ALL TRADES
AND COMPLIANCE

Student Handbook

ENTITY - MASTER MECHANICS TRAINING PTY LTD
BUSINESS NAME – ALL TRADES AND COMPLIANCE
ABN - 27 109 145 388
RTO 32398

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Introduction

This student handbook is designed to provide you with information about the services provided by All Trades and Compliance and our approach to providing a safe, fair and supported environment in which to participate in training and assessment. This handbook does not provide specific information about a course offered by All Trades and Compliance. Course-specific information is contained in the relevant Course Brochure, which is supplied separately.

About All Trades and Compliance

All Trades and Compliance (ATC) – RTO Code 32398 – is an Australian Registered Training Organisation approved to deliver nationally recognised training and assessment.
We specialise in the building and construction and automotive sectors, offering high-quality fee-for-service programs for individuals and businesses.

ATC focuses on practical, industry-driven learning that equips students with real skills, current knowledge, and nationally recognised credentials to support strong employment outcomes. Our training is delivered by qualified, experienced trainers using modern, up-to-date resources.

You can find out more about All Trades and Compliance at the following websites:

www.alltradesco.edu.au

https://training.gov.au/organisation/details/32398

All Trades and Compliance is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Contact Information

Phone: **1300 089 000**
Email: support@alltradesco.edu.au
Address: 42/ 10 Melody Court, Warana QLD 4575

CEO: Kylie Massey
Mobile: 0406 169 158
Email: kylie@alltradesco.edu.au

The Office is contactable from 9am-5pm, Monday to Friday.

Trainers and assessors are contactable by email or text message and will provide students with their direct email address and phone number.

Our mission and objectives

Our mission is to deliver quality training and 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.

Our Services

All Trades and Compliance provides training and/or assessment services in support of the following nationally endorsed training products:

Qualifications:

- CPC30120 – Certificate III in Shopfitting
- CPC30326 – Certificate III in Carpentry
- CPC30320 – Certificate III in Concreting
- CPC30620 – Certificate III in Painting and Decorating
- CPC31120 – Certificate III in Steelfixing
- CPC31220 – Certificate III in Wall and Ceiling Lining
- CPC31320 – Certificate III in Wall and Floor Tiling
- CPC31420 – Certificate III in Construction Waterproofing
- CPC31920 – Certificate III in Joinery

- CPC40120 – Certificate IV in Building and Construction
- CPC40820 – Certificate IV in Swimming Pool and Spa Building **Assessment Only**
- CPC50220 – Diploma of Building and Construction (Building)
- CPC60220 – Advanced Diploma of Building and Construction (Management) **Assessment Only**
- MSF30322 – Certificate III in Cabinet Making and Timber Technology
- AUR30620 – Certificate III in Light Vehicle Mechanical Technology
- AUR40226 – Certificate IV in Automotive Mechanical Diagnosis

Skill Sets

- AURSS00037 – Hybrid Electric Vehicle Inspection and Servicing Skill Set
- AURSS00063 – Battery Electric Vehicle Diagnose and Repair Skill Set
- AURSS00064 – Battery Electric Vehicle Inspection and Servicing Skill Set

Units of Competency:

- AURETH101 – Depower and reinitialise battery electric vehicles
- AURETH102 – Inspect and maintain battery electric vehicles
- AURETH103 – Diagnose and repair high voltage rechargeable energy storage systems in battery electric vehicles
- AURETH104 – Diagnose and repair traction motor speed control systems in battery electric vehicles
- AURETH105 – Diagnose and repair high voltage traction motors in battery electric vehicles
- AURETH106 – Diagnose and repair auxiliary motors and associated components in battery electric vehicles
- AURETH107 – Diagnose and repair system instrumentation and safety interlocks in battery electric vehicles
- AURETH108 – Diagnose and repair HVAC and rechargeable energy storage cooling systems in battery electric vehicles
- AURETH109 – Diagnose and repair DC to DC converters in battery electric vehicles
- AURETH110 – Diagnose and repair high voltage rechargeable energy storage systems in hybrid electric vehicles
- AURETH011 – Depower and reinitialise hybrid electric vehicles
- AURETU103 – Service air conditioning and HVAC systems
- AURETU104 – Diagnose and repair air conditioning and HVAC components
- AURETR125 – Test, charge and replace batteries and jump-start vehicles
- BSBESB402 – Establish legal and risk management requirements of new business ventures

Delivery Locations

All training and assessment services are delivered onsite at your workplace, with practical activities conducted in real industry settings. Our administrative office is located at:

42/10 Melody Court, Warana, Queensland 4575.

Your Role as a Student

As a student enrolled in nationally recognised training, you play an active and important role in your own learning journey. While your trainer is here to guide, support, and assess you, it's your responsibility to participate fully, show commitment, and take ownership of your progress.

Vocational training is designed to help you build the skills and knowledge you need to succeed in the workplace. To get the most out of your training, you're expected to come prepared, stay engaged, and be respectful of others around you. Training works best when everyone works together—this means asking questions, trying your best, listening to feedback, and taking pride in your learning.

Your actions also help create a safe, inclusive, and professional training environment for everyone. How you behave, interact with others, and approach challenges all contribute to your success and to the positive experience of the group.

