification through a birth certificate, driver's license or passport or Proof of age card. These must be sighted and signed by a All Global Training trainer/employee.

3.2 Enrolment

Enrolment is by completion of the All Global Training Application for Admission form and payment of due fees to All Global Training. Forms are to be returned to:

admin@allglobaltraining.com.au

Formal identification is required and needs to be sighted by All Global Training staff and recorded.

Unique Student Identifier (USI)

You will need to have a USI. A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.
To apply for your USI, to watch an informative short video, for a fact sheet or for any general queries about the USI please visit www.usi.gov.au.
You will be required to provide All Global Training with your USI when you enroll with us.
Should you want us to assist you to apply for a USI, you will need to have a current valid form of ID with you, such as a Driver's License or your Medicare Card.

3.3 Admission

Students are required to sign a declaration form regarding commitment to undertaking competency-based training and undertaking assessment tasks. Students are formally admitted at the conclusion of the first information session.

3.4 Induction

Students are given specific course information either as pre-reading to the first information session or at the first information session. Students are asked to sign that they have received information on the course hours, content, assessment requirements, OH&S and completion information at the first session.

3.5 Occupational Health & Safety

Participants are required to:

- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment;
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others;
- Listen carefully to the tutor when s/he is informing you of OH&S matters;
- Read the All Global Training's OH&S Policy;
- Ensure the trainer is aware of issues relating to OH&S regulations or any practices you believe to be unsafe;
- Abide by OH&S rules; and
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.

3.6 The Rights and Responsibilities of Participants

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination:

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes;
- Students have the right to be reassessed if competency is not met in the first instance;
- It is the student's responsibility to notify All Global Training or senior management when enrolling if support is required (e.g. help with literacy, transport, access to venue etc.);
- Students are responsible for personal possessions during class; and
- It is every participant's responsibility to respect the rights of other participants, tutors and staff while attending an All Global Training course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include that which:

- Puts others at risk;
- Is deemed to be disruptive;

- Hampers others' learning; or
- Interferes with the All Global Training's Code of Practice.

In the unlikely event that All Global Training is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 10 working days of the day on which the course ceased to be provided by All Global Training. Alternatively, enrolment in another suitable course by All Global Training may be offered at no extra cost. The applicant has the right to choose between refund of unspent pre-paid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.

4. Student's Checklist

Each student should complete this checklist upon their enrolment into a course.

Course Name:	***Course Code:***
Unit Name / Code (if applicable)	
National Provider Number (if applicable):	
Trainer:	Phone:
Assessor:	Phone:
Office Manager	Phone:
Work Based Training Supervisor (if any):	Phone:

	TASKS	DATE COMPLETED
1	Read through All Global Training's course information.	
2	Complete *Application for Admission Form* and return to the All Global Training Manager	
3	When received, complete *Student Declaration Agreement*, and place a copy in your course file or return to trainer.	
4	Attend the first information session for your particular course. Finalise your training and assessment plan and keep a copy in your manual.	
5	Talk with your trainer and/or assessor about any on the job training you may receive / require.	
6	Become familiar with the competencies in your course / unit of study.	
7	Prepare for your first instructional session where you may be able to nominate the competencies you can demonstrate immediately. Your assessor will discuss how you can demonstrate them through an RPL process will and arrange an assessment.	
8	Prepare for your first assessment by practicing the tasks that will allow you to demonstrate the competencies to be assessed.	
9	After the assessment of a competency is completed, ensure that you and your assessor sign your *Assessment Record Log*.	
10	Contact the All Global Training, Training Manager if you have any problems concerning your training.	
11	Ensure that you are available for the assessment tasks to be undertaken. Contact your assessor / trainer if you cannot complete the assessment at the pre-arranged time.	

5. Code of Practice

All Global Training has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice provides all policies and procedures and it is a requirement of employment and a requirement of study at All Global Training that all personnel abide by it. To obtain a copy, please ask at reception.

5.1 Legislation

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

- The VET Quality Framework: provides for the administration of a vocational education and training system.
- The Work Health & Safety (National Uniform Legislation) Implementation Act 2011: provides for duties and obligations related to workplace health and safety.
- The Anti-Discrimination Act 1992: provides for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimization.
- The Commonwealth Privacy Act 1988 & Amendments 2012: Relating to the collection, use and storage of personal data is available on: http://www.privacy.gov.au

5.2 Access, Equity, Client Selection and Admission

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package and minimum age requirements based on training package or industry advice and Language, Literacy and Numeracy skills will be accepted into any training/assessment program. All Global Training incorporates the principles of equity into all programs. All Global Training's staff have been instructed in their responsibilities with regards to Access and Equity principles. Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

5.3 Recognition of Prior Learning (RPL)

All Global Training may conduct an assessment process that assesses the competency which you may have acquired through formal, non-formal and informal learning to determine the extent to which you meet the requirements specified in the training package.

