



Domestic Student Handbook

ASHT PTY Ltd trading as

Alliance College

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WELCOME FROM THE CEO

The purpose of the Domestic Student Handbook is to provide you, our valued client, a resource book, detailing all our products and services available here at Alliance College.

Our philosophy here at Alliance College is about quality continuous improvement. If you have any ideas or suggestions about how we can do things better, please let us know by forwarding them to Administration or leave them in the Suggestion Box located in the Student Room.

We wish you good luck with your studies.

Ray Fa

Chief Executive Officer

Mission Statement of the Quality Assurance Group

“To provide you with the highest possible quality training and assessment experience in Hospitality and Business. We aim to meet or exceed your needs and expectations”

RTO DETAILS - Key Personnel

Chief Executive Officer

Ray Fa

Training Manager

Erika Posch

Administration Manager

Eva Yang

Marketing Manager

Fernanda Paes Dos Reis

ELICOS Director of Studies

Lizzy Edwards

Compliance Manager

Kyleigh Henningsen

Trainer and Assessors

Scott Mansfield

Scott Heher

Liam Scanlon

Matthew Inkley

Chloe Cowan

Miles Aravin Yuvarajan

Tony Webster

Erika Posch

Irene Jong

Peter Garlick

Dan Rhea Sarmiento

SoonTeik Oon

Charlie Dobek

Steven Clelland

ELICOS Teacher

Lizzy Edwards

Anna Pham

Tutor

Kacey Jin

Rita Liu

Student Support

Yui Zhang

Dee Yang

Office Administrator

Ritika Lamba

Marketing Officer

Candice Feng

Abdullah Shaikh

Information Technology and Communications

Ming Zeng
Carina Chen

Finance Officer

Yina Wang
Rita Liu

Café Supervisor

Kacey Jin

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COURSE INFORMATION

Course information is available from several sources. These include, but not limited to:

Brochures: Are available at reception and through the Alliance College website
Front Office: Staff are available to answer questions during opening hours
Website: www.alliancecollege.edu.au

COOKERY AND HOSPITALITY

SIT20316 Certificate II in Hospitality

SIT30616 Certificate III in Commercial Cookery

SIT40516 Certificate IV in Commercial Cookery

SIT30616 Certificate III in Hospitality

SIT40416 Certificate IV in Hospitality

SIT50416 Diploma of Hospitality Management

SIT60316 Advanced Diploma of Hospitality Management

BUSINESS

BSB40120 Certificate IV in Business

BSB50120 Diploma of Business

BSB60120 Advanced Diploma of Business

AUTOMOTIVE

AUR30620 Certificate III in Light Vehicle Mechanical Technology

AUR40216 Certificate IV in Automotive Mechanical Diagnosis

AUR50216 Diploma of Automotive Technology

TRAINING LOCATIONS

- Level 2/ 97 Pirie Street, Adelaide SA 5000
- 125 Pirie Street, Adelaide SA 5000
- 433 Morphett Street, Adelaide SA 5000



GENERAL INFORMATION

Alliance College is a Registered Training Organisation (RTO), who operate under approval of the Australian Government Commonwealth Register of International Courses for Overseas Students (CRICOS), Australian Skills and Quality Authority (ASQA) and Australian Quality Training Framework (AQTF).

The organization is responsible for the quality of the training and assessment in compliance with Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the AQF (Australian Qualifications Framework) certification documentation.

The organization is required to comply with:

- The *Standards for Registered Training Organisations (RTOs) 2015* and
- The Education Services for Overseas Students, or ESOS Act and National Code details the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa.

OPENING HOURS

The hours of the school are from 8.30am to 4.30pm, Monday to Friday. The training and administration team will be more than happy to assist with any enquiries during these hours.

MANAGEMENT GROUP

The group meets regularly to discuss various aspects of the school and is committed to the principles of quality and continuous improvement.

ENTRY REQUIREMENTS

UPFRONT ASSESSMENT OF NEED

If a student is eligible for subsidized training an upfront assessment of need process will occur prior to every enrolment in a vocational or foundation skills course, and after Alliance College has confirmed the student's eligibility and entitlement. The aim of the process is to ensure that:

- a high quality formal referral process underpins access to a subsidised training place for Jobseekers registered with an Australian Government employment service;

- only individuals who have the capacity to undertake a vocational course will have access to a subsidised training place;
- only where there is evidence of need will an individual be provided with access to subsidised bridging units or foundation skills courses;
- individual learning and support needs are identified early, and strategies are put in place to improve retention and completion outcomes;
- Jobseekers registered with an Australian Government employment service that are assessed as requiring literacy and/or numeracy training and eligible for Australian Government assistance are referred to the Skills for Education and Employment (SEE) Program or a provider to deliver Foundation Skills accredited units of competency.