As a student at All Trades and Compliance, you are expected to:

- Follow your trainer's instructions and get involved in all learning and assessment activities
- Take responsibility for your progress and ask for help if you are unsure about something
- Participate safely and let someone know if you see any risks or hazards
- Treat others with respect, including your trainer, classmates, and staff
- Keep going when things get hard, effort and persistence are key to learning
- Stay curious, ask questions, try new things, and be open to feedback
- Submit your work on time and make sure it's your own
- Respond positively to feedback and be open to improving your skills
- Reflect on what you have learned and how you can keep growing
- Behave in a way that reflects the standards expected in your future workplace

By doing these things, you are not just completing a course, you are building habits and attitudes that will help you succeed in your career.

Our partners and third parties

All Trades and Compliance work with the following partners and third parties:

- **Automotive Industry Training Academy Pty Ltd**
- **PJD Technical Training**
- **Protech Automotive Training**
- **Budget Construction Qualifications**

Automotive

Automotive Industry Training Academy Pty Ltd ABN - 59 666 890 900 Contact – Paul Dowling MMIAME Mobile - 0408 556 003 Email - p.dowling@aita.training Contact – Russell Knight Mobile – 0448 927 018 Email – r.knight@aita.training	
PJD Technical Training ABN - 19 930 307 466 Contact - Paul Dowling Mobile - 0408 556 003 Email - admin@pjdtechnicaltraining.com.au	

Automotive Industry Training Academy Pty Ltd and **PJD Technical Training Pty Ltd** provide the following on our behalf:

- student administrative support services
- student marketing and recruitment services; and
- deliver training and/or assessment services for the following training products:

Qualifications:

- AUR30620 – Certificate III in Light Vehicle Mechanical Technology
- AUR40226 – Certificate IV in Automotive Mechanical Diagnosis

Skill Sets:

- AURSS00037 – Hybrid Electric Vehicle Inspection and Servicing Skill Set
- AURSS00063 – Battery Electric Vehicle Diagnose and Repair Skill Set
- AURSS00064 – Battery Electric Vehicle Inspection and Servicing Skill Set

Units of Competency:

- AURETH101 – Depower and reinitialise battery electric vehicles
- AURETH102 – Inspect and maintain battery electric vehicles
- AURETH103 – Diagnose and repair high voltage rechargeable energy storage systems in battery electric vehicles
- AURETH104 – Diagnose and repair traction motor speed control systems in battery electric vehicles
- AURETH105 – Diagnose and repair high voltage traction motors in battery electric vehicles
- AURETH106 – Diagnose and repair auxiliary motors and associated components in battery electric vehicles
- AURETH107 – Diagnose and repair system instrumentation and safety interlocks in battery electric vehicles
- AURETH108 – Diagnose and repair HVAC and rechargeable energy storage

cooling systems in battery electric vehicles
- AURETH109 – Diagnose and repair DC to DC converters in battery electric vehicles
- AURETH110 – Diagnose and repair high voltage rechargeable energy storage systems in hybrid electric vehicles
- AURETH011 – Depower and reinitialise hybrid electric vehicles
- AURETU103 – Service air conditioning and HVAC systems
- AURETU104 – Diagnose and repair air conditioning and HVAC components
- AURETR125 – Test, charge and replace batteries and jump-start vehicles

Protech Automotive Training Australia
ABN – 54 805 281 477

Contact – Russell Knight
Mobile – 0448 927 018
Email – protechautomotivetraining@gmail.com

Protech Automotive Training provide the following on our behalf:
- student administrative support services
- student marketing and recruitment services; and
- deliver training and/or assessment services for the following training products:

Qualifications:
- AUR30620 – Certificate III in Light Vehicle Mechanical Technology
- AUR40226 – Certificate IV in Automotive Mechanical Diagnosis

Skill Sets:
- AURSS00037 – Hybrid Electric Vehicle Inspection and Servicing Skill Set
- AURSS00063 – Battery Electric Vehicle Diagnose and Repair Skill Set
- AURSS00064 – Battery Electric Vehicle Inspection and Servicing Skill Set

Units of Competency:
- AURETH101 – Depower and reinitialise battery electric vehicles
- AURETH102 – Inspect and maintain battery electric vehicles
- AURETH103 – Diagnose and repair high voltage rechargeable energy storage systems in battery electric vehicles
- AURETH104 – Diagnose and repair traction motor speed control systems in battery electric vehicles
- AURETH105 – Diagnose and repair high voltage traction motors in battery electric vehicles
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- AURETH109 – Diagnose and repair DC to DC converters in battery electric vehicles
- AURETH110 – Diagnose and repair high voltage rechargeable energy storage systems in hybrid electric vehicles
- AURETH011 – Depower and reinitialise hybrid electric vehicles

- AURETU103 – Service air conditioning and HVAC systems
- AURETU104 – Diagnose and repair air conditioning and HVAC components
- AURETR125 – Test, charge and replace batteries and jump-start vehicles

Building and Construction:

Budget Construction Qualifications ABN - 50 621 900 543 Contact - John Von Reuth Mobile - 0421 333 779 Email – jvr@bcq.education	

Budget Construction Qualifications provide the following on our behalf:

- student administrative support services
- student marketing and recruitment services; and
- deliver training and/or assessment services for the following training products:

Qualifications:

- CPC30120 – Certificate III in Shopfitting
- CPC30326 – Certificate III in Carpentry
- CPC30320 – Certificate III in Concreting
- CPC30620 – Certificate III in Painting and Decorating
- CPC31120 – Certificate III in Steelfixing
- CPC31220 – Certificate III in Wall and Ceiling Lining
- CPC31320 – Certificate III in Wall and Floor Tiling
- CPC31420 – Certificate III in Construction Waterproofing
- CPC31920 – Certificate III in Joinery
- CPC40120 – Certificate IV in Building and Construction
- CPC50220 – Diploma of Building and Construction (Building)
- MSF30322 – Certificate III in Cabinet Making and Timber Technology
- CPC40820 – Certificate IV in Swimming Pool and Spa Building
- CPC60220 – Advanced Diploma of Building and Construction (Management)

Units of Competency:

- BSBESB402 – Establish legal and risk management requirements of new business ventures

Your safety

All Trades and Compliance 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.

- Familiarise yourself with and follow all emergency response and evacuation plans relevant to your training location (onsite, workshop, or training facility).
- Avoid activities that may cause injury to yourself or others.
- Take responsibility for your own safety and behaviour at all times.
- Follow all safety signage, equipment operating procedures, and trainer instructions.
- Immediately report all potential hazards, incidents, or near misses to your trainer, assessor, or workplace supervisor.

Electrical equipment:

- Report any electrical equipment that appears faulty, damaged, or unsafe.
- Ensure all portable electrical equipment is tested and tagged at least every 12 months by a qualified person.
- Only licensed electricians may perform electrical repairs. Students, trainers, or assessors must not attempt to repair lighting, outlets, or electrical training aids.

Fire safety:

- All Trades and Compliance will communicate evacuation procedures and fire equipment locations at each training site or facility before activities commence.
- All users must familiarise themselves with the location of exits, fire extinguishers, and evacuation maps.
- Adhere to posted fire drill procedures and attend any scheduled fire safety practice sessions.

First aid:

- Each training site and workshop will have an accessible, fully stocked first aid kit.
- Any accident or injury must be reported immediately to All Trades and Compliance staff or the onsite supervisor.
- The incident and first aid provided must be recorded in the Safety Incident Report Form.
- A safety incident report must be completed for any injury, first aid treatment, or near miss.

Computer facilities:

- To reduce fatigue and eye strain, take a 5–10 minute break every hour when working with computers.
- Maintain correct posture by adjusting your chair height so your arms are at a 90° angle and feet are flat on the floor or a footrest.
- Position screens to avoid glare from windows and lighting.

Manual Handling and Lifting

- Only lift objects when directed to do so by your trainer or supervisor and only if the item is within your capacity.

- Avoid lifting altogether if you have existing back or health conditions; inform your trainer of any restrictions.
- Use correct lifting techniques:
    - Bend your knees and keep your back straight.
    - Do not twist while lifting.
    - Avoid lifting above shoulder height.
    - Maintain a clear line of sight and ensure your path is clear.
    - Request assistance with heavy or awkward loads.

Work and study areas:

- Keep all work, training, and workshop areas clean, organised, and free of obstructions.
- Dispose of rubbish appropriately and maintain tidiness in shared spaces such as kitchens and break areas.
- Do not sit or climb on desks, benches, or tables.
- Keep personal belongings such as bags and clothing out of walkways and exits.

Work integrated training

- Students must complete a workplace health and safety induction before starting any onsite or work-integrated training.
- Students are required to wear appropriate clothing and PPE as specified by the workplace.
- Supervisors must provide ongoing monitoring to ensure student safety and adherence to WHS procedures.
- A hazard risk assessment must be completed for each planned onsite or workshop activity.

Training facilities

- The Training Manager or delegate will inspect each training or workshop area before use to ensure it is safe and ready for training.
- A building safety assessment will be completed at least every six months to confirm the ongoing suitability of training and workshop facilities.
- A venue suitability checklist will be completed before using any new training site or workshop.
- A hazard and risk assessment must be completed and approved by the Training Manager before conducting any training outside a classroom or controlled environment.

Responding to Hazards

All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

1. **Identify the Hazard**: Recognise any potential safety hazard in the workplace. This could be anything from a spill on the floor to malfunctioning equipment.
2. **Assess the Risk**: Evaluate the potential risk associated with the hazard. Consider the likelihood of an accident occurring and the possible severity of its consequences.
3. **Control the Area**: If possible, isolate the hazard to prevent further risk. This could involve cordoning off the area, shutting down equipment, or evacuating the area if necessary.
4. **Notify the Relevant Personnel: Report the hazard immediately to your trainer, assessor, workplace supervisor or an All Trades and Compliance staff member. Provide them with detailed information about the hazard and its location.**
5. **Take Immediate Action if Necessary**: If the situation requires immediate intervention to prevent harm (like turning off power to prevent electrocution or using a fire extinguisher on a small fire), do so if you are trained and it is safe.
6. **Record the Incident**: Document the hazard and the actions taken in response. This record can be important for future safety planning and may be required for compliance with workplace safety regulations.
7. **Review and Follow Up**: After the immediate hazard has been addressed, conduct a review of the incident. This should include an analysis of how the hazard occurred, what was done to respond to it, and what can be done to prevent it in the future. This review should be led by management.
8. **Implement Corrective Actions**: Based on the review, take steps to prevent the hazard from recurring. This could involve changes to procedures, additional training for staff, students, or modifications to equipment or the environment.
9. **Monitor the Situation**: Keep an eye on the area or situation to ensure that the hazard has been effectively mitigated and that no new risks have emerged.
10. **Continual Improvement**: Use the experience as a learning opportunity for continual improvement in workplace safety practices. Record any identified opportunities for improvement in a continuous improvement report and refer this through to the management meeting.

