

Amana Living Training Institute

RTO Code 0609

Student Handbook



TRAINING INSTITUTE

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Welcome

Amana Living Training Institute is a registered training organisation delivering nationally accredited qualifications, Skill sets and non-accredited short courses to Amana Living staff, public students and staff of other care providers.

We are committed to ensuring you are equipped with all the tools and information required to successfully complete your chosen course. To assist you in your study journey, we have put together the Student Handbook to include all the information you will need, in one handy place. Additional information is of course still available to you and if at any point you would like further information or clarification, please don't hesitate to contact our Student Services Coordinator in the first instance or one of our helpful staff.

It is important that you take the time to read this handbook – treat it as pre-reading for your course and you'll start your learning with confidence and familiarity.

We trust that your time with Amana Living Training Institute is an enjoyable one and that the skills you learn here prove valuable in your future endeavours.

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Location

Amana Living Training Institute

Level 1, 1-9 Tanunda Drive, Rivervale WA 6103

Email: training@amanaliving.com.au

Tel: 1300 492 703

Web: www.amanalivingtraining.com.au

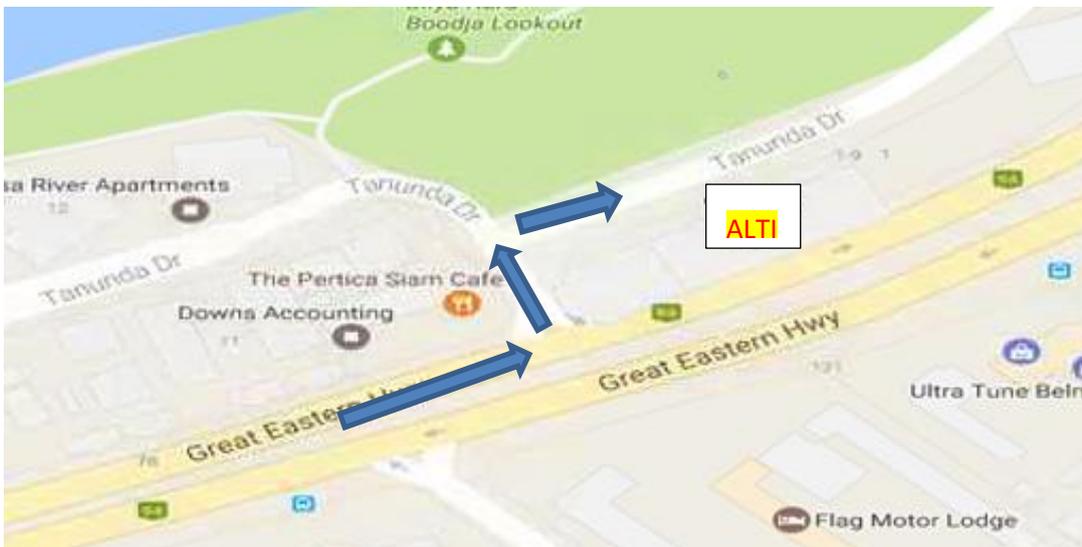


Entrance

Off Great Eastern Hwy

Google Map Directions

<https://www.google.com.au/maps/place/1+Tanunda+Dr,+Rivervale+WA+6103/@-31.9516134,115.9140556,17z/data=!3m1!4b1!4m5!3m4!1s0x2a32bbb0db17bdc7:0x67a2a4f626eadbbd!8m2!3d-31.9516134!4d115.9162443>



Our Training

We deliver following qualifications:

- 52840WA – Certificate II in Introduction to Disability Care
- 52841WA – Certificate II in Introduction to Aged Care
- CHC33015 - Certificate III in Individual Support (Ageing)
- CHC33015 – Certificate III in Individual Support (Home and Community)
- CHC33015 – Certificate III in Individual Support (Disability)
- CHC43015 – Certificate IV in Ageing Support
- CHC43115 – Certificate IV in Disability
- HLT33015 – Certificate III in Allied Health Assistance
- HLT43015 – Certificate IV in Allied Health Assistance (Occupational Therapy Specialisation)
- HLT43015 – Certificate IV in Allied Health Assistance (Physiotherapy Specialisation)

Our current scope of registration is listed on the Australian Government’s training.gov.au website at <http://training.gov.au/Organisation/Details/0609>

We offer a blended learning model of face to face training sessions during which you complete development workshops, tutorials, activities and a range of assessment tools, workplace learning and observation and self-directed study at home.

Information about your course

All the specific information you need about your chosen course is provided to you through the:

- Course Information Sheet
- Learning and Assessment Plan/Training Schedule

Course Information Sheet

The Course Information Sheet provides you with details about:

- Course description
- Course Structure – including core and elective units of competency, location, mode of delivery and duration

Learning and Assessment Plan/Training Schedule

The Student Services Coordinator will provide you with a Learning and Assessment Plan/Training Schedule detailing the days and times you are required to attend training sessions and the units of competency.

Roles and Responsibilities

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Amana Living Training Institute (ALTI)

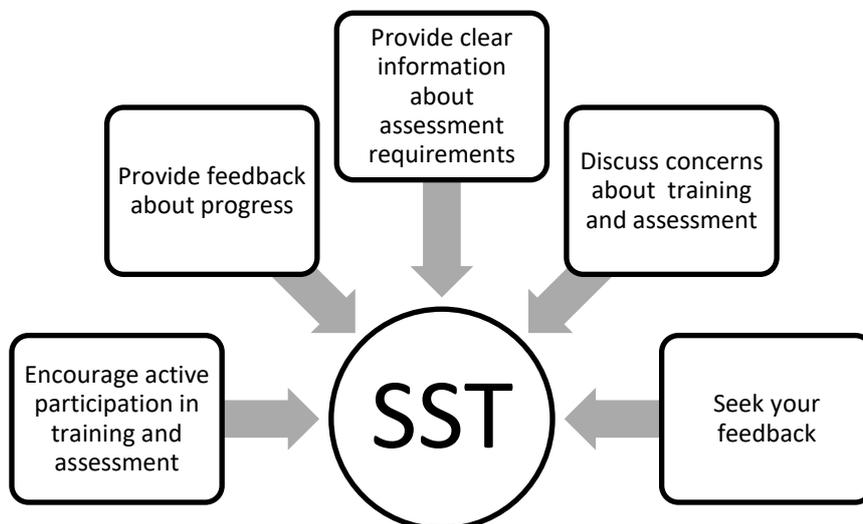
Amana Living Training Institute is committed to providing a consistently high standard of training through analysing feedback and constantly trying to improve our performance. We encourage and foster a positive learning experience and provide you with an appropriate delivery mode for your learning.

ALTI will aim to:

- Be open and honest at all times;
- Be respectful and courteous in their dealings with students
- Ensure that information provided is current, accurate, impartial and consistent
- Be available by telephone, email and in person
- Respond quickly and accurately to requests for support

Student Services Team (SST)

Your SST is committed to providing you with a learning environment that will assist you in acquiring the skills and knowledge for you to improve your work performance.



Your Responsibility

Adult learning recognises that you as a student are an adult in the learning process. It centres on you taking responsibility for your own learning. You are responsible for acquiring the skills, knowledge and attitude to become a competent professional. We will provide you with the framework for your success. Learning is a partnership between the ALTI and you as the learner where we work together to achieve the desired outcomes.

Student Code of Behaviour

The student code of behaviour requires you to respect and adhere to the following rights of others at all times:

- The right to be treated with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age disability or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to work and learn in a safe, clean, orderly and cooperative environment.

- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated politely and courteously at all times.

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Take responsibility for your own learning. This includes:

- Approach the learning with a positive attitude.
- Commit to attend all training sessions and work placements and make positive contributions to the training sessions.
- Not engage in plagiarism or cheating.
- Reading the training material, completing the activities and asking questions.
- Finding ways to relate to your reading and writing. What original thoughts and experiences can you bring to the course to make it come alive for yourself?
- Undertaking additional research if required.
- Completing any assessments assigned by your Trainer.
- Managing your assessment paperwork.
- Being in the training, participate, don't jeopardise your own learning by not participating
- Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment
- Monitoring your own progress and discussing any concerns with your Trainer or SST.
- Retain a copy of all assessments submitted
- Be considerate by not using mobile phones or any other devices during any training session.
- Surround yourself with other students who can help you. You don't have to be best friends with everyone you seek advice from but find friends or acquaintances that will help you to be the best of you.

Where student behaviour constitutes an attempt to threaten or otherwise coerce staff such as in relation to the integrity of assessment decisions, Amana Living Training Institute reserves the right to immediately cancel that student's enrolment, with any refund to be calculated in line with the Withdrawal Policy or at the Business Manager's discretion.

Mobile Phones

All phones must be turned off or put on silent mode during the training course, as a courtesy to the trainer and other students. Mobile calls can be retrieved during breaks. In an emergency where you need to be contacted, please advise your trainer so that arrangements can be made.

Enrolment

Once you have chosen the course in which you would like to participate, you may commence the enrollment process by a variety of means:

- By phoning ALTI on 1300 492 703 during business hours;
- Accessing an enrolment form on the ALTI website www.amanalivingtraining.com.au
- Emailing ALTI on training@amanaliving.com.au or
- Visiting our premises at Level 1, 1-9 Tanunda Drive, Rivervale WA 6103 during business hours.

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Selection and Admission

Employers can nominate employees or individual can nominate themselves to participate in our public courses provided at ALTI, subject to satisfying any pre-requisite enrolment requirements. All students are required to provide a Unique Student Identifier (USI) number at the time of enrolment.

Successful applicants will be advised in writing of confirmation of their enrolment in the ALTI course of their choice. If the selected course of training is not available an alternative course will be recommended where possible.

Course induction

At the commencement of each ALTI course you will be invited to attend an information session where trainers, staff and in some cases industry partners are available to answer any questions you may have about your upcoming study and subsequent qualification.

Pre- Course meeting

During the initial one to one Pre-Course meeting, student's training needs analysis is completed. This needs analysis determines the number of face to face workshops and tutorials that the student needs to attend for them to complete the required qualification. The training plan is based on existing skills, knowledge and their roster availability (if already working). The individual training plan for traineeship students must be agreed to by the student services team, student and employer before being endorsed by the Institute.

Application

To enrol in an accredited course the Enrolment Form must be completed and signed by you. If you are under a traineeship program the Enrolment form must be signed by both yourself and your Manager.

Enrolment forms can be downloaded via our website.

You will be advised in writing when your application is received.

Once your enrolment has been accepted and confirmed you will be advised in writing of the name of your Student Services Coordinator (SSC) who will contact you to arrange a Pre-Course Meeting date.

Recruitment of learners is conducted in an ethical and responsible manner consistent with the training products and services being provided. Learner selection processes are fair and comply with equal opportunity legislation.

Entry Criteria

Participants of the program need to be able to read, comprehend, discuss and write simple statements in English.

Traineeships and Other Funded Programs

To be eligible for a Traineeship Program or Government Funded Training, you must meet the criteria set by The Western Australian Department of Training and Workforce Development or relevant Government Department.

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Course Fees

For current course fees and funding details call ALTI Administration on **1300 492 703**.

Payment in respect of course fees is required at the time of your enrolment as specified in your payment schedule unless you qualify for a fee exemption or subsidy. For further information on exemptions and subsidies, please contact ALTI Administration on 1300 492 703.

Resource fees are charges for materials that are considered essential to a course or unit of study and which do not form part of the course fee. The resource fee of \$10 per unit covers materials purchased by the RTO to be consumed or transformed by students in the course of instruction, that includes Learner Guides purchased from external curriculum providers ie Resource Learning Australia. Information regarding extra resource requirements is available by contacting ALTI Administration on 1300 492 703 or training@amanaliving.com.au.

Payment Methods

Payment of fees can be made by, credit card, electronic fund transfer (made payable to Amana Living Training Institute) or direct deposit. Please contact ALTI for bank account details.

Refunds

Course Cancellations

Refunds will be provided to the payee in respect of all course fees paid when ALTI cancels a course. ALTI will honour your enrolment to the best of its ability and will not cancel courses unless extenuating circumstances prevail.

In the case of a course cancellation you will be notified as soon as practicable.

Circumstances where refunds may be provided

ALTI may not accept responsibility for changes in personal circumstances or work commitments which may occur after the commencement of a course and require you to withdraw from a course.

Please refer to your Statement of Course Cost for Census dates (cooling off period) and Withdrawal dates.

NB: Students under a Traineeship or Priority Industry Training program, please refer to the “Fees and Charges Policy” for further details

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In the following circumstances, you may be entitled to receive a full or partial refund of course fees:

- An overpayment was made
- Within 10 working days of commencing the course you become entitled to a fee exemption or discount on course fees
- If you pay for an enrolment in a course to repeat a failed course, however, you are granted a pass in that course through the Assessment Appeal Process
- You withdraw from the course and have submitted a completed Withdrawal/Refund Application Form at least 10 working days prior to the commencement of a course
- Extended hospitalisation or illness preventing you from attending classes. These circumstances need to be supported by a medical certificate or other documented evidence
- Other extenuating circumstances which will be considered on a case by case basis by ALTI.

Unique Student Identifier (USI)

From 1 January 2015, if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI).

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this:

3AW88YH9U5

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards.

The USI is available online and at no cost to you. Information about the USI can be accessed on the USI website <http://usi.gov.au/Students/Pages/default.aspx>.

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course; student continuing with nationally recognised training.

You will be required to provide your USI to Amana Living Training Institute during enrolment or prior to completion of your course. Certification documents cannot be issued to you without a USI.

Recognition of Prior Learning, Recognition of Current Competencies and Credit Transfers

You may already have developed skills and knowledge through work, study and life experience that may help you gain exemption or credit for units of competency in your course. This could reduce the time required to gain a qualification.

We recognise relevant prior knowledge and experience through:

1. Recognition of Prior Learning (RPL)
2. Credit Transfer (CT) and
3. Recognition of Current Competencies (RCC)

If you believe you have some previous skills, knowledge or life experience that is relevant and would like to apply for RPL, RCC or a CT, you can bring all your relevant documentation to the Pre-Course meeting where you can discuss your eligibility with the SST.

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Recognition of Prior Learning (RPL)

Under the Australian Qualifications Framework (AQF), competencies may be attained in a number of ways including any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in VET accredited courses.

RPL is an assessment process that evaluates the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package accredited course.

We offer RPL to all of our students. The evidence required for your application may include current certification, references from current and/or past employers, testimonial from clients, work samples and demonstrations.

Credit Transfer (CT)

Credit Transfer is where you may be granted acknowledgement based on prior studies gained through other Registered Training Organisations or education providers such as TAFE.

For example, you may have completed the same unit of competency at another institution undertaking another course; this will be recognised if the unit is the same both in terms of title and unit code number. If a course title and/or code are not an exact match, a mapping process will be conducted to identify whether the unit requirements have been met. This also includes units/qualifications held from previous training packages.

Where a Credit Transfer is applied for you must provide all the original documents, including any qualifications and related statements of attainment, to the SST who will assess your eligibility.

The granting of credit transfer may shorten the course duration; you will be advised of this upon finalisation of the credit transfer process.

Recognition of Current Competencies (RCC)

RCC applies if an individual has previously successfully completed the requirements of a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained. It is particularly relevant where there is a requirement for an occupational license or ticket in order to practice in the skill area e.g. first aid

Attendance

Student attendance is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions (including site visits).

You are required to arrive for class on time and stay for the full duration of the class. Should it be necessary to leave a class early – you must advise your trainer before the class commences.

If you are absent from class, it is your responsibility to catch up on work missed.

If you miss a training session it is your responsibility to find out what work you are required to catch up on and to organise this with the SST.

If you are aware that you will be unable to attend a training session you are expected to:

- Notify the SST prior to the commencement of the training session. **You will be charged \$200 for the make-up class if you failed to notify the office.**
- Negotiate with the SSC for make-up training to be completed where necessary and if a mandatory assessment was undertaken, make alternative arrangements for your assessment.

Punctuality

Being punctual is essential in the workplace. You are expected to be punctual to all training sessions for the same reasons. Being punctual means that you will arrive at all scheduled training sessions at least 10 to 15 minutes prior to commencement and be ready to commence training on time.

You are also expected to remain at the training session for the entire scheduled duration. Leaving early is not acceptable.

Being late or leaving early from a training session may result in you missing an important part of your course. It is your responsibility to catch up on any work not completed.

Materials you are required to bring to training sessions

You are expected to bring basic stationery to each training session, including but not limited to a notepad, pens, pencils and eraser. On your first day of training, we will provide you with a folder to hold all your materials during your course of study. Please ensure you bring this to each class to refer to your notes.

Assessment

Throughout your course you will be assessed regularly in each unit of competency you are undertaking. This is a necessary part of your course and it is your opportunity to demonstrate the skills and knowledge you have acquired during that unit of competency.

Before submitting your assessments to the SST, **please ensure that you have kept a copy for your own records.** We are required to retain the original of all your assessments for auditing purposes and will not return your original assessments to you.

What is assessment?

Assessment means the process of collecting evidence and making judgements 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.

It is a systematic process of collecting and evaluating evidence that allows your trainer to make an informed judgement as to whether you have achieved the competency required. You will be asked to perform practical tasks, participate in specific activities and/or to complete written work to demonstrate that you have gained the necessary skills and knowledge and that you can apply these within the workplace.

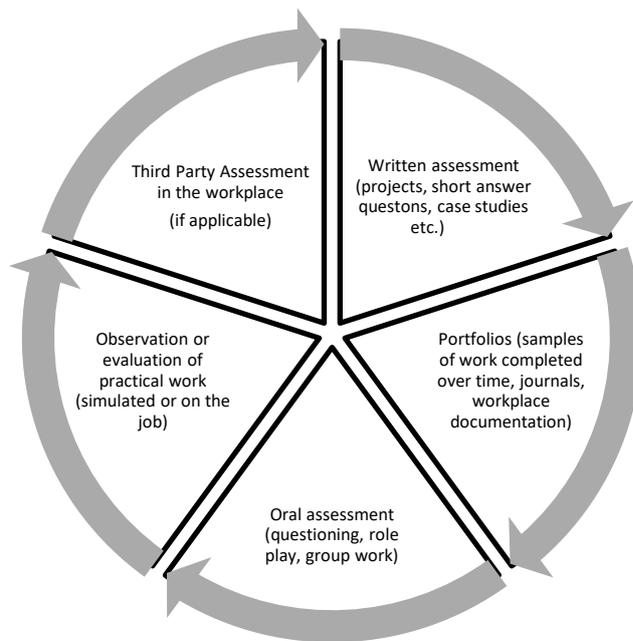
How will I be assessed?

As you commence each unit of competency, your trainer will give you an outline which will describe the content, the assessment method/s to be used and when you will be assessed in that unit of competency. In some cases, units of competency are assessed independently and in other cases, they can be assessed in conjunction with others. All assessments are mandatory and must be completed satisfactorily for you to be deemed competent.

Assessment Methods

Assessment approaches are varied and can often be different for each unit of competency or even for an individual student. In the majority of cases, more than one assessment method will be used. The different types of assessment methods are detailed below.

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Assessment Structure

Development Workshops

Development Workshops give you the opportunity to gain knowledge and skills in a classroom environment. You will be expected to actively participate in the workshops and will have the opportunity to meet fellow students and share your knowledge with them and ask your trainer questions.

During the workshops, you may be asked to:

- Complete in-class assessments
- Discuss and complete case studies/simulated practical tasks
- Participate in Individual/Group activities

You may also be allocated assessments to be completed in your own time.

Participant Notes for each workshop will be given to you on the day and you will need to carefully read through and study these, as you will be asked questions about what you have learnt during your site visits.

Site Visits

Site Visits form a vital part of the assessment process. Site Visits will normally be in the form of:

Observations - where we will observe you working with a resident/client and assess how you apply the knowledge and skills you have learned in your Development Workshops to the real world.

Prior to your first Site Visit we will talk to you about gaining permission from residents/clients and your Manager/Team Leader for us to observe.

Dates and times for Site Visits will be arranged between you and your trainer for a time that suits you both.

As soon as is reasonably possible at the end of an assessment, your trainer will provide you with the result of the assessment. Feedback will be given on whether you were deemed satisfactory or not yet satisfactory.

Feedback will be constructive and the participant is encouraged to seek clarification if required. Feedback can be in the form of:

- Oral feedback when results are provided at the end of an observation or in a workshop
- Assessment task results

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Work Placement

Students will, in most instances, complete their work placement at an Amana Living sites. The Student Support Coordinator and Clinical Education Coordinator will liaise with students and Service Managers/Team Leaders to arrange suitable placement. If placement cannot be found within Amana Living arrangements will be made for the student to complete their placement at a partner organisation.

Workplace Assessment

Your Manager's/Team Leader's Responsibilities

- Support and encourage students
- Accommodate rostering to enable students to attend off the job training
- Allow students to perform tasks outside of their normal roles for assessment purposes
- Provide appropriate feedback on workplace performance in accordance with Amana Living course requirements.
- Ensure the observation process is not interrupted
- Assist students to access relevant resources in the workplace
- Provide students with feedback on workplace performance
- Report problems/needs to the Student Support Coordinator or Training Operations Coordinator as soon as they arise

Submitting Assessments

All assessments must be submitted directly to the Student Support Team. **You must make a copy of your submitted assessment** before submitting your assessment. We are required to retain the original of all your assessment tools for auditing purposes and will not return your original assessments.

You are required to satisfactorily complete all units of competency within a qualification in order to fulfil the requirement of a training package.

You will be given feedback from each assessment you undertake. Feedback is ongoing throughout the course.

Individual assessment tools will be rated using the codes:

Satisfactory (S) The required level of competency has been demonstrated in this assessment.

Not Satisfactory (NS) The required level of competency has not been demonstrated on this assessment.

A unit of competency may require a number of Satisfactory (S) assessments before a Competent (C) is obtained in that unit of competency. If any assessment is assessed as Not Satisfactory (NS), then the entire unit of competency will be Not Yet Competent (NYC) as all assessments in a unit of competency must be deemed satisfactory for competency to be achieved.

If you fail to complete all competencies or your assessment is Not Satisfactory (NS), you will be provided an opportunity to make another attempt which may include alternative equivalent assessments in order to prove competence. It is your responsibility to make arrangements with the SSC to repeat a Not Satisfactory (NS) assessment. Students will be given the opportunity to reattempt an assessment to prove competence.

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Considerations and Reasonable Adjustments

If you experience personal difficulties of a short-term nature (e.g. illness or bereavement) that impede your ability to complete assessments, then special consideration may be available. Please contact the SST to discuss.

Reasonable adjustments will be made to ensure equity in assessment for people with a disability; language or numeracy difficulties; or a diagnosed medical condition. Adjustments may include changes to the assessment process or context that meet your individual needs, including needs related to disability, and/or diverse cultural background, but do not change competency outcomes. Such adjustments are considered “reasonable” if they do not impose an unjustifiable hardship on you or Amana Living Training Institute.

Additional Support

We are committed to giving you the best possible opportunity to successfully complete your chosen course. If any of the following difficulties affect your ability to satisfactorily complete assessments, please contact the SSC/Trainer to discuss additional support in the completion of your assessments:

- Problems with language, literacy or numeracy
- A diagnosed disability
- A medical condition and/or
- Personal circumstances

Plagiarism and Cheating

Academic honesty is an essential foundation for student assessment. Students must ensure that the evidence that they submit for assessment is their own and/or acknowledge the work of others appropriately.

Plagiarism is to copy work without acknowledging the source and is a form of cheating.

Amana Living Training Institute will not tolerate cheating (including plagiarism). It is cheating to:

- Hand in someone else’s work as your own (with or without that person’s permission)
- Use any part of someone else’s work without the proper acknowledgement, including breaches of copyright
- Hand in a completely duplicated assignment
- Allow someone else to hand in your work as their own
- copy sentences or paragraphs from one or more sources, present substantial extracts from books, articles, theses, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their origin
- have several people write one assignment and hand in multiple copies, all represented (implicitly or explicitly) as individual work

Amana Living Training Institute will not condone cheating (including plagiarism) under any circumstances. If a trainer suspects cheating, they are to investigate further to establish evidence.

If there is evidence to support the suspicion, the trainer/SST will notify the RTO Coordinator/ Manager and set out the concerns to the student in writing, requesting a time to discuss the matter.

Once this discussion has occurred, giving the trainer and student the opportunity to provide relevant information, one of the following will occur:

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If it is a minor or unintentional offence the student will be required to undertake an alternative form of assessment to provide evidence of attaining the requirements of the component of study. The penalty in this case is that the student is only able to receive the lowest level of pass for the assessment activity.

If it is a serious or deliberate offence the student will fail the assessment.

Students are to be advised in writing of the outcome of the discussion.

In either case the misconduct is to be recorded in the student's file. Repeated offences of cheating – minor or serious – will result in failure of the component of study that is the focus of the current misdemeanour.

Students are entitled to appeal against a decision related to cheating in line with the Complaints, Grievances & Appeals process outlined in this Handbook.

If a student believes that his or her work has been plagiarised or copied, he/she must report the matter to a trainer or the SSC.

AQF Certification Documentation

AQF certification documentation is the set of official documents that confirms that an AQF qualification or Statement of Attainment has been issued to an individual.

All qualifications and statements of attainment issued by Amana Living Training Institute will be in accordance with our scope of registration.

All AQF documentation will be issued within 30 calendar days of you being assessed as meeting the requirements of the training product.

Certificate

A Certificate will be issued to you if you are deemed competent in all units of competency in accordance with the relevant training package. A certificate will be issued within 30 calendar days of you being assessed as meeting all the requirements of the training product.

Statement of Attainment

A Statement of Attainment will be issued to you confirming that you have satisfied the requirements of each unit of competency specified in the statement.

A Statement of Attainment will be issued within 30 calendar days of you being assessed as meeting the requirements of the training product or formally withdrawing from your course in writing.

Transcript/Record of Results

If you have completed a qualification you will also be eligible for a transcript accompanying your Certificate. This transcript will list all enrolled units of competency and have a result against each. Common result codes include:

Competent(C):	All assessments have been completed and the required level of competency has been demonstrated.
Not Competent (NC):	All assessments have been attempted but the required level of competency has not been demonstrated.
Withdrawn (W):	Did not finish the unit of competency or did not attempt all the required assessments for the unit of competency
RPL:	Competency demonstrated through the recognition of previous study, work and life experience.

Credit Transfer (CT): Recognition that the same unit of competency was completed as part of previous studies either at Amana Living Training Institute or another RTO.

Reissuing AQF Certification Documentation

Records of qualifications and Statements of Attainment are kept by Amana Living Training Institute for a period of 30 years.

You can request a copy of your AQF certification documents for an additional charge of \$50 per qualification.

Withdrawal

You may withdraw from a course prior to or after course commencement.

All withdrawals must be notified in writing to the SSC (text messages are not acceptable).

When submitting notification of your withdrawal you should provide the following information:

- Your full legal name i.e. the name that appears on your driver's licence
- The name of the qualification from which you wish to withdraw e.g. Certificate IV in Ageing Support

Surveys

You will be required to complete a Learner Engagement Questionnaire as part of our obligations to collect and report Quality Indicator data to the Training Accreditation Council (Western Australia).

Legislation

Amana Living Training Institute is bound by a wide range of regulatory requirements including but not limited to:

- Workplace Gender Equality Act 2012
- Copyright Act 1968
- Freedom of Information Act 1992
- Privacy Act 1988
- Fair Work (Registered Organisations) Act 2009
- Workers' Compensation and Injury Management Act 1981 (WA)(CI)
- Racial Discrimination Act 1975
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Bill 2014
- Local authority by-laws and regulations as required
- Aged Care Legislation (Residential Care/Home Care)

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Student Support Services

Please notify the SST prior to commencement if you have any special needs that will affect your ability to learn including but not limited to:

- Language, literacy and numeracy needs;
- A disability including mobility, visual impairment, hearing and/or
- A diagnosed medical condition.

By notifying us of your special needs we can ensure that we can meet your needs prior to commencing the course. We can provide information about external agencies and service providers that are most appropriate to give you assistance if we cannot provide the service ourselves.

If you do not tell us about any special needs that may affect you're learning outcomes, we may not be able to assist you. Any information you tell us in relation to your needs will remain confidential and will only be used to support you.

Equal Opportunity, Fair Treatment, Access & Equity

Amana Living Training Institute is committed to the principles of Access and Equity, in accordance with the requirements of the Australian Quality Training Framework (AQTF).

We are inclusive of all students regardless of sex, race, impairment, or any other factor. ALTI is committed to ensuring access and equity principles are applied and provide timely and appropriate information, advice and support services which assist students and staff to identify and achieve their desired outcomes.

ALTI is committed to ensuring a working environment that is free from harassment. All staff and clients are expected to treat each other with compassion, dignity, courtesy and respect.

Health and Safety

We care about your health and safety while studying with ALTI. It is important that you familiarise yourself with, and follow all rules of the training location, as well as familiarising yourself with all emergency evacuation procedures, the location of the first aid kit and exits.

If you see something that you think is unsafe please inform the assessor/SSC.

Privacy

As a Registered Training Organisation, ALTI is obliged to maintain effective administrative and records management systems. This involves the retention of client records.

ALTI staff must be scrupulous in using client information only for the purposes for which it was gathered. Clients must have access to their own training records at all times. Should it be deemed necessary, information about client records can only be divulged to a third party with the written consent of the client.

Complaints and Appeals

Grievance Process

ALTI strives to deal with issues as soon as they emerge, in order to avoid further disruption to the student or the need for a formal complaint.

If learners have a grievance with any aspect of the training, they are encouraged to speak immediately with a trainer or the SSC allocated to your studies to resolve the issue.

If the learner is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Business Manager, setting out in detail the issue(s) of concern. This may lead to occasions where an

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industry-training representative may be invited to act as an objective party to negotiate a satisfactory resolution.

If the matter is unresolved, learners are advised they may take their grievance through legal avenues, the Anti-Discrimination Board, Consumer Affairs, The Department of Training and Workforce Development's Apprenticeship Office (formerly ApprentiCentre), Training Accreditation Council or other bodies as appropriate.

Compliments and Complaints

ALTI has implemented a procedure for continuous improvement that encourages feedback on any of our service provision. All feedback (whether comments, compliments or complaints) are valued and ensures we meet the needs of all learners.

A "How Can We Do Things Better?" form is always available in the training room or talk to trainer.

Assessment Appeals Process

Learners have the right to appeal an assessment result. If you believe that the assessment judgement is incorrect, or the assessment process has not been followed you have the right to appeal. Please refer to the Assessment Appeals Flowchart on the following page:

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Assessment Appeals Flowchart