The Assessment will include an assessment of literacy and numeracy needs and a Core Skills Profile for Adults (CSPA). From this information a Suitability and Support Needs Assessment/Checklist will be done in order to deem entry into subsidised training. If participants are identified as requiring complex supports in the areas of living, learning or transition that go beyond what is expected of Alliance College, you may be referred to a Learner Support Services (LSS) Provider, Interskills which has a contract to provide such services to Alliance College under a current agreement.

CSPA (SRNI & LaNCA)

TH CSPA platform offers a short reading and numeracy assessment at the initial assessment phase. The two types of assessment the Department requires to identify suitability and eligibility for a subsidized funding place/s are:

- The short assessment is the Snapshot Reading and Numeracy Indicator (**SRNI**) which is available online and;
- The long assessment is the Literacy and Numeracy Comprehensive Assessment (**LaNCA**) which is available as an online adaptive tool.

The **SRNI** takes about 15 minutes to complete and provides an indication of whether those seeking access to a Certificate II or III vocational qualification are a **ACSF Exit Level 2** and if they are not, then it will state that 'further assessment is required'.

The **LaNCA** is a more comprehensive assessment of approximately 30 minutes each for reading, numeracy and writing and is used to assess individual seeking access to Foundation Skills qualifications (below **ACSF Exit Level 2**) or those seeking access to Certificate IV or higher to determine if they are **ACSF Exit Level 3** in reading and numeracy and **ACSF Exit Level 2** in writing as a minimum set by the Department.

The CSPA, SRNI and Lana assessments are at **no cost** to the potential student/enrollee/participant.

ELIGIBILITY CRITERIA FOR SUBSIDIZED TRAINING PLACES

ELIGIBILITY – PART A

Key Criteria:

- **Identity and Residence:** enrollee to provide a valid USI and Age ID (Driver's License; Passport: Proof of Age ID)
- **Citizenship:** enrollee to provide evidence of Australian Citizenship; Permanent Resident; Eligible Visa Type
- **School Enrolled:** enrollee to provide evidence of a TGSS Education and Training Plan; ASbA Contract; FLO Exemption Form
- **Jobseeker:** the enrollee's JSA or DES Provider must submit an Employment Service Provider Referral to Training Form (online) to Alliance College
- **Apprenticeship or Traineeship:** the Apprenticeship Network Provider (ANP) is to provide Alliance College with an Apprenticeship or Traineeship Contract for the enrollee

ENTITLEMENT – PART B

Key Criteria:

- **Prior subsidized qualification:** has the enrollee access previous subsidized training places (from 1st October 2015)
- **Highest accredited non-school qualification:** evidence of the highest accredited no-school qualification attained
- **Government Concessions:** holders of a Health Care Card; Pensioner Concession Card; Veterans Affairs Concession Card; Prisoners/detainees in a South Australian correctional institution/detention center; under the Guardianship of the Responsible Minister (GOM).

UAN PART C

Key Criteria:

- Suitability and Support Needs Checklist is completed; and
- Refer participant to a Learner Support Services (LSS) Provider
- Snapshot Reading and Numeracy Indicator Report (SRNI) is completed
- Literacy and Numeracy Comprehensive Assessment (LaNCA) is completed
- CSPA Report is completed
- Learning and Support Report is completed
- Bridging Units/Foundation Skills (FSK) qualification are identified as required
- Employment Service Provider Referral to Training (for FSK) to ESP completed as required

LANGUAGE, LITERACY AND NUMERACY (non-funded training places)

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of participants, with which Alliance College must abide.

Alliance College makes appropriate concessions for language, literacy, and numeracy issues of student where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where there are entry requirements for courses (eg. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information).

Advice is given to all student on appropriate actions if there is a need to update literacy and numeracy skills. Alliance College can assist in providing this additional development prior to completing your enrolment into vocational skills.