Remember, safety in the workplace is not just a policy or a set of procedures; it's a mindset that belongs to each one of us. When we step into our work or training environment, we become guardians of each other's well-being. Every caution we take, every hazard we report, and every safety guideline we follow is a testament to our commitment to each other's safety and health. It's through our collective vigilance and shared responsibility that we create an environment where everyone can work, grow, and return home safely each day.

Language, literacy, numeracy and digital proficiency

All Trades and Compliance will assess all student's language, literacy, numeracy and digital (LLND) proficiency as part of their enrolment to identify where the student's current skills are aligned with the intended course or where the student may need support. The results of the LLND assessment will be reviewed to determine if you need training support. Evidence of the student's language, literacy, numeracy and digital proficiency assessment is to be retained on the student's record.

There may be valid situations where language, literacy, numeracy and digital proficiency assessment is not required where the student has completed a certain level of education or has demonstrated their ability to study with prior education and training. The following outlines the approach that All Trades and Compliance will apply to determine if a student requires language, literacy, numeracy and digital proficiency assessment:

Full Qualification

The following guidelines are provided in determining which students applying for enrolment in a full qualification must complete a mandatory LLND assessment:

- If the student has completed their Higher School Certificate (Y12 / HSC), LLND assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- If the student has completed a nationally recognised training product in Australia at least to the AQF level, or one AQF level below the qualification being enrolled in, LLN Assessment is not required, unless a risk is identified in the initial core skills assessment completed by the student as part of the Enrolment Form.
- All students that do not satisfy the above criteria, must complete the LLN assessment as part of their enrolment in addition to the initial core skills assessment completed by the student as part of the Enrolment Form.

Short Course

All students are required to complete an initial core skills assessment which is included in the Enrolment Form. The initial core skills assessment will be used to identify students who do not have the required core skills and competencies for the short course they are enrolling in, or who require additional supports.

Student support services

During your enrolment, All Trades and Compliance will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, enrolment interview and finally during your orientation.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services or to refer you to specialist support services. Make sure you take the most of this opportunity and let us know if you need support.

What support is available?

All Trades and Compliance will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- administrative support (admin team),
- language, literacy and numeracy support (Trainer),
- studying and learning support (Trainer),
- English as second language support (external referral),
- alternative payment plan (admin team),
- counselling support (external referral),
- disability access support, where feasible (Training Manager), and
- employment services referral (external referral).

Where specialist support services are recommended by All Trades and Compliance (such as counselling support), students are advised that these services may incur an additional cost charged by the external service provider, separate from the services provided by All Trades and Compliance. Students should verify the cost with the provider before proceeding. Students are welcome to use a service provider of their own choosing. Any provider suggested by All Trades and Compliance is recommended for convenience only and does not constitute a warranty or guarantee of that provider. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

If you need support during your course, please contact reception and you will be connected with the most appropriate person to assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply ask to meet with the RTO Manager. Providing the support you need to progress and complete your course is a priority, and All Trades and Compliance is committed to student welfare during your period of study.

Your wellbeing

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.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

Diversity and equity

All Trades and Compliance is committed to providing a supportive learning environment for all our students. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. All Trades and Compliance staff members are there to ensure every student, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the Student Support Officer as soon as possible.

Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the Student Support Officer as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

Children and Young Students

All Trades and Compliance is committed to providing a positive, inclusive, and supportive environment that caters to the unique needs of students under the age of 18. All Trades and Compliance can provide additional resources, guidance, and adjustments to ensure that young students have equal opportunities and feel safe, respected, and encouraged. The Student Support Officer will work with young students and their family or carer (if desired) during the enrolment process to develop a learning support plan, if required.

Harassment and Discrimination

All Trades and Compliance is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Trades and Compliance staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination or harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and respectful behaviour from All Trades and Compliance staff members, and we apply complaint-handling procedures consistent with guidance from the Australian Human Rights Commission.

Equally, students are also responsible for their own behaviour and are not to demonstrate or carry out any behaviour which can be perceived as harassment or discrimination on behalf of the other person. Students witnessing such behaviour should contact the Student Support Officer as soon as possible.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of All Trades and Compliance that they feel they can trust. This will initiate the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about how to manage a complaint, including contact details refer to the Australian Human Rights Commission:

- Making a complaint
- Disability rights in Australia

Your privacy

All Trades and Compliance takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here's what you need to know:

- All Trades and Compliance retains personal information relating to your enrolment. This may include your personal details, ethnicity and individual needs, education background, training activity and training outcomes. Records are retained in accordance with applicable privacy, VET and recordkeeping requirements.

