

Welcome to Training Alliance Group

Our Approach

Student Centred Approach

- ▶ Students are active and engaged in their own learning
- ▶ Collaborative learning - pair work and group work
- ▶ Experiential learning - practical, hand-on tasks
- ▶ Fair and equal treatment at all times

Our values

We welcome students from diverse backgrounds and provide equal opportunities and a safe learning environment for all learners

There is zero tolerance of any form of discrimination, bullying or harassment

Code of Conduct

For the rules and standards of behaviour that apply to all students at our training venues, please refer to your copy of the Code of Conduct

Student Support

We offer:

- ▶ Academic personal counselling and support
- ▶ Psychological counselling by a registered clinical psychologist (metropolitan areas)
- ▶ Assistance with transportation
- ▶ Light lunches (selected training venues)

Who should you talk to?

If you have any problems, questions, concerns or support needs:

Speak to your trainer first

Your trainer will refer you to the right support staff:

Enrolment - Training Coordinator

LLN - RTO Compliance Officer

Personal - Internal Psychologist or Career Advocate

We may refer you to external specialist support (own cost)

If you do not wish to talk to your trainer

- ▶ Call our main office on (08) 61100800 and ask for the Training Coordinator

OR

- ▶ Email training@trainingalliance.com.au

Complaints and Appeals

- ▶ Complaint - personal treatment/behaviour by staff or other students
- ▶ Informal: resolved between parties concerned
- ▶ Formal: in writing on “Complaint Form” (available on website)
- ▶ Will be investigated and resolved within 60 days

Complaints and Appeals

- ▶ Appeal - against assessment decision or other decisions made by RTO
- ▶ In writing using an “Appeals form” (available on website)
- ▶ If is about assessment, must be made within 30 days of an assessment outcome
- ▶ Will be investigated and resolved within 5 days

Complaints and Appeals

If you want to discuss a complaint or an appeal, you have the following options:

- ▶ Speak to your trainer
- ▶ Call our main office on (08) 61100800 and ask to speak to the Training Coordinator
- ▶ Email us on training@trainingalliance.com.au

Privacy and Student Records

- ▶ We guarantee that we will keep your personal information private
- ▶ Please refer to the information on privacy in the Student Handbook
- ▶ If you would like to see your training records, please call (08) 61100800 and ask for the Training Coordinator or email training@trainingalliance.com.au

Fees, Withdrawals and Refunds

For further information on fee payments, withdrawals and refunds, please refer to:

- ▶ Our website
- ▶ The Student Handbook

Attendance

- ▶ Students must attend all scheduled classes
- ▶ Absenteeism will affect your ability to commence units and complete assessments
- ▶ Absenteeism may result in a delay in completing a course or inability to complete the course
- ▶ Students with frequent absences will be referred to Management for an Intervention Plan

Dress Code

- ▶ Please ensure that you wear appropriate attire for a multicultural environment
- ▶ Some courses will require you to wear Personal Protective Equipment and closed in shoes

Competency Based Assessment

- ▶ Evidence of knowledge and skills
- ▶ Students are evaluated as Satisfactory or Not Yet Satisfactory in each assessment task in a unit and as Competent or Not Yet Competent for the overall unit and the course as a whole

Reassessment

- ▶ If you are not yet satisfactory/competent, you will be given the opportunity for reassessment
- ▶ Theory: three attempts
- ▶ Practical: two attempts
- ▶ Thereafter, on a case by case basis

We wish you a productive and
successful learning journey !