LEARNING SUPPORT SERVICES

Students may be eligible for Learning Support Services (LSS) if they are studying a subsidised qualification and have complex support needs interfering with their studies. LSS provides individualised support to students with barriers to training through a case management model. LSS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

- Learner Support Services assists students to stay in training and complete their qualification by:
- helping them to navigate the training system
- addressing life issues interfering with training
- addressing study skill support needs
- obtaining supports available in the community

While support for students to develop their study skills can be provided, Learner Support Services does not provide Language, Literacy and Numeracy training.

STUDENTS WITH A DISABILITY/ SPECIAL LLN REQUIREMENTS

The school is committed to providing fair and reliable access and equity for students with disabilities to enable them to participate in training as fully and independently as possible. Students have a right to fair treatment and should not be treated unfavorably and are encouraged to disclose their disability at enrolment. We have a number of facilities to cater for students' needs and if you require assistance, please notify administration in the first instance.

COURSE DELIVERY

COURSE STRUCTURE

You will have up to 25 hours face-to-face training per week with, but not limited to, classes quizzes and practical placement. Your skills and knowledge will be applied practically in our training café, bar, kitchen and function room through all levels. Each year will consist of full time study for 40 weeks and a break period of 12 weeks between 4 study terms. Each study term is approx. 10 weeks long.

The classes are scheduled per study week for two full days (9.00 am to 5.00 pm) and third half day (either 9.00 am to 1.00 pm or 1.00 pm to 5.00 pm). There are also additional 15 hours of self-study scheduled per study week for students.

Alliance College has its very own 'Chapter One' Training Café and 'Oui Chef' Training Kitchen and Functions Room, which are open to the public. These allow our students to complete elements of their placement on campus. While working at Alliance College' training premises, students are supervised and mentored by our fully qualified training staff, who had rich experiences in the industry.

The course name and codes, duration and holiday breaks, delivery modes, location, pre-requisites, English and academic entry requirements, tuition and non-tuition fees and any other special course requirements such as work placement arrangements are stated in detail in the Course Profile and also available on the Alliance College website.

TRAINERS AND ASSESSORS

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

ASSESSMENTS

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions. Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your Trainer/Assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (please refer to the tables below for more information).

Various assessments tasks/ activities may be involved, including but not limited to:

- Observations of Performance
- Assignments
- Projects
- Case Studies

- Written Articles
- Written/Oral Questioning
- Oral Presentations
- Workplace Performance
- Role-plays/Simulations
- Demonstration of Skills
- Online Assessments
- Portfolio of Evidence

Certifications will only be given to students who successfully complete **all** assessment requirements for a qualification or a unit of competency. Alliance College is required to meet stringent quality requirements in the conduct of all assessments. Alliance College has carefully constructed and developed assessment resources to ensure that these meet quality requirements, as well as being user friendly to students and other stakeholders.

PRINCIPLES OF ASSESSMENT

Assessments will be conducted in accordance with the following Principles of Assessment criteria:

Valid	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement which covers the broad range of skills and knowledge that are essential to demonstrate competent performance. • Assessment of knowledge and skills is integrated with their practical application. • Assessment 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 assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • 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 requirements, and the individual.
Fair	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider 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 re-assessment if necessary.

RULES OF EVIDENCE

Alliance College is required to ensure that all evidence provided by the student/learner as proof of their competency, meets the following criteria:

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module of unit of competency and associated assessment requirements.
Sufficient	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.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present of the very recent past.

ASSESSMENT CRITERIA

Practical and theory assessments are undertaken for each unit you are enrolled in. Failure to attend, participate and complete your assessments to the required standard will result in an unsatisfactory result. Students who are not yet competent in an assessment have the opportunity to discuss with the Trainer/Assessors, what is required to rectify and how they are able to re-attempt an assessment when it is suitable for them.

If following your reassessment, you are still deemed by your assessor as unsatisfactory you may choose to re-sit the unit at a later date for those unit(s).

If you choose to re-sit, you will be charged a re-sit fee in accordance to the price schedule on the re-sit application form, which is available from the Alliance College reception desk. A re-sit class is only able to be scheduled once your application and payment has been processed by the school.

ASSESSMENT RESULT EXPLANATION

Assessments are competency based and students will be assessed against each unit's requirements. Competency based training is about training students in the specific units until the trainer and assessor believes that the student is able to demonstrate competence in the unit and/or qualification.

COMPETENT

All training and assessment requirements of the qualification and/or units of competence have been met.

NOT YET COMPETENT

All training and assessment requirements of the qualification and/or units of competence have NOT been met.

