

ALTRADSKILLS

PART OF THE ALTRAD ACADEMY



Student Information Guide

2025



www.altradskills.com.au

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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 valuable 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 NVR Registered Training Organisations 2025 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 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 classes 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.

- Always observe health and safety requirements.

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 people directing the work of others will share responsibility for the safety of all people 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 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 on any threatening behaviour.
- 5 • 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 phones, unattended.

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 the assessment process to ensure a quality assessment is administered by an RTO. A quality assessment must be valid, reliable, fair, and flexible.

- Fairness - assessment accommodates the needs of the VET student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary.
- Flexibility - assessment is appropriate to the context, training product and VET student, and assesses the VET student's skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge.
- Validity - assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting; and
- Reliability - assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is 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 can be reasonably assured that the VET student possesses the skills and knowledge described in the training product.
- Sufficiency - The Assessor is assured that the quality, quantity, and relevance of the assessment evidence enables to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product.
- Authenticity - the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student.
- Currency - The Assessor is assured that the assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge.

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 link below:

<https://www.usi.gov.au/students/get-a-usi>

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.

STUDENT POLICIES AND 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 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 always be conducted in an ethical and in a non-discriminatory manner.

Enrolment in 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 offers 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, licensing, or project requirements.

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, 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 Manager any questions about RPL or commencement of an application. RPL applications will incur fees and charges.

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 in 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 License 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 License.

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 License: <https://www.wa.gov.au/government/multi-step-guides/high-risk-work-licensing>

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	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.
- AQF certification documentation has been issued in error.
- 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 is 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 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 30 days to be finalised, the learner 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:

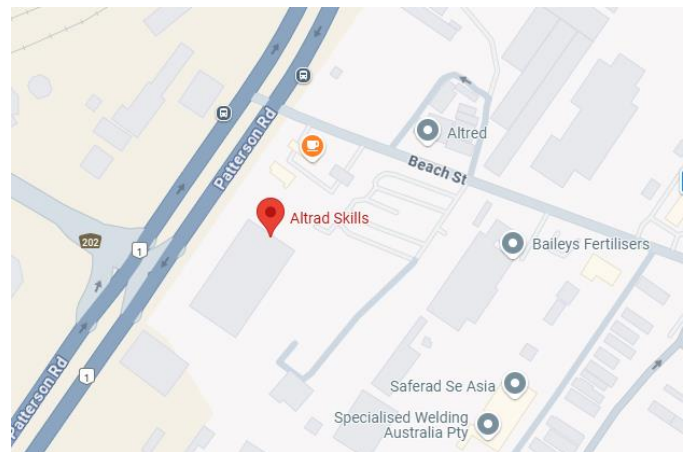
AltradSkills is continuously working to improve the quality of its training services. Feedback from clients is a fundamental part of improving services.

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 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



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Website: www.altradskills.com.au

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Get Skilled Up today with AltradSkills!



Part of the Altrad Academy

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