- Your personal information is retained within our hard copy filing system and our computer systems. Information is collected through the enrolment process, administrative forms and your training outcomes. Hard copy files are secured in lockable filing cabinets and electronic data is protected by appropriate security controls and backed up to secure systems.

- All Trades and Compliance retains records of AQF certification documentation issued to students for 30 years and retains assessment records submitted by students for at least two years after completion of the training product, unless a longer retention period is required by other applicable regulatory, licensing or funding requirements. Other personal information is retained securely for as long as required by law and our recordkeeping obligations.

- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases All Trades and Compliance will seek the written permission of the student for such disclosure. All Trades and Compliance will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that All Trades and Compliance is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

If you have concerns about how All Trades and Compliance is managing your personal information, we encourage you to discuss your concerns with our staff. You may also make a complaint using the internal complaints process outlined in this handbook. Under the Privacy Act 1988, you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC). More information is available at https://www.oaic.gov.au/privacy/privacy-complaints.

Use of Student Images

All Trades and Compliance may capture photographic, video, or digital images of students aged 18 years and over during training and related activities. By enrolling with All Trades and Compliance, you consent to the possible use of these images for marketing and promotional purposes. This may include but is not limited to use on our website, brochures, social media, newsletters, and other promotional material.

If you do not wish for your image to be used, you must notify All Trades and Compliance in writing at the time of enrolment or at any later stage. We will respect and record your request, and no images of you will be used for marketing.

All Trades and Compliance does not capture or use images of students under the age of 18 for any marketing or promotional purposes. Parental or guardian consent provided for training participation does not extend to the use of images in marketing.

Attendance Expectations

To get the most out of your training and stay on track with your learning, it's important that you attend all scheduled training sessions and arrive on time. Your attendance will be recorded by your trainer using an attendance sheet, and the following rules apply:

- You will be marked present if you attend the full session as scheduled.
- You will be marked late if you arrive more than 10 minutes after the session has started.
- You will be marked absent if you do not attend the session at all, or if you leave before completing most of the scheduled time (unless prior arrangements have been made with your trainer).

If you are absent, you should provide a reason to your trainer either verbally or in writing (such as by email or SMS). Where needed, you may be asked to provide further evidence, such as a medical certificate, or to complete a make-up session.

If you attend a session but leave early, your trainer will note this and assess whether this affects your learning or progress. Ongoing lateness or absences without explanation may lead to further follow-up to ensure that you receive the support you need and remain actively engaged in your training.

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at All Trades and Compliance.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by All Trades and Compliance and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2020, All Trades and Compliance is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by All Trades and Compliance for statistical, regulatory and research purposes. All Trades and Compliance may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you may need to provide your training records and results. One of the main benefits of the USI is lifelong access to your VET transcript from a computer, tablet or smartphone. More information is available at https://www.usi.gov.au/.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

There are limited circumstances where a person may be exempt from requiring a USI. These exemptions do not apply to most students. The USI exemption requirements are available at https://www.usi.gov.au/exemptions. Students who are exempt should be aware that their training results will not be accessible through the Commonwealth USI system and will not appear on an authenticated VET transcript prepared by the USI Registrar.

Accessing your records

You are entitled to have access to your records. These records include your:

- student file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require access to your records to monitor your progress with training or to confirm information from a previous training module. Records retained by All Trades and Compliance can be accessed on request. Please contact your trainer or the administration team to arrange access.

You can access hard copy records and reports from our student management system where they relate to you personally. You can request access using the Student Records Request Form. Access to requested records during a workday will be arranged as soon as practicable. Records cannot be removed unless a copy is requested. Where copies are requested, an administrative fee may apply in accordance with the current Schedule of Fees and Charges. There is no cost to view records at our office.

If you have lost or misplaced a previously issued Statement of Attainment or Qualification, you may request a reissued certificate from All Trades and Compliance by completing the Student Records Request Form and returning it to the Office Manager. A reissue fee may apply in accordance with the current Schedule of Fees and Charges and must be paid before the reissued certificate is produced. Reissued AQF certification documentation will reproduce the original certification details in accordance with applicable requirements and will be identified as a reissue where required. Certificates may be collected in person or sent by registered post. A student may nominate another person to collect a certificate, but All Trades and Compliance must be notified beforehand and the nominated person must provide photo identification.

Fees and Charges

All Trades and Compliance charge fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Fees are payable at different stages depending on the type of course the student is enrolling in. As an example:

- for a Short Course, the total fee may be required to be paid via the website or at reception at the point when the student is registering for the course.
- for a Long Course with a scheduled start date, the student will be required to make a payment for their initial payment within 5 days of being issued an invoice or prior to the course commencing, whichever occurs first.

The payment requirements for all courses are specified within the current All Trades and Compliance *Schedule of Fees and Charges*. The Schedule will identify the amount and when the initial payment must be made and any subsequent payments that are due as the course progresses. This information is provided as part of the pre-enrolment with this *Student Handbook*. If for whatever reason you have not received a copy of the *Schedule of Fees and Charges*, please contact All Trades and Compliance and we will send this to you immediately.

All Trades and Compliance may discontinue training if fees are not paid in accordance with the agreed *Schedule of Fees and Charges*. If a payment is required prior to a service being delivered, the student is not permitted to undertake the service unless prior approval has been given by the CEO.