DUE DATES

It is important that all assessments are submitted by the due date, unless an extension has been granted or you have a medical certificate. If an extension is needed, please see Administration and submit the Assessment Due Date Extension Form prior to the due date. The maximum extension period you can apply for is 1 month. You can only apply for the assessment due date extension once for each unit.

If the student does not formally apply for an extension to the due date for all/any assessments, they may fail this unit and be required to re-enrol this unit when it is next scheduled according to the Program Timetable, (re-enrolment fees will be applied). You need to be fully responsible for any consequences resulting from late submission. Your CoE may need to be extended due to units not completed within original CoE timeframe.

TRAINEESHIPS AND APPRENTICESHIPS

A traineeship or apprenticeship is a contract between a registered employer and a trainee or apprentice, whereby the employer undertakes to train and employ the trainee or apprentice in a vocation or trade, and the trainee or apprentice undertakes structured learning and paid employment for a specific period of time to achieve a relevant qualification.

A traineeship usually lasts between twelve months to three years, depending on the vocation undertaken. An apprenticeship is in a trade occupation that usually lasts for three or four years.

A traineeship or apprenticeship may be full-time, part-time or school-based; this depends on the industrial award or agreement. Both trainees and apprentices' study for a nationally recognized qualification, which will allow them to work anywhere in Australia. The employer will provide training and work that is relevant to their trade or vocation. Training providers deliver the off-job training and issue the relevant qualification for the trade or vocation to trainees and apprentices.

A list of traineeships and apprenticeships available in South Australia can be accessed on the *Traineeship and Apprenticeship Pathways Schedule (TAPS)* by going to www.skills.sa.gov.au/ERAS

If you are interested in undertaking a Traineeship or Apprenticeship, please contact Alliance College Admissions for more details on which courses are eligible and how they can be accessed.

TRAINING

FLEXIBLE DELIVERY

Flexible delivery focuses on learning rather than teaching and to provide the best possible learning experience for the student. This means that the student has greater control over what, when and how they learn.

Alliance College offers various forms of delivery to accommodate the varying needs of student. Modes of delivery available for most courses include classroom (face-to-face) environment, self-directed study, workplace based, online, Recognition of Prior Learning (RPL) or any combination of these.

REASONABLE ADJUSTMENTS FOR DISABILITY

Students intending to enrol for training with Alliance College are requested to advise us if they have any physical or other impairment (eg. English language, literacy or numeracy difficulties, dyslexia, vision, deafness etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Student with disabilities or impairments are encouraged to discuss with the Training Manager any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Training Manager, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimize the ease and benefit of the student's learning.

TRAINING FACILITY AND EQUIPMENT

Alliance College' classroom-based facilities have recently been upgraded to offer the latest amenities.

This includes, but not limited to:

- Most classrooms are fully equipped with presentation requirements, including whiteboards, data projectors, etc.

- Purpose-built training kitchens facilities and equipment where students have individual practical spaces to learn hands-on skills.
- Training bars and café include fully operational beer taps, coffee machines, etc.
- Change rooms and lockers for Commercial Cookery and Hospitality students.
- Students' common area to relax, while not in class, with fridge, microwave appliances, extra-curricular reading books and power plugs for electronic devices.
- Free access to Wi-Fi, air conditioning and spare laptops are available to rent on campus.

LEARNING RESOURCES

Alliance College provides all required learning and assessment materials for the Certificate III, IV, Diploma and Advanced Diploma programs.

Every student enrolled with Alliance College has their own access to online learning resources, where it is possible for students to view the learning material and check results for each unit.

Physical workbooks for each unit are available as your supplementary learning materials. The school can help you order the workbooks as per requested at your own cost. Workbook Order form can be obtained at the front desk.

Students need to provide their own laptop or tablet with Wi-Fi connectivity capability and Microsoft Office with Word, Excel, PowerPoint and Outlook installed.

Commercial Cookery students are provided with full commercial cookery uniform and full knife kit (included in material fee).

Hospitality students are provided with full hospitality uniforms (included in material fee).

COURSE QUALIFICATIONS

NATIONALLY ACCREDITED TRAINING PROGRAMS

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activity are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognized qualification. Nationally recognized qualifications are outlined in Training Packages. These can be viewed at www.training.gov.au.

UNITS OF COMPETENCY

Depending upon the course of study undertaken at Alliance College, you will come into contact with a number of different units of competencies taught by our trainers. Any trainer and assessor assigned to teach a unit of competency, at this school, has national accreditation as a qualified trainer and assessor in that particular unit.