5.4 National Recognition

All Global Training may provide national recognition for any formal learning that a client has undertaken.

5.5 Enrolment, Induction and Orientation

All Global Training conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

- The completion of an Application for Admission Form with at least one of the following forms of identification required:
  - Driver's License; or
  - Passport; or
  - Proof of age card; or

- Birth Certificate; and identifies any specific needs of the individual client with regard to:
  - Language, Literacy and Numeracy support;
  - Venue safety and facility arrangements;
  - Relevant legislative requirements and accessibility;
  - Review of the training and assessment program and flexible learning and assessment;
  - Client support, welfare and guidance services arrangements;
  - Appeals and complaints procedures;
  - Disciplinary procedures; and
  - Recognition arrangements.

5.6 Marketing

Should All Global Training market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising. All Global Training will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this information no false or misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrolment.

5.6.1 Ethical Marketing Practices

All Global Training will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

All Global Training will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.

All Global Training will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

All Global Training will always accurately represent training products and services to prospective clients.

All Global Training ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

5.6.2 Accurate and Clear Marketing

Where advertisements and/or advertising materials refer to All Global Training's RTO status, the products and services covered by the organisation's Scope of Registration are clearly identified. All Global Training only advertises those AQF courses it is registered to issue.

Advertisements and advertising materials utilised by All Global Training identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, and/or courses listed in advertising materials utilised by All Global Training comply with the names/titles recognised by the Commonwealth Registration Authority.

Full information on specific courses is available from All Global Training prior to enrolment.

5.7 Language, Literacy and Numeracy

All Global Training recognises that all vocational training includes language, literacy and numeracy tasks and all All Global Training trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Where some clients require additional practice and training, All Global Training arranges appropriate language, literacy and numeracy support.

5.8 Delivery

All Global Training ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

All Global Training affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by All Global Training are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training may include a flexible combination of off and on-the-job delivery and assessment.

All Global Training has an obligation, under its conditions of registration to comply with the VET Quality Framework and to issue AQF certification documentation to you when you have completed your course, been deemed competent through the assessment process and finalised all course fees.

5.9 Assessment

All Global Training has demonstrable experience and skill in providing or facilitating assessments that meet the endorsed components of relevant training package(s) and/or accredited courses.

All Global Training is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by All Global Training remains consistent with the National Assessment Principles and the requirements of Training Packages.

5.9.1 Assessment Principles

All Global Training ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid:

- ***Reliable***
  All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.
- ***Flexible***
  Assessment may be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/national recognition. All Global Training will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.
- ***Fair***
  Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- ***Valid***
  Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

5.9.2 Assessment Pathways

All Global Training offers clients a number of assessment pathways appropriate to the unit of competency/ qualification outcome. Assessment conducted for the purposes of national recognition may lead to nationally recognised outcome under the Australian Qualifications Framework. The main assessment pathways to this outcome can be listed as follows:

- Off-the-job training and assessment;
- Work Based assessment;
- Recognition of prior learning; and
- National Recognition.

5.9.3 Assessor Qualifications

All Global Training ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- The assessment guidelines of training packages; and/or
- The assessment requirements of accredited courses.

If staff members of All Global Training do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. All Global Training may also utilise sponsored assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such sponsored arrangements may involve All Global Training staff members assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

5.9.4 Assessment Resources

All Global Training, when designing assessment resources, ensures that all aspects of competence are covered, including:

- Task skills (performance of individual tasks);
- Task management skills (managing a number of different tasks within the job);
- Contingency management skills (responding to problems, breakdowns and changes in routine); and
- Job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained.

5.9.5 Conducting Assessment

When conducting assessment, All Global Training ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the VET Quality Framework.

All Global Training ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by All Global Training always follow the methodology outlined below:

1. Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (Recognition of Prior Learning/National Recognition) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, All Global Training trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to clients.
7. A fair and impartial appeals process is always available.
8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by All Global Training include, but are in no way limited to:

- Demonstration;
- Questioning;
- Work based performance;
- Role-play;
- Simulation;
- Oral presentation;
- Graphic presentation;
- Projects/assignments;
- Audio/visual display;
- Written tests; and
- Skills portfolio.