Where a student is required to pay an application fee as specified in the current *Schedule of Fees and Charges*, the application fee is non-refundable. This is to be clearly explained to the student within the *Schedule of Fees and Charges*.

Payment methods

All Trades and Compliance accepts payment for fees using the following payment methods:

- Credit Card via our electronic invoice
- Electronic Funds Transfer (account details provided on the invoice)

Payment in cash is not available. Please refer to our invoice for payment options.

Fees Paid in Advance

For individual students, All Trades and Compliance structures invoices so that prepaid fees do not exceed $1,500 before the relevant services are delivered. Fees, payment

timing and any subsequent instalments are set out in the current Schedule of Fees and Charges provided before enrolment. Different arrangements may apply where training is purchased by an employer or other business under a commercial agreement.

Refund policy

Students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a course, will be entitled to a full refund of fees paid. This includes situations where the student may register for a course within the 10 business days prior to the course commencement.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by All Trades and Compliance is required to cover the costs of staff and resources which will have already been committed based on the students' initial intention to undertake the training.

Students who cancel their enrolment part way through a course must notify All Trades and Compliance in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.

Where a student has purchased and been supplied a text or training workbooks and subsequently cancels, All Trades and Compliance will not provide a refund for already supplied text or training workbooks.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled course in lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require this.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student 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 student on the Refund Request Form.

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from All Trades and Compliance reception or from the website. The form must be signed by the student.

The following outlines the All Trades and Compliance refund policy in various circumstances that may arise:

- Cancelling enrolment after a course has commenced - Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.
- Refunds for textbooks - Where a student has purchased textbooks or training workbooks and subsequently cancels, All Trades and Compliance will not provide a refund for items already supplied.
- Refunds of enrolment fees - Where an enrolment fee applies, enrolment fees are non-refundable in all circumstances.
- Non-transferable - All Trades and Compliance refunds are not transferable to another person.
- Refunds for classes missed - No refunds will be made for classes missed due to exams, excursions, or other obligations that fall outside the normal schedule of classes.
- Intake numbers are insufficient - All Trades and Compliance reserves the right to cancel a course if intake numbers for a scheduled course are insufficient. In the unlikely event that All Trades and Compliance cancels a course if intake numbers are insufficient, the student will receive a full refund.
- Behaviour Misconduct - Students who demonstrate behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund (ref to *PP2.7-Behaviour Misconduct*).

Students have the right to access All Trades and Compliance complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Training funding and subsidy rights and obligations

Where you access government-funded or subsidised training, additional requirements of the relevant state or territory funding program may apply. You have the right to expect that your training meets applicable quality and regulatory standards. Any funding conditions, student obligations and applicable fees will be explained to you before enrolment.

In terms of personal information management, you have the right to be fully informed about how your personal information is collected and used by All Trades and Compliance. You can review this information at any time and request corrections if you find any inaccuracies. Your privacy is protected under applicable laws and regulations, giving you control over your personal data throughout your educational journey.

Additionally, you have the right to access All Trades and Compliance's complaints process. This ensures that you have a clear pathway to address any concerns that may arise during your studies, and that you will receive fair treatment in all aspects of your educational experience.

Along with these rights come certain obligations that you must fulfill as a student. Your primary obligation is to provide accurate and truthful information to All Trades and Compliance. This includes all personal details, previous educational experience, and any other information requested during your enrolment. If any of your details change during your studies, you are responsible for updating this information promptly.

Equally important is your obligation to maintain responsible and ethical behaviour throughout your training. This encompasses showing respect for fellow students and staff, following All Trades and Compliance policies and procedures, and conducting yourself in a manner that contributes to a positive learning environment. Your ethical conduct helps ensure a quality educational experience for everyone involved in the course.

Consumer Protection and Guarantee

If All Trades and Compliance cancels or ceases to provide planned training, All Trades and Compliance must issue a full refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased. As an example: A student enrolled in a course of 2 units of competency and paid $600.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 1 of the 2 units. The student's enrolment would be finalised, and the student would receive a Statement of Attainment for the 1 completed unit. The student would also receive a refund of $300.00 which represents the value of the training not delivered.

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, statutory cooling-off rights where applicable, and protections against 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.

Students who are unhappy with All Trades and Compliance arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with All Trades and Compliance complaints policy and procedure.

Learning material replacement

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to All Trades and Compliance Schedule of Fees and Charges.

Statutory cooling off period

Australian Consumer Law provides a 10-business-day cooling-off period for certain unsolicited consumer agreements, such as some telemarketing, door-to-door and public-place sales arrangements. The cooling-off period generally begins on the first business day after the agreement is signed or received. If you believe these provisions

apply to your enrolment, please contact All Trades and Compliance. Your separate rights under our Refund Policy continue to apply.

Changes to terms and conditions

All Trades and Compliance 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[1], 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 All Trades and Compliance is advised in writing more than 5 working days prior to the course

[1] Training product transition is where the qualification or unit of competency you are enrolled in is superseded by a replacement qualification or unit of competency and All Trades and Compliance will need to review the best option for your training and will communicate with you about any changes.

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 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*.