All the units of competencies taught are also accredited by the appropriate bodies. Assessment methods include, but are not limited to quizzes, assignments, case studies and classroom/work placement observations.

COMPETENCY

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to all student regardless of where they are, or the mode of training delivery provided. You could be a full-time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Assessment conditions
- Required knowledge
- Any pre or co requisites (if applicable)

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Your assessments are practices run for real-life application. We will guide, mentor and support you during your study. Alliance College ensures that assessment of our students meets the requirements of the nationally endorsed training packages and accredited courses conducted and produces graduates equipped with the relevant skills and knowledge.

CERTIFICATES

In general, four types of certificates are issued by Alliance College. Certificates can only be awarded by Alliance College in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognized training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognized training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognized training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.
- **Certificate of Attendance** – for non-nationally recognized training. Issued when a student attends a short course which is not within the Australian qualifications framework (AQF). To receive a Certificate of Attendance, the student must have a satisfactory attendance rate.

Certificates will only be posted to student at their nominated postal address as shown in their student login account. Students are to ensure that their address details are maintained throughout their enrolment and are correct at the time of issuance.

Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

RECOGNITION OF PRIOR LEARNING (RPL), MUTUAL RECOGNITION and CREDIT TRANSFER

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal and informal learning to determine the extent to which that individual has achieved the required outcomes, competency outcomes or standards for entry to, and/or partial or total completion of a qualification.

- Other nationally accredited training
- Employment and/or Work Experience
- Life Experience
- Informal study / personal interest

The RPL process is an individual one and may allow us to tailor a training program for you. RPL may also give you the opportunity to reduce both the cost and length of the course you would like to undertake. It may mean not having to repeat or undertake a subject in which you are already competent.

MUTUAL RECOGNITION

- a) Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTO's thereby enabling national recognition of the qualifications and statement issued to any person.
- b) Recognition by each state and territory's registered body of the training organizations registered by any other state and territory's registered body and of its registration decisions.
- c) Recognition by all state and territory course-accredited bodies and registering bodies of the courses accredited by each state or territory's course- accrediting body and of its accreditation decisions.

How Do I Apply for RPL or Credit Transfer or Mutual Recognition?

You should apply for RPL or Credit Transfer before your enrolment as this will allow us to organise a personalized timetable and adjust course costs if necessary.

Once you have successfully completed the RPL or Credit Transfer process, your application will be assessed and the outcome confirmed in writing within 14 days. Your course timetable and fees will be adjusted if necessary.

CREDIT TRANSFER

Credit transfer assesses the **initial course or subject** that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

The credit transfer process is an individual one and may allow us to tailor a training program for you and may reduce both the cost and length of the proposed program.

Please refer to Recognition of Prior Learning and Credit Transfer Policy and Procedure available on Alliance College official website for more information.

Always feel free to speak to your trainer, student support or Alliance College management if you have any other queries.

STUDENT RIGHTS AND RESPONSIBILITIES

STUDENT CODE OF CONDUCT

Alliance College is committed to providing students with a safe and supportive study environment. Students enrolled at Alliance College will share classes and facilities with staff and other students. It is expected that students will behave in a manner that is acceptable to the wider Institute community. Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

Alliance College values:

- difference and diversity
- respect and cooperation
- tolerance
- academic debate
- freedom of expression balanced with social responsibility

All students enrolled at Alliance College are always required to maintain an appropriate code of conduct. Where behaviour is deemed to be improper or inappropriate, Alliance College will take appropriate action. While on campus or engaged in any Alliance College sponsored activity, all students, staff, contractors, and visitors are expected to behave in a considerate and courteous manner when dealing with others.

The objective of Alliance College Code of Conduct is to promote an environment in which students develop a positive and responsible attitude towards the Institute's environment, clients, and colleagues. As part of this, Alliance College supports a system of informed consequences for actions. Students enrolled at Alliance College should adhere to the following:

- Respect of other people's right to hold different views in our society
- Are receptive to other points of view
- Do not discriminate against another person for their beliefs, nationality, religion, age, associations, identity, or sex
- Not to impose their own values on other students

COLLUSION, PLAGIARISM AND CHEATING

ASHT will **not** condone collusion, cheating or plagiarism and these constitute Academic Misconduct.

Collusion and Plagiarism refers to the copying of work without acknowledging the source and is a form of cheating.