5.10 Appeals Process

Having an effective complaints and appeals process assists All Global Training to comply with the conditions of registration as well as giving you faith in the RTO and the quality of its operations.

To ensure complaints and appeals are addressed efficiently and effectively a Complaints and Appeals Procedure has been developed. This is available to you and can be obtained by contacting All Global Training.

The Complaints and Appeals Policy and Procedure is available to all clients of All Global Training. The Policy and Procedure is administered by the Chief Executive Officer.

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised Statement of Attainment under the Australian Qualifications Framework.

A fair and impartial appeals process is available to clients of All Global Training. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. All Global Training's time period for the acceptance of appeals is 28 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and All Global Training's satisfaction. An independent person or panel may hear each appeal. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. All Global Training has in place a procedure for dealing with appeals; if you would like more information, please contact Student Administration. Should any outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the Australian Skills Qualification Authority *www.asqa.gov.au*

5.11 Fees, Charges and Refunds

Clients of All Global Training pay an agreed fee prior to commencement of the program in which they are enrolled. Refunds are made in accordance with the Refund Procedure.

5.12 Client Welfare, Guidance and Support Services

All clients of All Global Training are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

All Global Training does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

5.13 Disciplinary Procedures

All All Global Training clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

5.14 Access to Clients' Records

Each client's records are available to them on request. Clients' records are not available to other people unless All Global Training is requested in writing by the client to allow such access. Once the appeals process (28) days has passed all students work will be maintained in accordance with registration requirements only. If students wish to keep their work once assessed and if it has been maintained for auditing purposes, you are able to get photocopies at a cost of <20c> per copy or notify the trainer within 28 days that you want to collect your work.

5.15 Recognition of Prior Learning/National Recognition

Recognition of Prior Learning assessment & National Recognition are both available to all clients. Clients wishing to be assessed through a recognition pathway can either provide sufficient evidence of competence or undertake the required assessment tasks. Clients wishing to apply for recognition should contact their trainer/assessor. Clients wishing to apply for national recognition will be required to provide their Statement of Attainment or Certificate and Statement of Results. Where the unit is not equivalent gap training and assessment may apply.

6. Qualifications Framework

6.1 AQF Qualifications

6.1.1 Certificates I - IV

- Certificates I-IV prepare candidates for both employment and further education and training. Certificates I and II are largely qualifications recognising basic vocational skills and knowledge and Certificates III and IV largely replace the out-dated category of trade certificates.
- Recognise skills and knowledge that meet nationally endorsed industry/enterprise competency standards as agreed for those qualifications by the relevant industry, enterprise, community and/or professional group; and
- Include preparatory access and participation skills and knowledge such as:
  - Literacy and numeracy;
  - Communication skills;
  - Working in teams;
  - Workplace technology; and
  - Industry specific competencies, of increasing complexity and personal accountability at each level of the Certificate qualification; and
- May be gained through a wide range of pathways, including: Australian Apprenticeships (including traineeships); work-based and/or school/institution-based training; and Recognition of Prior Learning or Current Competency (which may include training programs or an accumulation of short courses).

Certificates I – IV recognise achievement of specified national industry competency standards at four AQF levels in a wide variety of trades, industries and enterprises.

6.1.2 Employment Opportunities with Certificate Qualifications

	With a Certificate I qualification, employment may be gained as an assistant in the following areas: • A computer service technician; • A council worker (outdoors); • A dry cleaner; • A factory hand; • A florist; • A kitchen hand; • A polymer processor; and • A stable hand.
	With a Certificate II qualification, employment may be gained as an assistant in the following areas: • A bank officer; • A cleaner; • A film and video production technician; • A hospitality operator; • A receptionist; • A sales assistant; and • A tourist or retail operator.
	With a Certificate III qualification, employment may be gained in the following areas: • An animal attendant; • A baker; • A beauty therapist; • An electrician; • A homecare or aged care worker; • A motor mechanic; • A network administrator; • A painter and decorator; • A pastry cook; • A plumber; • A sign writer; and • A sound technician.
	With a Certificate IV qualification, employment may be gained as: • An accounts clerk; • An architectural drafter; • A professional builder; • A community services worker; • A computer operator; • A fitness instructor; • A graphic designer; • An interior decorator; and • A mechanical engineering technician.

For a complete listing of the occupations and qualifications available, please refer to http://www.training.gov.au.

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