Students who are not contactable or not responding

Where a student is not contactable or fails to respond to requests from All Trades and Compliance, the student's enrolment may be terminated in absentia. This action may only be taken where All Trades and Compliance has made every reasonable attempt to engage with the student or contact the student to seek instructions about their intention to continue with or complete the applicable course. Advice received from a student by email or phone communicating a request to withdraw may 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 the student's expressed instructions.

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.

Plagiarism

Students must submit only original work for assessments, assignments, and projects. Examples of plagiarism include:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;

- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment; or
- Unintentionally failing to cite sources or to do so adequately.

Where plagiarism is detected in students works submitted for assessment the following action will be taken:

- **Plagiarism resulting from poor academic practice** - If it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and submit it for reassessment. The student will be offered support and additional training in the use of referencing systems.

- **Intentional plagiarism** – If it is determined that the plagiarism was intentional, the student's work is not to be accepted, and the student is to be issued with an alternative assessment to complete. The student is to be given a formal warning in writing (Warning Letter for Academic Misconduct) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again (i.e. withdrawal from the course). Students who are found to continue to plagiarise work in support of their assessment will have their enrolment closed. Where a student has been found plagiarising to a level which is considered to be deliberate and egregious, the student's enrolment will be closed following being notified of the decision. The student will have the right to appeal any decision that they are notified of in accordance with the appeals policy.

How to reference

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.

Use of Artificial Intelligence (AI)

All Trades and Compliance employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control.

The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses**. Using AI to generate complete or partial answers for assessments, such as:
  - Having AI write workplace documentation like risk assessments or incident reports
  - Using AI to complete practical task descriptions or work procedures
  - Submitting AI-generated responses for knowledge questions
  - Using AI to create workplace portfolios or evidence collections
- **Bypassing Skill Development**. Using AI in ways that prevent learning essential vocational skills such as:

  - Having AI solve workplace calculations instead of developing mathematical competency
  - Using AI to create technical drawings or designs without learning the underlying principles
  - Relying on AI for measurements or specifications instead of developing measurement skills
  - Having AI interpret technical manuals or workplace documents without developing comprehension skills

- **Professional Communication Tasks**. Using AI to complete communication tasks that demonstrate professional competency, such as:
  - Having AI write client communications or workplace emails
  - Using AI to generate workplace reports
  - Submitting AI-generated meeting minutes or briefing notes
  - Using AI to create workplace presentations or training materials

- **Evidence Collection**. Using AI to fabricate or manipulate evidence of competency, such as:
  - Creating artificial workplace scenarios or examples
  - Generating fictional workplace experiences or observations
  - Producing simulated workplace documentation
  - Creating artificial supervisor feedback or third-party reports

- **Practical Skills Documentation**. Using AI to document practical skills without performing them, such as:
  - Writing up practical task procedures without completing them
  - Generating safety check documentation without performing checks
  - Creating maintenance logs without conducting maintenance
  - Documenting customer service interactions that did not occur

- **Group Work and Collaboration**. Using AI to bypass genuine workplace collaboration:
  - Having AI generate team contributions
  - Using AI to complete assigned portions of group tasks
  - Creating artificial peer feedback or evaluations
  - Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism and students found to be breaching this policy Action will be taken in accordance with the plagiarism policy outlined above. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

Behaviour misconduct

All Trades and Compliance seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Being under the influence of prohibited drugs and/or substances including alcohol
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the RTO;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Behave in a way that supports the conduct of official All Trades and Compliance meetings, ceremony, activity, class or examination/assessment;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at All Trades and Compliance;
- Give truthful information relating to student status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where student is identified for behaviour misconduct, an All Trades and Compliance staff member will complete a *Behaviour Misconduct Report* and submit this to the Training Manager. Students who demonstrate behavioural misconduct will be counselled and issued a formal warning. Students who demonstrate behavioural misconduct after being formally warned will have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide suitable warning in writing and the opportunity to make oral or written representations regarding the misconduct or the student's right to appeal a decision.

Where the student's behaviour is so egregious or leads to the actual damage to property or harm to another person, the student's enrolment can be closed immediately, and the incident will be reported to the Police. This does not remove the students right to appeal a decision made by All Trades and Compliance. Only after any appeal process has been completed that the student's enrolment can be closed and the student will be issued a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the student enrolment is to be temporarily suspended, and

the student is not to attend All Trades and Compliance premises.

Continuous improvement

All Trades and Compliance is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Students are encouraged to provide feedback and suggestions for improvement to All Trades and Compliance at any time during their studies so we can improve our services in the future. Students can report opportunities for improvement by discussing suggestions with their Trainer or the Student Support Officer, sending us an email or completing the *Opportunity for Improvement Form*. The *Opportunity for Improvement Form* template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

During a long course, students will be invited to complete the *Student Continuous Improvement Survey* which will usually be administered early in a course such as after the first term to collect feedback so any issues can be addressed to improve our service to you for the remainder of the course.

At the completion of your course, you will be issued with a *Student Satisfaction Survey*. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to All Trades and Compliance for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

All Trades and Compliance 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.

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. 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 All Trades and Compliance 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 All Trades and Compliance 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.

Recognition of Prior Learning

In accordance with the requirements of the Outcome Standards for Registered Training Organisation's 2025, All Trades and Compliance provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition 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. Most importantly, it should be noted that recognition is just another form of assessment.