Cheating in an educational and training environment means an act of dishonesty. The school's trainer and assessor accept what you present as genuinely representing your understanding of, and ability in, the units of competency concerned.

ACADEMIC MISCONDUCT

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within Alliance College:

- Students must not help or receive assistance from other students on an assessment item, unless it is a directed groupwork activity which is constructed as a multiple person assessed activity (however, each individual student submission will be assessed

individually and may also be allocated marks for collaboration into the groupwork activity)

- Students must not request the loan of or lend materials or devices to other student/s
- Students must not bring any materials into the assessment venue other than those specified for that assessment
- Students must not use computer software or other devices during an assessment other than those specified.
- Unauthorized absence from class on the day of assessment (without prior notice and with evidence of an original medical certificate being supplied as soon as practical)
- Failure to meet unit requirements, for example non-submission of assignments or failure to attend class
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Student must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work and not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.

GENERAL MISCONDUCT

General misconduct is where a student acts dishonestly, harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Alliance College property or the property of others; alters/defaces Alliance College documents or records; prejudices the good name of Alliance College, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- Contravenes any rules or acts
- Prejudices the good name or reputation of Alliance College
- Prejudices the good order and governance of Alliance College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Alliance College
- Fails to comply with conditions agreed in the student agreement
- Wilfully disobeys or disregards any lawful order or direction from Alliance College personnel
- Refuses to identify him or herself when lawfully asked to do so by a staff member of Alliance College
- Fails to comply with any penalty imposed for breach of discipline
- Misbehaves in a class, meeting or other activity under the control or supervision of Alliance College, or on Alliance College premises or other premises to which the student has access as a student at Alliance College
- Obstructs any member of staff in the performance of their duties
- Acts dishonestly in relation to admission to Alliance College
- Knowingly makes any false or misleading representation about things that concern the student as a student at Alliance College or breaches any of Alliance College rules
- Alters any documents or records
- Harasses or intimidates another student, a member of staff, a visitor to Alliance College, or any other person while the student is engaged in study or other activity as an Alliance College student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Alliance College premises while acting as an Alliance College student, in a manner which is illegal or which is or will be

detrimental to the rights or property of others

- Steals, destroys or damages a facility or property of Alliance College or for which Alliance College is responsible
- Is guilty of any improper conduct

STUDENT MISBEHAVIOUR

Improper or inappropriate behaviour includes but is not restricted to:

- Being on Alliance College premises and consuming or having consumed alcohol
- Persistent disruptive behaviour
- Verbally abusive or hostile behaviour affecting fellow students
- Smoking or the use of prohibited or illegal substances at Alliance College classes or on premises
- Deliberate misuse of Alliance College equipment or materials
- Behaviour of a discriminatory nature
- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Alliance College premises
- Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening
- Theft from staff or students at Alliance College
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students
- Arson at any Alliance College property or site
- Willful or malicious damage to Alliance College property or equipment
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the callout of emergency services such as the fire department, police, ambulance or any other emergency services will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal law in relation to their actions
- Where fees are due and payable by a student and the student refuses to remit payment as directed by an Alliance College agreement/enrolment form/payment plan.
- Conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability or socio-economic status, whether to other students, staff members or any other person on the Alliance College premises.

STUDENT MISCONDUCT AND DISCIPLINARY PROCEDURE

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion. Misconduct of a criminal nature will be reported to the appropriate authority.

STUDENT DISCIPLINARY PROCEDURE

In the case where student behaviour conflicts with Alliance College Student's Code of Conduct disciplinary action will be taken, and the following will occur in a private and confidential manner.

In the first instance the Training Manager issues the student with an official warning about his or her behaviour. One copy of this warning goes to the student and another copy will be filed in the student's file.

In relations to the nonpayment of fees the student will be sent a reminder letter once the payment is due providing concession days to a student to settle the outstanding fee, and then a final Notice of Intention to Cancel Enrolment if the student failed to respond to the warning letter. The student will be informed that they have 20 working days from the date of the letter to access Alliance College Complaints and Appeals process. Please refer to Alliance College Complaints and Appeals Policy for complete details.

In the second instance of unacceptable behaviour, the meeting with the CEO will be arranged and decided whether the student's behaviour shall lead to the expulsion of the student from Alliance College. In cases of serious misconduct, the CEO or delegate will make an immediate decision on suspension or expulsion as per the Deferral, Suspension, Cancellation and Withdrawal Policy.

