

**ALTRAD**SKILLS  
PART OF THE ALTRAD ACADEMY



# Student Information Guide

2023



[www.altradskills.com.au](http://www.altradskills.com.au)

# TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	<b>3</b>
WELCOME .....	3
REGISTERED TRAINING ORGANISATION .....	3
<b>STUDENT GUIDELINES</b> .....	<b>3</b>
RESPONSIBILITIES OF THE LEARNER.....	3
Learners must.....	3
Rights as a Learner .....	3
LEARNER CODE OF CONDUCT .....	3
RESPONSIBILITIES OF THE RTO .....	4
SMOKING .....	4
DRUGS AND ALCOHOL .....	4
DISRUPTIVE BEHAVIOR.....	4
STUDENT SAFETY .....	4
HOUSEKEEPING & INDUCTION.....	4
GENERAL SAFETY PRINCIPLES .....	5
Learners should .....	5
PERSONAL PROPERTY .....	5
<b>SECTION 3 - COURSE INFORMATION</b> .....	<b>5</b>
Demonstrating Competency through Assessment .....	5
PRINCIPLES OF ASSESSMENT.....	5
RULES OF EVIDENCE .....	6
ASSESSMENT RESULTS .....	6
RE-ASSESSMENT PROCESS.....	6
PLAGIARISM, CHEATING AND COLLUSION .....	6
UNIQUE STUDENT IDENTIFIER (USI).....	6
<b>SECTION 4 - STUDENT POLICY &amp; PROCEDURES</b> .....	<b>6</b>
STUDENT RECORDS AND PRIVACY.....	6
ENROLMENT .....	6
ENTRY REQUIREMENTS .....	7
LANGUAGE, LITERACY, NUMERACY (LLN) AND SPECIAL NEEDS.....	7
RECOGNITION .....	7
RECOGNITION OF PRIOR LEARNING (RPL) .....	7
RECOGNITION OF CURRENT COMPETENCY (RCC) .....	7
CREDIT TRANSFER (CT) .....	7
FEES & CHARGES .....	8
HIGH RISK WORK LICENCE FEES (WORKSAFE) .....	8
WITHDRAWALS, CANCELLATIONS AND REFUNDS .....	8
REVOKING AQF CERTIFICATION .....	8
COMPLAINTS AND ASSESSMENT APPEALS PROCESS .....	8
Informal Process .....	8
Formal Process .....	9
FEEDBACK .....	9
CONTACT US .....	9

# INTRODUCTION

## Welcome

AltradSkills is the training division of Altrad Australia. We thank you for choosing us as your training provider.

You are being trained by an organisation that is an international leader in provision of critical industrial services, principally in the energy and natural resources sectors.

## Registered Training Organisation:

AltradSkills has been operating as Registered Training Organisation (RTO), TOID 7131, since August 1997 and provides high quality training and assessment services for industry, by industry.

Learners are expected to familiarise themselves with the content of this handbook, which contains important information about Altrad's training services, and the responsibilities of both the Learner and AltradSkills as an RTO. To access any policies and procedures referenced in this document, please contact Altrad's RTO Training Administration Department.

AltradSkills reserves the right to modify, revise or supplement policies and procedures in this handbook at its discretion. Learners will be provided with updates of significant changes to policies and procedures during their course of enrolment with AltradSkills.

The services provided to clients and Learners are governed by Altrad's policies and procedures which have been developed to meet the Standards for Registered Training Organisations (RTOs) 2015 and the Australian Qualifications Framework (AQF).

## STUDENT GUIDELINES

### Responsibilities of the Learner

Learners must:

- Advise if they are unable to attend the scheduled training session
- Advise of their withdrawal from a course in writing
- Arrive for training at the scheduled start time
- Provide complete and accurate information about themselves on enrolment
- Disclose before enrolment any disabilities, Language, Literacy or Numeracy issues, conditions or circumstances that may affect their participation in any training courses
- Take an active responsibility in learning and acquiring the necessary skills and knowledge required
- Commit to providing authentic work that they have completed. AltradSkills does not condone cheating or plagiarism
- Request additional assistance if they need help
- Speak with their trainer or the RTO Centre Manager about any issues or concerns regarding training

Rights as a learner:

- To be treated fairly and with respect

- Learn in an environment that is free from discrimination and harassment
- Have records and personal information stores and maintained in a confidential, secure and professional manner

Learner Code of Conduct:

- Not attend class under the influence of alcohol and/or drugs, or drugs that might impair one's ability to safely participate in the training and assessment, including the use of equipment and machinery. AltradSkills regularly performs drug and alcohol testing at our facility
- Ensure mobile phones are switched off or put on silent during class times
- Refrain from taking, making calls or sending text messages during class, except in extenuating circumstances that have been approved in advance by the trainer
- Treat staff, trainers, other Learners and contractors in a courteous and respectful manner
- Contribute positively in class and refrain from disruptive behavior

- Respect the equal rights of all Learners, regardless of gender, race, culture, age, religion and gender preference
- Respond to any reasonable instruction from an AltradSkills' staff member
- Respect the property of other Learners, regardless of gender, race, culture, age, religion and gender preference
- Not participate in sexual or unlawful harassment or discrimination
- Not bully, intimidate, harass or discriminate against others
- Observe health and safety requirements at all times

If a learner is found to be acting inappropriately, due to misconduct or assessment malpractice, AltradSkills will:

- Ask the Learner to leave the training room, or refuse entry to a training room if their behaviour is disruptive or dangerous
- Suspend or cancel the Learner's enrolment if their behavior threatens the safety of others, interferes with the duties of staff or other students, or damages or threatens AltradSkills property
- Advise the Learner's employer of any inappropriate behaviour
- If deemed necessary, contact the relevant authorities

#### Responsibilities of the RTO:

- Ensure Learners are adequately informed about the services they are to receive, their rights and obligations, and AltradSkills' responsibilities under the Standards for RTOs
- Ensure quality training and assessment services are provided
- Provide Learners with current and accurate information about training services to enable Learners to make an informed decision about enrolling into a course
- Maintain an effective learning environment. This includes following all Equal Employment Opportunity and Anti-Discrimination principles and legislation
- Where practical, and without compromising the requirements of the relevant Training Package and the integrity, equity and fairness of assessment, provide reasonable adjustment for Learners with learning difficulties
- Provide training services that are industry based and delivered by qualified trainers/ assessors with the relevant qualifications and practical experience
- Continually monitor and review training courses and ensure they are relevant with any industry changes
- Subject to payment of fees and providing a verified USI, issue a Testamur or Statement of Attainment within 30 days of course

completion

- If requested, arrange access to training records

#### Smoking:

AltradSkills does not permit smoking in its training areas at any time. If they wish to smoke, Learners must use the designated smoking areas during scheduled breaks only.

#### Drugs and Alcohol:

AltradSkills is committed to protecting the safety, health and well-being of all employees, clients and other individuals. AltradSkills recognises that alcohol and drug use impose a significant threat to others and affect one's ability to safely perform training.

AltradSkills has a zero-tolerance policy regarding the use of illicit drugs and the consumption of alcohol whilst on the property and does not tolerate attending training under the influence of drugs or alcohol. Anyone found to be in possession of, or under the influence of, illicit drugs and alcohol will be asked to leave the premises immediately, have their enrolment cancelled and authorities may be notified.

#### Disruptive behaviour:

Learners are provided with an equal opportunity to learn and achieve. Dysfunctional, disruptive, aggressive or intimidating behavior will not be tolerated. Any Learner or client who exhibits such behavior will be asked to leave the premises immediately and their enrolment will be cancelled.

#### Student Safety:

AltradSkills is committed to providing a safe workplace for all employees, clients and Learners.

Trainers and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards in their area of control or operation and will take prompt action to remove or control the hazard or report it to another person who has the authority and capability to do so.

Learners must take care of their own health and safety and that their fellow Learner to the extent of their capability. This means that they must follow the safety rules, procedures and instructions of AltradSkills, or any other personnel involved during the day to day training activities. If learners have any Occupational Health and Safety Concerns, they are encouraged to discuss these with their trainer in the first instance. This will then be escalated to the RTO Centre Manager.

#### Housekeeping & Induction:

Prior to the commencement of training, trainers will:

- Ensure all Learners sign the class attendance sheet
- Provide Learners with a course overview

- Provide an overview of the assessment requirements for the units of competency being delivered
- Conduct a course induction, which includes providing Learners with information such as the physical environment, facilities, housekeeping, safety requirements, acceptable behaviour (code of conduct) and evacuation procedures etc.