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

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in All Trades and Compliance scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition 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.

Like assessment, recognition 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 candidates of the skills and knowledge that they have previously

learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

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

Note: For particularly short, low-cost courses, the recognition of prior learning process may have limited value to students and may not be available. If unsure, please check with the Student Support Officer.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by an RTO are accepted and recognised by other RTOs in accordance with applicable credit transfer requirements. If you are seeking credit transfer, you are required to present your Statement of Attainment or Qualification with a record of results for review by All Trades and Compliance.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, 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. You are required to submit copies only which are certified as a true copy of the original.

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.

- Students may not apply for credit transfer for units of competence or qualification which are not included in All Trades and Compliance scope of registration.

- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.

- The student does not incur any fees for credit transfer and All Trades and Compliance does not receive any funding when credit transfer is granted.

- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Issuing Qualifications and Statements of Attainment

All Trades and Compliance will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the course in which the student is enrolled is complete. Please note however that All Trades and Compliance is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to All Trades and Compliance have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

Making a complaint or an appeal

All Trades and Compliance is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address: www.alltradesco.edu.au

Once you have completed the required form you are requested to submit this to the Office Manager electronically via the following contact details: Support@alltradesco.edu.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: **1300 089 000**

If you are a child or young person and you require support to understand and use the complaints process, please contact the Student Support Officer or your trainer for assistance.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by All Trades and Compliance in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to All Trades and Compliance within **28 calendar days** of the student being informed of the decision or finding.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

All Trades and Compliance applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the All Trades and Compliance website.

- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 calendar days and explain the complaint/appeal handling process and the persons rights and obligations.

- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within **28 calendar days** of the person being informed of the decision or finding of which they intend to appeal.

- Written records of all complaints / appeals are to be kept by All Trades and Compliance including all details of lodgement, response and resolution. All Trades and Compliance will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.

- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.

- Each person may be accompanied and/or assisted by a support person at any relevant meeting.

- Where a complaint or appeal is made about or involves allegations about another person, All Trades and Compliance is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via an electronic means. All Trades and Compliance will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / appeal is to commence within **seven (7) calendar days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.

- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) calendar days** of the lodgement of the complaint / appeal.

- Complaints / appeals must be resolved to a final outcome **within thirty (30) calendar days** of the complaint / appeal being initially received. Where All Trades and Compliance Chief Executive Officer considers that more than 30 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 30 calendar days are required. As a benchmark, All Trades and Compliance will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of All Trades and Compliance and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.

- All Trades and Compliance shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.

- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints / appeals are to be handled in the strictest of confidence. No All Trades and Compliance representative will disclose information to any person without the permission of All Trades and Compliance Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.

- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not consider irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for All Trades and Compliance to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by All Trades and Compliance because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

All Trades and Compliance also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by All Trades and Compliance.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of All Trades and Compliance to investigate the matter, then in these circumstances All Trades and Compliance reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

All Trades and Compliance provides the opportunity for a person making a complaint or appeal who is not satisfied with the outcome of the internal complaints and appeals process to seek review by an independent person. Before seeking an independent review, the person is requested to allow All Trades and Compliance to fully consider the complaint or appeal and respond in writing. If the person remains dissatisfied, they may request an independent review by informing the Office Manager, who will initiate the process with the Chief Executive Officer.

In these circumstances, the All Trades and Compliance Chief Executive Officer will identify an appropriate party independent of All Trades and Compliance to review the complaint and its handling and provide advice regarding recommended outcomes. The independent third party is required to respond with recommendations within fourteen (14) working days of the review being requested.

Where All Trades and Compliance appoints or engages an appropriate independent person to review a complaint or appeal, All Trades and Compliance will meet the full cost of facilitating the independent review.

Following an independent review, advice received from the independent person is to be accepted by All Trades and Compliance as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by All Trades and Compliance and the Chief Executive Officer considers that they may be biased, or there may be a perception of bias, the complaint is to be referred directly to an independent third party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by All Trades and Compliance, they have the opportunity for a body that is external to All Trades and Compliance to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by All Trades and Compliance may refer their matter to the following external agencies: In relation to consumer related issues, the student may refer their complaint to the relevant **Office of Fair Trading**.

In relation to the delivery of training and assessment services, you may contact the National Training Complaints Hotline on 13 38 73 or visit https://www.dewr.gov.au/national-training-complaints-hotline. You may also contact the Australian Skills Quality Authority (ASQA) at https://www.asqa.gov.au/.

In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint or call on 1300 363 992

Legislative and Regulatory Responsibilities

All Trades and Compliance is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that All Trades and Compliance has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with All Trades and Compliance.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Commonwealth legislation is available from the Federal Register of Legislation at https://www.legislation.gov.au/. State and territory legislation is available from the relevant jurisdiction's official legislation website.

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Australian Consumer Law

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, statutory cooling-off rights where applicable, and protections against 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.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
    - removing barriers to older people participating in society, particularly in the workforce; and
    - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides the basis for the regulation of Registered Training Organisations in Australia and for the establishment of the National VET Regulator. It sets out conditions and obligations associated with RTO registration, including:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator