

# Participant Handbook

## ALA Service Guidelines

**Australasian Leadership Academy Pty Ltd**  
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## Table of Contents

Introduction .....	3
General Information .....	3
Enrolment, Induction and the USI .....	4
Our Guarantee to Clients .....	5
Course Changes.....	5
Fees/Refunds .....	5
Refund Policy .....	6
Protecting Fees Being Paid in Advance .....	7
Discrimination and Harassment.....	8
Access and Equity.....	8
Privacy.....	8
Photographic Privacy .....	9
Legislative Requirements.....	9
Copyright.....	10
Recognition of Prior Learning .....	10
Credit Transfers.....	12
Course Information .....	13
Training and Assessment Strategies .....	14
Assessment Extensions .....	17
Verification.....	18
Issuing Qualifications and Statements of Attainment .....	18
Support/Contact during the Program .....	19
Flexible Delivery and Assessment.....	19
Educational and Support Services.....	19
Support Services .....	20
Language, Literacy and Numeracy (LLN) Assistance.....	20
Our Identification and Support Process.....	20
Interpreters.....	21
Disability Support.....	21
Personal Support.....	21
Marketing.....	22
Complaints, Feedback & Appeals .....	22
<b>Complaints process</b> .....	23
<b>Appeals process</b> .....	24
<b>Disciplinary process</b> .....	25
Quality Management System .....	25
Record Management .....	25
Code of Practice .....	25
Learning Pathways .....	25

## Introduction

Australasian Leadership Academy welcomes you, and we look forward to working with you to achieve your learning goals.

This manual has been produced as a point of reference for you to find information about the policies and procedures that we have put in place to make your learning experience as productive, rewarding and enjoyable as possible.

Australasian Leadership Academy is absolutely dedicated to providing you with the best training we possibly can. In light of this, we strongly encourage you to provide us with feedback (good and/or bad) about your learning experience, so that we can continue to improve.

## General Information

### Who is Australasian Leadership Academy?

**Australasian Leadership Academy** (ALA) is a Registered Training Organisation (RTO Code 41012), bringing together a unique network of business professionals to support you and your organisation to move forward and grow. Our directors and consultants have extensive experience across a range of service industries including healthcare, financial services, legal services, higher education and IT. The services provided to organisations vary greatly depending on the specific needs and objectives of the client.

ALA is a multi-disciplined National Organisation that combines expertise in leadership and culture development, process improvement and performance measurement. This integrated service model brings together fundamental pillars that support organisational development and growth – people, outcomes and performance.

We offer a holistic, innovative and customised approach to training and development including, but not limited to:

- Key Account Management
- Innovative corporate training nationally
- Flexible delivery methodologies
- High level accredited training pathways
- Management and leadership development
- Outcome driven
- Building high performance
- Ongoing coaching and mentoring
- Quality partnerships and alliances



## Enrolment, Induction and the USI

All applicants for our training programs, or units within the training package, are required to complete the enrolment process. Participants receive a registration email with a link to the ALA Training Portal to complete their enrolment online. Applicants follow the step-by-step process and can also contact the ALA team if they have any queries regarding the enrolment process.

An Induction or Introduction is vital component to all our programs. The type of Induction that takes places depends on the program's mode of delivery. These may be completed face to face, virtually or via instructions provided on the ALA Training Portal. During the Induction you will be provided with details such as program overview, assessment requirements, ALA contact details, learning support and eLearning introduction (where applicable).

### Unique Student Identifier (USI)

From 1 January 2015 all participants undertaking nationally recognised training, delivered by a Registered Training Organisation (RTO), will need to have a Unique Student Identifier (USI). All new participants, from this date, will need to provide their verified USI to their training organisation when they enrol to study.

Participants who need a USI include:

- students who are enrolling in nationally recognised training for the first time
- school students completing nationally recognised training
- students continuing with nationally recognised training

USIs can be created/obtained from <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

Participants will have the opportunity to apply for their USI during the Enrolment Process on ALA Training Portal – <http://training.australasianleadership.com/> which links directly to the USI portal above. ALA assessors will be able verify USIs automatically on the ALA Training Portal and will contact the participant by email if there is a problem.

Following enrolment, the participant will receive an email notification-confirming their acceptance into the training program.

## Our Guarantee to Clients

If, for any reason, ALA is unable to fulfil its service agreement with you, we will issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by you and which can be issued in a Statement of Attainment at the time the service is terminated.

If ALA is unable to complete the training and assessment, we will endeavour to find a suitable RTO and assist you with transfer arrangements. You will be required to pay any difference in fees for the remaining competencies with the new RTO.

## Course Changes

Course dates, times and course content are occasionally subject to change. Should the need for such changes occur, every effort is made to inform course participants prior to the commencement of training.