### General Safety Principles:

Learners should:

- Know and observe details of emergency response and evacuation plans
- Familiarise themselves with the layout of the premises including safe paths and exits
- Not undertake activities which may cause injury to themselves or others
- Be responsible for their own actions
- Report anything suspicious
- Report any threatening behaviours
- Report all potential hazards, accidents and near misses to Altrad Staff

### Personal Property:

AltradSkills cannot be held responsible for a Learner's personal property. It is up to each Learner to look after their own personal property and treat Altrad's property with respect.

Whilst in the Training Centre, we ask Learners not to leave any valuable items, such as wallets or mobile phone, unattended.

## Section 3 - Course Information

Demonstrating Competency through Assessment:

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

It is the process of collecting evidence and making judgement on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Knowledge is not the same as skill. A skill can be performed without the knowledge of how the skill

works. As an RTO we cannot assume that a Learner performing a skill has the related knowledge. Likewise, a Learner can have the knowledge related to a skill, but still not be able to perform the skill, so we cannot infer that person with knowledge has the skill. As an RTO, we have to explicitly assess knowledge and skills individually.

### Principles of Assessment:

The principles of assessment are used to guide all stages and aspects of assessment process to ensure a quality assessment is administered by an RTO. A quality assessment must be valid, reliable, fair and flexible.

- Fairness - The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary
- Flexibility - Assessment is flexible to the individual learner by:
  - Reflecting the learner's needs
  - Assessing competencies held by the learner no matter how or where they have been acquired; and
  - Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirement, and the individual
- Validity - Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.
 

Validity requires:

  - Assessment against the unit/s of competency and the associated assessment requirement cover the broad range of skills and knowledge that are essential to competent performance
  - Assessment of knowledge and skills is integrated with their practical application. Assessment is to be based on evidence that demonstrated that a learner could demonstrate these skills and knowledge in other similar situations; and
  - Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

- Reliability - Evidence presented for assessment is consistently interpreted and assessment results are comparable, irrespective of the assessor conducting the assessment.

#### Rules of Evidence:

Assessors are required to gather evidence to determine whether a Learner has achieved competency through evidencing skills and knowledge. The rules of evidence are used to guide assessors when identifying and analysing evidence.

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

#### Assessment Results:

- Competent ("C") - the learner has achieved all the learning and performance outcomes specified by the units of competence that make up the module being assessed
- Not Yet Competent ("NYC") - the Learner has not achieved all the learning and performance required

#### Re-assessment Process:

Should a Learner be deemed "Not Yet Competent" (NYC), if practicable, they may be given a further opportunity to complete the assessment. Re-assessment requirements may incur additional costs to the Learner and/or client.

#### Unique Student Identifier (USI):

On enrolment, Learners are required to provide their USI. A USI is a reference number that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any Learner that enrolls into nationally recognised training.

Unless an exemption applies, in accordance with the Student Identifiers Act 2014, where a valid USI has not been provided by a Learner, a Testamur or Statement of Attainment will not be issued until the Learner's USI has been verified. Where an individual has been issued an exemption by the Student Identifiers Registrar, training that has been exempt will not appear on an individual's VET Transcript.

To create or retrieve a USI, please click on the quick guide link below: [https://www.usi.gov.au/system/files/documents/ed18-0039\\_-\\_usi\\_fact\\_sheet\\_-\\_usi\\_student\\_identifier\\_quickguide\\_acc\\_0.pdf](https://www.usi.gov.au/system/files/documents/ed18-0039_-_usi_fact_sheet_-_usi_student_identifier_quickguide_acc_0.pdf)

#### Plagiarism, Cheating and Collusion:

AltradSkills has a zero-tolerance policy for plagiarism, cheating and collusion. Learners are expected to act with integrity at all times and only submit work that is their own.

## Section 4 - Student Policy & Procedures

#### Student Records and Privacy:

Training records will be treated in accordance with the Privacy Act 1998 and the Australian Privacy Principles. As a Registered Training Organisation, AltradSkills must collect and report certain information to the national VET regulator, the Australian Skills Quality Authority (ASQA), and other government agencies.

This includes, but is not limited to:

- Name
- Address
- Contact details
- Date of birth
- Gender
- Country
- Language spoken at home
- Level of English spoken
- Disability information
- Highest secondary schooling completed
- Qualifications completed
- Current employment status
- Indigenous status
- Unique Student Identifier (USI)

There is no obligation to provide personal information to AltradSkills, however, without this information, the Training Centre may not be able to provide the services requested.

If at any stage a Learner's personal information is available on application in writing to the RTO Centre Manager, AltradSkills will attempt to meet all requests for access or correction in a timely manner, and where possible, without any cost to the enquirer.

#### Enrolment:

All enrolments into training courses will be conducted at all times in an ethical and in a non-discriminatory manner.

Enrolment into a course is subject to the availability of places, full payment of fees and the Learner meeting any entry prerequisite requirements.

### Entry Requirements:

AltradSkills will inform Learners prior to enrolment of any course entry requirements or prerequisites. Learners undertaking training in High Risk Work Licensing units, are subject to the government determined age restrictions for assessment, being that they must be 18 years of age or older on the date of assessment.

### Language, Literacy, Numeracy (LLN) and Special Needs:

AltradSkills is committed to assisting Learners with differing learning abilities to succeed.

A Learner's individual needs will be assessed via a language, literacy and numeracy assessment. Requirements such as alternative formats and adaptive technology will be identified and provided where practicable.

All assessment materials and courses are delivered in the English language, consistent with workplace requirements. Learners will be required to demonstrate sufficient understanding of both written and spoken English. Any LLN concerns should be discussed with AltradSkills prior to enrolment. All LLN enquiries will be treated with professionalism and sensitivity.

A core part of AltradSkills' training and assessment services is the delivery of nationally recognised units associated with high risk work. These units require a Learner to possess communication, literacy and numeracy skills to a level predetermined by the relevant training package and OH&S guidelines. Where defined, the use of "simulators" in the assessment of these units of competency is not acceptable. Where such requirements are identified, the Learner will be advised prior to, or on enrolment.

The National Standards for Licensing Persons Performing High Risk Work requires an individual to demonstrate that they can use the English language at the level that enables the safe performance of high-risk work specified in the competency standards. Refer to section 6, item 6.7 (b) of the National Standards.

Should a Learner require any special assistance, such as literacy or numeracy help, disability access or other physical or learning needs, they should inform AltradSkills prior to course commencement.

### Recognition:

During the enrolment process, Learners are provided with information regarding their right to apply for credit and/or recognition. Refer to AltradSkills' Recognition Policy for more information.

Whilst AltradSkills does offer recognition in the form of Recognition of Prior Learning (RPL), Credit

Transfer (CT) or Recognition of Current Competency (RCC) via an assessment only pathway, Learners may be required to undertake refresher training in accordance with industry, licencing or project requirements.

Predominately, AltradSkills is an Enterprise-RTO delivering training and assessment services for industry employees, by industry. Enterprise employees may be required to undertake training as a condition of their employment, generally predetermined by the requirements of the specific project.

### Recognition of Prior Learning (RPL):

RPL is an assessment process that involves assessing relevant learning and industry experience, including formal and informal. It is important to remember that RPL is an assessment process, not an assumption of competence.

RPL is the determination, on an individual basis, of the competencies obtained through:

- Previous formal training
- Work experience and/or
- Life experience

Learners should discuss with the RTO Centre Manager any questions about RPL or commencement of an application. RPL applications will incur fees and charges.

### Recognition of Current Competency (RCC):

Recognition of current competency applies where a Learner has previously successfully completed the requirements for a unit of competency or module and is now required. (e.g. by a licensing authority or Industry) to be reassessed to ensure that the competence is being maintained.

### Credit Transfer (CT):

Credit transfer may be granted for units of competency that have been previously attained, and match a unit in the Learner's current enrolment, or where units from a preceding training package are deemed to be equivalent as documented by the training package guidelines and are on AltradSkills' scope of registration. To assess a Learner's eligibility for credit transfer, a certified testamur or Statement of Attainment must be provided on enrolment.

Credit Transfer will not be granted for partial completion of a unit of competency; or where a qualification or statement of attainment is achieved wholly through recognition of units and/or modules completed at another RTO.

In some cases, industry, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process, e.g. units associated with High Risk Work and safety critical competencies.

### Fees & Charges:

Course fees will be advised in writing prior to course commencement. Enrolment into a course is not complete until all training-based fees have been pre-paid in full. Please refer to AltradSkills Fee Charges and Refund policy for further information.

### High Risk Work Licence Fees (WorkSafe):

At the completion of training and assessment, a trainer will advise on the process for lodging an application with WorkSafe for a High Risk Work Licence.

Unless indicated otherwise, course fees and charges stated on enrolment exclude any fees associated with lodging an application with WorkSafe. It is the Learner's responsibility to lodge an application and pay any associated fees. Please refer to the link below on how to apply for a High Risk Work Licence: <https://www.commerce.wa.gov.au/worksafe/how-do-i-obtain-high-risk-work-licence>

### Withdrawals, Cancellations and Refunds:

Payment of refunds are made in accordance with AltradSkills' Fee Charges and Refund Policy. Where AltradSkills has been unable to provide services for which a Learner has enrolled, and all fees have been pre-paid in part or full, the Learner will be entitled to:

- The opportunity to transfer to another scheduled course of equal value
- A full refund of fees paid

In circumstances whereby, the Learner withdraws from training, the following table outlines notice periods required and refund amounts.

Reason for Refund	Notification Requirements	Refund
Client and/ or Learner withdraws	In writing, seven (7) working days or more prior to course commencement	100% of the course fee paid
Client and/ or Learner withdraws	In writing, between six (6) and four (4) working days prior to course commencement	50% of the course fee paid
Client and/ or Learner withdraws	In writing, within three (3) working days prior to the course commencement	Nil Refund

Reason for Refund	Notification Requirements	Refund
Course cancelled by AltradSkills		100% course fee paid

Please Note:

- Once training has commenced, no refund options are available, this includes "No Shows" on the day
- There is no refund to a Learner who does not pass the course
- All course fees include a non-refundable enrolment fee

### Revoking AQF Certification:

AltradSkills may revoke or request the return of a testamur, record of results or statement of attainment where:

- Alleged fraud or dishonesty has been substantiated
- AQF certification documentation contains incorrect details
- Where AQF certification documentation has been issued in error
- Where AltradSkills can substantiate that the award was issued in error, for any reason not detailed above

### Complaints and Assessment Appeals Process:

AltradSkills has an informal and formal Complaints and Assessment Appeals Procedure to help resolve any issues in relation to training. The Policy based on the principles of natural justice and procedural fairness and aims to assist all Learners resolve any disputes and settle grievances fairly.

Lodging a complaint or appeal will not affect a Learner's ability to continue a course of study or obtain other eligible services. Concerns will be handled in the strictest confidence. Please refer to AltradSkills Complaints and Assessment Appeals Policy.

### Informal Process

If a Learner believes they are not being treated fairly, their first approach should be to discuss their concerns with their trainer. The trainer will note their concerns and assist to resolve them. If they are unable to approach their trainer, because the problem is between the Learner and them, or because the problem is of a personal nature, AltradSkills encourages them to speak with the RTO Centre Manager.

### Formal Process

If at any stage the Learner wishes to proceed with a formal complaint or assessment appeal, they will need to lodge a grievance in writing using AltradSkills approved form.



Forms are available on request from the Training Administration Department.

- Assessment appeals must be lodged within 14 days of the final assessment decision
- Complaints must be lodged within 30 days of the situation / grievance in question

Where practicable, AltradSkills aims to resolve all complaints and appeals within 30 days of receiving an approved form. However, due to the complexity of some situations, more time may be required to resolve an issue. Should the complaint or appeal require more than 60 days to be finalised, the eLearner will be advised and kept informed of the progress. If they are dissatisfied with the outcome, they may lodge an appeal with an independent party who will consider the matter and make a final judgement.

#### Feedback:

AltradSkills is continuously working to improve the quality of its training services. Feedback from clients is a fundamental part of improving services. A Feedback Form will be provided during, or after, training and AltradSkills hopes Learners will take the time to complete it.

Please be assured that any comments provided as part of this process are totally confidential and are only used for the purposes of improving the quality of AltradSkills services to clients.

#### Contact us:

Please feel free to contact AltradSkills for further information

#### Skills Centre Location:

14 Orion Road  
Jandakot WA 6164

#### Postal Address:

PO Box 7240  
Cloisters Square  
Perth WA 6850

#### Contact Details:

**Tel:** (08) 9412 4013/94124047

**Email:** APAC.infotrain@altrad.com

**Website:** <https://training.altradservices-apac.com/>

**Office hours:** 7am to 3.00pm, Monday to Friday



*Get Skilled Up today with AltradSkills!*



Part of the Altrad Academy

## AltradSkills Centre

14 Orion Road  
Jandakot, WA 6164

T: +61 8 9412 4013 | E: APAC.infotrain@altrad.com

[www.altradskills.com.au](http://www.altradskills.com.au)



RTO : 7131