Where nationally accredited programs are changed in line with changes to competency standards and/or curriculum, a 12 month transition phase is provided to allow existing participants the opportunity to complete their qualifications or transition to the new qualification (depending on the timeframe of their studies). This process will be managed through consultation with the participants to ensure this causes no severe disruption to the participant or program. Qualified staff are available to discuss the impact of changes to competency standards.

## Fees/Refunds

Fees structures at ALA will vary depending on the type of program you are enrolled in or, in the case of organisations, the Client Fee Agreement that has been formalised by your organisation.

For corporate clients: the organisation rather than the individual participants will be responsible for payment of the organisational / internal programs. ALA will invoice the organisation in accordance with the Client Fee Agreement.

Individual participants will be invoiced during the first stage of the enrolment process and fees are payable on enrolment / commencement.

Training programs are Goods and Services Tax (GST) free. GST will only be included in purchases such as printed learning materials, consumable materials and excursions.

## Refund Policy

Australasian Leadership Academy Pty Ltd will maintain a refund procedure. This is the responsibility of the Manager. Refunds payable are subject to the following guidelines.

In accordance with applicable legislation, ALA is entitled to charge fees for services provided to participants undertaking a course of study. These charges are generally for training and assessment services.

The following Refund Policy will apply:

Once participants have enrolled and begun their training, participants are not normally entitled to a refund of fees, unless extenuating circumstances exist.

Discretion may be exercised by the Managing Director in all situations, if participants can demonstrate that extenuating or significant personal circumstances led to their withdrawal from a course. In these cases, participants should be offered a full credit toward the tuition fee in another scheduled program, in-lieu of a refund. The Managing Director may also authorise a refund of tuition fees, if the circumstances require it.

Where refunds are approved, the refund payment must be paid to participants within 14 days from the time participants gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the participant.

### **Total refund**

In the event that an offer of a place is withdrawn or ALA is unable to provide the program, all fees are refundable. If the offer was made on the basis of incorrect or incomplete information supplied by the client or participant, ALA reserves the right to retain an administrative fee of AUD\$100 per participant.

### **Partial refund**

Where a participant, after accepting an offer of a place, gives more than four weeks' notice before commencement of the program of an inability to undertake the program, all tuition fees paid in advance are refundable, less an administrative fee of AUD\$100 per participant.

An offer of a place in an alternate program may be negotiated where possible.

Where a participant gives notice of withdrawal less than four weeks before commencement of the program, 30% of fees paid will be retained.

A participant who withdraws from the program before the end of the second week of commencement, or does not attend the sessions, is eligible for a refund of 50% of the tuition fee paid. In circumstances of severe financial hardship, or where a valid medical certificate can be produced, alternative arrangements may be negotiated.

**Document Number 7D.1****PARTICIPANT HANDBOOK**

The participant will be required to pay fees for all sections of the program (units of competence) that he / she has attended, or commenced. A partial refund may be given for units not commenced, minus an administration fee (AUD\$100), and any additional assessment costs incurred.

**No refund**

A participant who withdraws from the program after the first two weeks is not eligible for a refund of the tuition fee paid. An offer of a place in an alternate program may be negotiated where possible.

**N.B.** For the purposes of refund schedules, a participant relates to an individual participant, not to the client organisation enrolling participants on their behalf.

**For corporate clients**

In the event that a participant resigns during a training program, or is unable to complete the program (with the approval of the client / organisation), ALA will assess the status of the participant to establish what he / she has commenced and /or completed.

A partial refund may be applicable for fees paid by the organisation, for any section of the program (units of competence) that have not been commenced or attended, minus an administration fee (AUD\$100), and any additional assessment costs incurred.

ALA will endeavour to assist the participant to complete any assessments for units commenced and issue a Statement of Attainment on successful completion (where applicable).

Wherever possible, ALA will offer the participant the opportunity to continue to complete the qualification through another mode of delivery (eg self-paced / online), or join another program (where available). Any additional delivery and assessment fees will be negotiated with the individual participant.

## Protecting Fees Being Paid in Advance

ALA acknowledges that it has a responsibility, under the Standards for Registered Training Organisations 2015, to protect the fees paid by participants in advance of their training and assessment services being delivered. The standard practice within ALA is that fees are not paid in advance, rather, fees are paid on enrolment / commencement into the program.

To meet our responsibilities, in the event that ALA was to collect fees in advance, we would adhere to Standard 7.3, and would only accept a maximum payment of AUD\$1,500 from each individual participant, prior to the commencement of the course.

If ALA does collect fees in advance, then following the course commencement, ALA will require payment of additional fees in scheduled payments in accordance with the Training & Fee Agreement.

The basis for determining the amount for scheduled payments will be based upon individual participants program or, for organisations, outlined in the Client Fee Agreement.

## Discrimination and Harassment

At ALA we are committed to ensuring that the training and assessment environment, and our workplace, is free from discrimination and harassment. All employees, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances.

## Access and Equity

ALA is committed to developing and delivering training that provides equal opportunity for all participants, regardless of their sex, race, marital status, ethnicity, age, religion and sexual-orientation - ensuring appropriate access to its programs and removing barriers to participation.

Our learning and assessment materials have been developed to be specifically sensitive to the needs of participants from different cultural backgrounds.

ALA staff will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

ALA recognises the diversity of its participants and will strive to provide all possible assistance to help them achieve their training goals. Should the assistance of an interpreter be required, we will make every attempt to access appropriately qualified and accredited interpreters to assist. Where interpreter services are accessed, and not covered by government funding, the costs of accessing these services will be borne by the participant.

## Privacy

ALA takes the privacy of participants very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and the *Australian Privacy Principles*.

Information is only shared with external agencies such as Australian Skills Quality Authority (ASQA) to meet our compliance requirements, as an RTO. All information shared is kept in the strictest confidence by both parties, and is available on request.

In some cases we are required by law, or required by the Standards for Registered Training Organisations 2015, to make information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases, we will seek the written permission from participants for such disclosure. Where written permission is required, this will be gained by using the Information Release Form.



## Photographic Privacy

At ALA we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premises owner or manager.

Some ALA courses may use webcam images to verify the identity of participants conducting online training. In these circumstances you will be informed of ALA’s intent to use a webcam for this purpose, and your consent will be required before it can be used.

These webcam images and video will only be used for verification and assessment purposes, and will never be released to any external agencies or entities, unless required to by law.

## Legislative Requirements

ALA is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to participants, and relates to the industry in which we conduct training. This legislation is continually being updated and all ALA representatives must be made aware of changes, as they occur. In addition, courses may have specific legislative requirements that must be complied with.

The legislation that particularly affects the delivery of our training and assessment services includes:

<b>Commonwealth legislation:</b>	<b>Commonwealth legislation cont:</b>
National Vocational Education and Training Regulator Act 2011	Workplace Relations Act 1996
Legislative Instruments Act 2003	Skilling Australia’s Workforce Act 2005
Student Identifiers Act 2014	Child Protection Act 1999
Work Health and Safety Act. 2011	Copyright Act 1968
Human Rights and Equal Opportunity Act 1986	Competition and Consumer Act 2010
Age Discrimination Act 2004	Privacy Act 1988 and Australian Privacy Principles (APP)
Disability Discrimination Act 1992	Freedom of Information Act 1982
Disability Standards for Education 2005	Racial Hatred Act 1995
Racial Discrimination Act 1975	Sex Discrimination Act 1984

## Copyright

No part of ALA's publications, resources or program may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information or retrieval system, without the written prior permission of ALA.

Requests for permission to use material contained in any publications should be directed to ALA's Managing Director. Subject to certain conditions, we may be able to provide you with materials through a copyright release fee, royalties or a formal licensing arrangement.

## Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations 2015, ALA provides the opportunity for participants to apply to have prior learning recognised, toward a qualification or units of competency for which they are enrolled.

Recognition of prior learning generally takes two forms: recognition of prior learning, which is the focus of this section, and credit transfer which is dealt with in the Credit Transfer section of this handbook.

### What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of a unit of competency, in respect to both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry.

RPL allows the participant to receive recognition and credit for previous relevant learning initiatives, no matter how and where they were attained, including overseas. This could include:

- formal education and other courses
- previous completion of specific units within the program being considered
- training in a work environment

Applicants will receive ALA's 'RPL Information for Applicants' document, which provides detailed information on the RPL process, gathering of evidence and assessment.

If the exact course/unit has been achieved in a prior learning environment, with qualifications evident and verified, a credit transfer may be issued. The RPL assessment can result in a full qualification or a Statement of Attainment for partial completion.

### Recognition of Current Competence:

The Recognition of Current Competence (RCC) process allows candidates to demonstrate competence against specific components of the program being offered. In this process the individual does not have to repeat training in areas where they can already prove or demonstrate those skills. This process allows those participants with relevant work or life experience to gain credit for the knowledge and skills they have acquired through their careers. This may involve the participant collating a portfolio of work in line with the performance criteria for a particular subject or unit.

### ALA's RPL Process

Before deciding whether or not you wish to apply for RPL, for one or several units of competency, you need to assess your current competence.

You can apply for RPL through ALA website at - <http://australasianleadership.com/workforce-development/rpl/>. ALA offers a streamline process on the ALA Training Portal. Once enrolled, you will gain access to all the steps to complete your RPL / RCC application. This will involve an initial self-evaluation of your experience and a check as to whether you will be able to demonstrate the required skills and knowledge to complete the RPL process, without additional coaching or training.

In order to apply for the RPL process, you must be able to provide evidence to prove that you are competent against the element/performance criteria for the relevant unit(s). It is not enough to state that you have the skills and knowledge required to demonstrate competence.

ALA incorporates various techniques to assist in the assessment of the application which may include gathering of evidence, formal discussions, interviews and online knowledge question where applicable.

You will be advised of the outcome of the RPL application at the completion of the assessment process, and you be provided with an opportunity to appeal the decision against the outcomes of the interview if you wish.

### RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- You are entitled to apply for RPL in a course or qualification in which you are currently enrolled.
- You may not apply for RPL for units of competency, or qualification, which are not included in ALA's scope of registration.
- Whilst you may apply for RPL at any time, you are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide you down a more efficient path to competence.
- If you are currently enrolled in a training program, you are eligible to apply for RPL in that program, at no additional charge, or you may choose to Fast Track through areas of competence.
- Assessment via RPL is to apply the principles of assessment and the rules of evidence.
- RPL may only be awarded for whole units of competency.

## Forms of evidence

RPL acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, ALA applies the following rules of evidence:

- Sufficient, Valid, Authentic, and Current.

Like assessment, RPL is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by you for the skills and knowledge that you have previously learnt through work, study, life and other experiences, and that you are currently using. It also includes evidence to confirm your ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward RPL 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 evidence on their own. When combined together with a number of evidence items, you will start to provide a strong case for competence. ALA reserves the right to require you to undertake practical assessment activities of skills and knowledge, in order to satisfy itself of your current competence.

## Appealing RPL outcomes

If you are not satisfied with the outcomes of an RPL application, you may appeal the outcome like other assessment decisions, through the complaints / appeals process.

## Credit Transfers

ALA acknowledges the requirement as a Registered Training Organisation (RTO) to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in Statements of Attainment and qualifications.

## What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training.

Under the Standards for Registered Training Organisations 2015, ALA accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or Australian Qualifications Framework (AQF) authorised issuing organisation; or
- b) authenticated Vocational Education and Training (VET) transcripts issued by the Registrar.

Credit transfer allows the unit of competency, previously achieved by a participant, to be recognised when enrolling in a related course where those units can assist them in meeting the requirements for a qualification. It is important to note that **credit transfer is not recognition of prior learning (RPL)** and cannot be granted for a full qualification (enrolment / admin costs may apply). RPL is assessment and is addressed within the RPL section.

## When unit codes and titles are different

If credit transfer is being sought for a unit of competency which has a different title or code, then it is necessary to establish the equivalence between the unit held, and the unit being sought. In many cases this information can be found in mapping guide published in the relevant Training Package (usually volume one or on the [www.training.gov.au](http://www.training.gov.au) website). Our training staff will obtain this information and validate claims of equivalence.

As a general guide, if there is no such mapping available then we are not obliged to recognise the unit through credit transfer. In these circumstances, the applicant should be referred for RPL, in accordance with our RPL process.

## Evidence requirements

You will be required to present your Statement of Attainment, or qualification, for examination by ALA. These documents will provide the detail of what units of competency you have been previously issued. You must provide satisfactory evidence that the Statement of Attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of Attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, First Edition, 2011. You are required to submit copies which have been certified as a true copies of the original by a Justice of the Peace (or equivalent).

## Course Information

ALA provides recognised training packages, leading to formal qualifications or statements of attainment. These programs are developed to meet the learning needs of individuals and client organisations. Specific qualifications will be provided in the Program Outline and Training & Assessment Strategy.

After achieving their specific qualification, candidates may choose to undertake studies at higher education level.

At the completion of the program, participants will be offered the opportunity to discuss further career and study options with one of the ALA team members if they wish to do so.

## Training and Assessment Strategies

The overall style of assessments will be negotiated with the particular client sponsoring the group; however, options will include a combination of:

- portfolios of work and supporting information / evidence
- collation of a professional journal
- workplace project on an agreed topic area
- eLearning results &
- workshop participation

ALA also has a range of self-paced, Blended eLearning courses available for individuals. Depending on the program, the self-paced courses can include:

- portfolios of work and supporting information / evidence
- workplace project / business improvement initiative, on an agreed topic area
- research tasks and workplace application activities
- eLearning results
- 3<sup>rd</sup> Party Report
- coaching / mentoring sessions with an Assessor
- competency conversation

ALA will provide participants with an enjoyable and informative learning experience that captures the interest of continuing education and professional development programs.

ALA ensures that the training and assessment service:

- identifies the appropriate learning needs of the participants
- delivers learning and assessment strategies to meet the unit requirements of the endorsed training package
- meets the diverse range of needs of individual learners
- supports participants through their learning process including assessment
- leads to the issuing of Qualifications or Statements of Attainment under the Australian Qualification Framework (AQF)

All units delivered by ALA will be assessed. All assessment tasks are competency based and cover the entire scope of the unit/units covered in the training program. The assessment is the process of gathering and interpreting evidence to make judgements about your learning.

At ALA, we recognise that assessment is a core service offered to our participants and is at the centre of our operation as a RTO. Quality assessment ensures that the skills and knowledge of candidates are assessed using four principal determinants:

- That assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from industry Training Packages or VET accredited courses.
- That the target industry or enterprise requirements are contextualised and integrated within the assessment.
- That evidence is gathered that meets the rules of evidence.
- That assessment is conducted in accordance with the principles of assessment.

### **Validation and moderation**

ALA ensures that our business model moderates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validation of assessment is a process which involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated (results and assessments are reviewed to determine whether the tool is providing consistency and reliable outcomes) at bi-annual meetings.

### **Trainer competencies**

All assessments will be undertaken by assessors who meet the requirements stated to apply under the AQF in effect at the time at which assessment is conducted.

We will ensure that all of our trainers and assessors will have, as a minimum, the following combination of:

- The necessary training and assessment qualifications as determined by the Standards for RTOs 2015
- Vocational competencies at least to the level being delivered and assessed
- Current industry skills directly relevant to the training and assessment being provided
- Current knowledge and skills in vocational training and learning that informs their training and assessment
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles.

### **Principles of assessment**

In the delivery of assessment services, ALA applies the principles of assessment. Assessment strategies have been designed to ensure:

- **Validity.** We conduct assessment against the broad range of skills and knowledge identified within each unit of competency and which is integrated with their practical application.
- **Reliability.** We seek to gather and interpret evidence in a consistent manner that provides for reliable assessment both for you and for assessors. We achieve this by using assessors who have the required competencies in assessment and the relevant vocational competencies. Our assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the moderation of assessment judgements across our assessors.
- **Flexibility.** We strive to provide assessment opportunities that reflect a candidate's needs. Our chosen assessment strategies provide for recognition of a candidate's current competence, employ a range of methods appropriate to the context of the industry, the competency and the candidate.
- **Fairness.** Our assessment approach encourages fairness in assessment through consideration of the candidate's needs and characteristics and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with a candidate to ensure that the candidate is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate.

### Benchmarks for assessment

ALA uses units of competency drawn from nationally endorsed industry Training Packages as our primary benchmark for assessment. Supporting this are industry standards or codes of practice. These, and other industry specific publications, inform the context and standard of performance during assessment.

In order to identify the precise assessment criteria, we apply a methodology of unpacking a unit of competency in order to assess the full scope of the unit. This includes elements of competency and performance criteria, knowledge evidence and performance evidence. This process ensures that our assessment strategies accurately reflect the requirements of the relevant training package.

### Collecting evidence that counts – the rules of evidence

In collecting evidence, ALA applies the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

- **Sufficiency.** We prioritise the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
- **Validity.** We collect evidence that is specified in the benchmarks for assessment. Most courses offered by ALA require direct evidence that is gathered in a workplace through application. ALA Training Portal enable a streamline process to compile a portfolio of required work outcomes.



- **Authenticity.** We seek evidence that is authentic. To support this, assessors must be assured that the evidence presented for assessment is your own work. Where documentary evidence is required (eg Qualifications or Industry Certifications), they must be certified. At the end of all our online programs, participants must complete a 'Candidate Declaration & Checklist', on the ALA Training. The Declaration **MUST** be agreed to before a participant can complete their assessment.

Where the use of webcams is not mandatory in a course or unit, ALA Training Portal has the capability to use webcams for assessment & feedback or to confirm authenticity of the participant. In courses or units where the use of a webcam for authenticity and communication/reporting skills is mandated, you must have a webcam enabled device to access the webcam facility on the ALA Training Portal.

- **Currency.** We must be satisfied that the candidate currently holds the skills and knowledge relating to a particular assessment. This will mostly relate to RPL applications where a candidate has been in the workplace for a number of years and is seeking recognition of prior learning for skills and knowledge obtained through workplace experience, or previous training. We will apply assessment strategies which satisfy currency through the gathering of direct evidence in the workplace.

### What if I am deemed Not Yet Competent?

All participants are able to resubmit an assessment should they be assessed as "not yet competent – more evidence required". Assessors provide feedback to the participant outlining the gaps in knowledge and skills required for competency and participants are given **two weeks** to resubmit. Only one re-submission, or re-assessment, is permitted per assessment.

No further resubmits are allowed unless there are special circumstances. Special circumstances will be considered and assessed by the ALA RTO Manager on a case-by-case basis. This will usually be due to special circumstances where a participant is able to provide justification for their request. Such circumstances may include, but are not limited to, compassionate grounds, sickness (supported by a doctor's certificate), and employment obligations (supported by the employer).

In all cases, the due date for re-submission, and remarking, will be declared by the Trainer/Assessor in negotiation with the participant, and will be based on reasonable time frames with due consideration for the workloads of all concerned.

## Final Assessment Extensions

Should you wish to apply for an extension, below details ALA's Assessment Extension Policy.

All participants have the right to apply for an extension for the first submission of their final assessment or program end date in accordance with the following:

## Document Number 7D.1

## PARTICIPANT HANDBOOK

- a) For an extension of up to one (1) week, it is the responsibility of the participant to make the request directly to their facilitator / assessor. The extension will only be granted on medical, compassionate or other serious grounds. Extension requests must be submitted no later than one week prior to the due date, unless special unforeseen circumstances prevent the participant from applying within this period.
- b) Requests for an extension in excess of one (1) week from the original assessment due date must be submitted to the ALA RTO Manager, using an ALA Extension Application Form. This form must be completed and submitted for approval, by email at least three (3) full working days before the revised due date of the assessment, unless the special unforeseen circumstances prevent the participant from applying within this period.
- c) ALA reserves the right to refuse an application for an extension. Participants will be notified of the outcome of their application for an extension within five (5) working days, by email. Participants who have not received a response within this timeframe should contact the appropriate Training Coordinator or ALA RTO Manager.
- d) No extension can exceed three (3) weeks from the original due date. The number of days granted for an extension will be based on the evidence supplied in the participant's supporting documentation.
- e) A participant has the right to appeal a decision to refuse an extension by following ALA's Appeals Policy.
- f) Extensions will only be granted in exceptional circumstances which are judged to be unforeseen and beyond the participant's control.
- g) Extensions will not be considered or granted for resubmitted assessments.

All participants have the right to apply for special consideration due to illness or other misadventure. However, please note that personal, medical and employment difficulties will not be considered as valid grounds for an assessment appeal. Participants experiencing such difficulties should consider deferring their studies until a later date.

## Verification

ALA is committed to ensuring that our assessments are valid, reliable, flexible and fair. Therefore as part of our Quality Assurance methodology, we employ several strategies to verify that our assessments are meeting these benchmark requirements.

## Issuing Qualifications and Statements of Attainment

ALA will ensure that all Qualifications and Statements of Attainment are awarded within 30 calendar days of the participant being assessed as meeting the requirements of the training program, in which the participants is enrolled, and providing that all agreed fees to the RTO have been paid.

ALA will replace Qualification Certificates or Statements of Attainment of previous participants on request. Dependent on the length of time since completion, there may be an administration cost incurred.

It is the responsibility of the participant to advise ALA of any changes to their address / contact details. Certificates will be sent to the address on the ALA Training Portal Enrolment Form. For a certificate issued within the past 12 months, a fee of AUD\$55.00/qualification, will be incurred for a replacement. This fee includes administration costs of re-issuing the qualification, postage and handling, issuing of an invoice. A certificate issued over 12 months previously, may incur additional cost for search fees (AUD\$10 per hour thereafter for search fees).

## Support/Contact during the Program

Support / Contact during the Program will be determined by the type of program delivery.

Self-paced, eLearning programs will receive support through coaching / mentoring sessions with an Assessor.

Training may be delivered through a variety of methods, customised to suit the organisation or participant needs. These may include a series of interactive, facilitator-led workshops combined with eLearning modules (using eLearning content) with the allocation of some work-based activities / projects. Additional support will be made available through an allocation of 'coach sessions' for the duration of the program. Learning circles will be utilised where appropriate, with some group assignments/tasks allocated as appropriate throughout the program. In most cases, these assignments and tasks will have been designed in collaboration with stakeholders from your organisation in the discovery & design phase.

For corporate programs, a nominated contact person for the client organisation will meet with the facilitator / ALA team regularly through-out the program to ensure the support available in the workplace is in line with the needs of the participants. Contact details for all key ALA individuals will be provided to course participants at the commencement of the program.

## Flexible Delivery and Assessment

ALA recognises the importance of offering flexibility in the delivery of learning and assessment opportunities to our participants and client organisations. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and contribution by all participants.

Delivery alternatives may include self-paced learning, distance modes of learning, computer-assisted learning, flexible timetabling, face to face lecture/tutorial, individualised learning, on- or off-the-job modes, etc. Similarly, flexibility can be considered in the design of assessment strategies wherever appropriate. These delivery and assessment strategies are negotiated with client organisations, dependant on their particular needs, preferences and circumstances.

## Educational and Support Services

ALA provide support and advice for participants. Members of staff will discuss issues relating to the learning needs of individuals and the best methods to proceed to qualifications or statements of

attainment. ALA will also support participants through detailing other external support services, able to be accessed by the participant.

#### Welfare and guidance:

In most cases, client organisations will provide access to an internal Employee Assistance Program to offer support and advice to staff and their immediate families. Check with your HR team for information in relation to your specific organisation. Of course, you can also speak to one of our staff members if you would like to discuss a specific problem or issue.

## Support Services

ALA has access to various support and welfare services to assist you if needed. Our trainers will be more than happy to discuss with you your training and career aspirations, and expectations from your training with ALA.

In particular, if you are having trouble with your literacy or numeracy skills, our trainers will be able to provide you with help in developing these skills.

## Language, Literacy and Numeracy (LLN) Assistance

During the enrolment process, participants are asked to provide details of their Background Information, to include details of any disabilities / LLN assistance required. Answering these specific questions will allow ALA assessors to ensure participants have the necessary current capabilities and foundation skills & knowledge that are required for entry into, and completion of, the program.

If the participant's level of literacy/numeracy is not sufficient to address the learning/training program within the reasonable adjustment principle, then a bridging course will be made available to the participant, through our alliance partners.

ALA also offers Ammonite's LL&N video response assessment tool free of charge for all participants. Ammonite has developed a language literacy and numeracy tool designed to approximate a candidate's performance against the core skills of learning, reading, writing, oral communication and numeracy.

The tool consists of 20 questions assessing skills to ACSF levels 1 - 3.

Consideration of Language, Literacy and Numeracy issues is critical in the design and delivery of learning and assessment initiatives. We seek input from client organisations and participants prior to the commencement of any programs to identify potential LLN issues for the specific participant group.

#### Our Identification and Support Process

The Ammonite language, literacy and numeracy tool is available to approximate your performance against the core skills of learning, reading, writing, oral communication and numeracy. The purpose of

the survey is to establish your current abilities in these areas and to ensure that you have the appropriate skills to complete the relevant courses.

Participants who believe they would benefit from Language, Literacy and Numeracy support are individually consulted to determine the most appropriate support for their circumstances.

If a participant does not want support from ALA, the details of other available support services will be provided. The progress of these participants is monitored on an ongoing basis and future contact/support made available if required.

## Interpreters

ALA recognises the diversity of its participants. Should the services of an interpreter be needed, ALA will endeavour to locate an accredited interpreter to assist. If interpreter services are not covered by government funding, the costs of an interpreter will be borne by the participant. However, there are also a number of online services that might be used to assist participants who may be having difficulty in understanding English.

## Disability Support

Should you identify yourself as having a disability, where possible, trainers will liaise with you and relevant disability support agencies/workers to address the delivery and assessment requirements that you may require, including customisation of our program. If, however, we are unable to accommodate your needs, ALA will endeavour to identify another RTO, delivering the same competencies, who are able to accommodate your needs.

## Personal Support

Where personal circumstances may affect your learning experience, ALA will endeavour to support you wherever possible, including referring you to the following organisations:

Centrelink (Financial information Service) 132 300

Mission Australia Helpline 13 11 14

Salvation Army Care Line 13 72 58

Lifeline 13 11 14

Men's Line Australia 1300 789 978

Kids Helpline 1800 55 1800

Alcoholics Anonymous 1300 22 22 22

Pregnancy, Birth and Baby Helpline 1800 882 436

Drug ARM 1300 656 800

Translating and Interpreting Service (TIS) 13 14 50

1800RESPECT (National sexual assault, domestic violence counselling service) 1800 737 732

## Marketing

ALA will ensure that marketing and advertising of AQF qualifications to prospective participants is ethical, accurate and consistent with its scope of registration.

Critical with this requirement, is compliance with the conditions of use for the Nationally Recognised Training (NRT) Logo.

## Complaints, Feedback & Appeals

Australasian Leadership Academy (ALA) responds effectively and efficiently to customer complaints and any feedback. A 'customer' may be defined as a participant, a client organisation, a member of the community or a staff member. It is your right to have the opportunity to lodge a complaint in areas of misconduct, assessment procedures and outcomes and any other matters arising during your relationship with us.

This policy includes complaints and appeals relating to allegations involving the conduct of:

- ALA RTO, its trainers, assessors or other staff;
- A third party providing services on ALA's behalf, its trainers, assessors or other staff; or
- A learner of ALA

ALA's complaints policy and appeals policy:

- adopts the principles 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;
- is publicly available (via ALA's website);
- includes a procedure for submitting a complaint or appeal;
- ensures complaints and appeals are acknowledged in writing and finalised as soon as practicable; and
- provides for review by an appropriate party independent of ALA and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

ALA undertakes to apply the following principles to its complaints and appeals handling:

- An electronic record of all complaints and appeals is securely kept by ALA, including all details of lodgement, response and resolution. This information is documented on ALA's Training Organisation Management System (TOMS) - Complaints / Appeals Register, including discussions and any decisions reached
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

## Document Number 7D.1

## PARTICIPANT HANDBOOK

- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided with a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of ALA to review his or her complaint or appeal following the internal ALA complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- ALA shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the participant shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No ALA representative is to disclose information to any person without the permission of ALA's Managing Director. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Disclosure of Information Form.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
- If you are not satisfied with the complete complaint handling, the Managing Director of ALA will convene a panel of independent assessors to attend the hearing to ensure that an unbiased decision is made.

Where ALA considers more than 60 calendar days are required to process and finalise the complaint or appeal, ALA will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- regularly update the complainant or appellant in writing on the progress of the matter.

ALA will:

- securely maintain records of all complaints and appeals and their outcomes; and
- identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

ALA considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ALA's internal structures.

### Complaints process

In the event of a program delivery issue, the complainant is requested to initially interact with the trainer/facilitator/team member or third party providing services on ALA's behalf. If this resolution is

unsatisfactory or the issue is not related to program delivery, the Managing Director is responsible for managing the next stages of the complaint.

The Managing Director will follow this process:

- contact the complainant within 2 working days of the grievance/appeal being received
- allow the complainant to present their case and seek clarification
- discuss issue with the staff or contractor and seek to resolve issue
- document events on ALA's Training Organisation Management System (TOMS) - Complaints / Appeals Register, including discussions and any decisions reached
- discuss issue with contact person from client organisation
- if not resolved, discuss with Managing Director and seek to resolve
- if not resolved within 5 working days, provide the complainant with the contact details of an appropriate body where further assistance can be sought e.g. Office of Fair Trading, Alternative Dispute Resolution.

If required, the Managing Director may appoint an independent person to review the situation. The Managing Director will record all conversations, documentation and outcome on ALA's Training Organisation Management System (TOMS) - Complaints / Appeals Register, and ensure the decision and the reason for decision is evident.

### **Appeals process**

ALA's Appeals Policy includes requests for a review of decisions, including assessment decisions, made by the ALA or a third party providing services on ALA's behalf.

Appeals related to training and assessments are required to be lodged within 4 weeks of completion of last contact/activity of the unit. If the appeal relates to the RPL process, grievances must be within 1 week of notification of unsuccessful recognition process. Appeals must be in writing to the RTO Manager, Australasian Leadership Academy. Each appeal will be heard by an independent person or panel. The complainant will receive a written statement of the appeal outcomes, including reasons for the outcome.

ALA will contact the complainant within 2 working days of the appeal being received. The RTO Manager will seek to resolve the issue within 48 hours from initial contact. The RTO Manager must ensure the complainant has opportunity to present their case and will involve the client in discussions. If the issue cannot be resolved in this manner, the RTO Manager will contact the Managing Director and seek their involvement in the resolution of the appeal. Where warranted, the complainant may be given opportunity for re-assessment. This may be conducted by the initial assessor or an alternate assessor, depending on the circumstances.

If the appeal is still not resolved within 5 working days, ALA will suggest the complainant contact a suitable organisation or persons to assist in resolution.



The RTO Manager will record all conversations, documentation and outcome on the Improvement Form and ensure the decision and the reason for decision is evident. The complainant will receive a written statement of the appeal outcomes, including reasons for the outcome.

### **Disciplinary process**

Where individual behaviours are identified as disruptive to achieving learning outcomes, ALA will address the behaviour with the participant and provide support for the individual to behave in a more appropriate manner. Disruptive participants may be removed from the program without refund or appeal. If the manner is not rectified, the participant will be removed from the program.

## Quality Management System

ALA has a philosophy of Continuous Quality Improvement. ALA regularly monitors, assesses and evaluates all aspects of service delivery and participant and staff satisfaction. Participants will be asked to contribute to our quality system by completing surveys. This feedback assists ALA to continually improve in the provision of quality services.

At ALA we value your feedback. Please take the time to complete a Participant Feedback Survey (via Survey Monkey) at the completion of your training, or any other time you feel that it is required. This information will be analysed on a regular basis to ensure that ALA remains compliant with the various regulations that govern the provision of vocational education and training.

## Record Management

ALA maintains your records safely and securely. These records may be accessed by participants and clients on written request. A fee will be charged for copies of these records.

ALA is required to securely retain all completed assessment items for each participant, for a period of **six months**, from the date on which the judgement of competence for the participant was made. It is recommended that participants keep copies of all assessments.

## Code of Practice

All staff work within the Code of Conduct of ALA. If participants would like to request a copy of the Code of Conduct, it will be provided.

## Learning Pathways

ALA aims to create a positive learning experience for all participants. Our programs are aimed to provide relevant and current programs which relate to the participants working environment. ALA acknowledges the requirements for entry to University level course with recognition of achieved units or courses. ALA will facilitate your consideration of options to undertake study within University programs, wherever this is requested.

Document Number 7D.1

PARTICIPANT HANDBOOK

*Please do not hesitate to contact Australasian Leadership Academy with any enquiries.*



**Australasian Leadership Academy**

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Registered Training Organisation - RTO ID # 41012