The details of all disciplinary interviews and decision will be recorded using the Academic Misconduct form. Students will be informed of the possible ramifications.

A note will be placed on the Student Management System (SMS) to identify that a disciplinary interview has taken place and that the details are located on the student's file.

GENERAL

UNIQUE IDENTIFICATION NUMBERS

All students must provide the school with a **USI (Unique Student Identifier)** number when enrolling. All students who undertake vocational education and training in Australia, **must** hold a USI.

A USI is a reference number made up of numbers and/or letters that gives you access to your USI account. This USI will stay with you for life and be recorded with any nationally recognized Vocational Education Training courses that you undertake from January 2015.

This is an online account controlled by you and keeps all your training records and results together. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

All students will also be issued an **Alliance College Identification Number** on commencement. This number should be kept private, as it is used for all references within the school including account and personal details.

All other student records, including personal information such as addresses and phone number/email addresses, are strictly confidential, and only available to authorised Alliance College staff and when required to release information by law.

CHANGE OF ADDRESS AND/OR CONTACT DETAILS

You are obliged to notify Alliance College of **any** changes throughout the entire duration of your enrolment in relation to your address, email address or contact phone numbers, and who to contact in emergency situations within 7 days of any changes occurring.

COMPULSORY ORIENTATION

Attendance at Orientation is compulsory. It will be a good opportunity for you to explore the campus, meet the staff, and familiarize yourself with the full range of services and support available on AN Alliance College campus prior to your studies commencing.

Your Orientation Date will be confirmed to you once the CoE is issued and your dates of commencement confirmed. Special permission must be sought for non-attendance at the assigned date of Orientation.

TIMETABLES

Timetables are provided to students during Orientation. Copies may be obtained from the student support officer and Administration. The timetable contains current unit information, classroom allocation and trainer's name.

ATTENDANCE AND PROGRESS

All students **MUST** attend, participate and progress in your scheduled classes as per your timetable. Student progress is also closely monitored by the school and it is your responsibility to do everything you can to achieve satisfactory progress in your chosen course.

It is the student/s responsibility to record your attendance on the Class Rolls for your Program, which are held at the Front Desk. It is important to be on time or notify Alliance College beforehand if you are going to be late or unable to attend. It is the responsibility of all students to advise the school if they cannot attend a class on any given day. Failure to advise absences or deferment will affect your ability to progress and complete your course by the due date.

It is important that an original medical certificate is provided to Alliance College for all/any classes missed when you are sick.

IDENTIFICATION CARD

Identification Cards (ID) cards are available to all students who study full time at Alliance College.

ID card will expire on the date displayed on the card, and you will need to apply for a replacement card every 12-months.

Students will need to provide (at initial enrolment) full and complete information for the production of their ID card. You will need to ensure your photo is taken and an Identification Card Application form is completed before your course commences.

A fee of \$10 will be charged for the issue/renewal of your ID card within 21 days. A Fee of \$20 will be charged if you require express issue/renewal within 7 days.

As an ID card holder, you are responsible for:

1. Promptly notifying Alliance College of any change in your details (for example, residential or postal address, name change, etc.) to maintain the currency of identification and contact details. New ID card may need to be issued with some of these changes.
2. Paying for a replacement card, if the original card was produced based on incorrect enrolment information provided by the student (for example, incorrect date of birth).
3. Returning the ID card to the Alliance College should their enrolment be cancelled.
4. Providing the ID card on request for public transport discounts and other student concessions.

Your ID card remains the property of Alliance College and any attempt to fraudulently obtain or use an identification card will be dealt with according to Alliance College rules and/or referred to law enforcement agencies.

EVALUATION FORMS

During your studies, you may be asked to complete an *Subject Evaluation* form. This is an opportunity for you to give feedback on subject content, quality, length and other information. As part of quality system, the outcome of these evaluations may be discussed at our Management meetings.

PARKING

Alliance College is unable to take responsibility for students traveling to and from the school. There is all day parking in Wyatt Street and Flinders Street, at a cost of around \$25.00 per day.

SMOKING

Smoking is not allowed anywhere in the building and this also includes the front foyer. If you need to smoke, please make sure you move well away from the building and do not block the entrance way.

LOST PROPERTY

Alliance College cannot take responsibility for any goods lost or stolen. For lost property questions, please contact administration.

PHOTOCOPIER

To be eco-friendly, our school encourages staff and students to deliver documents electronically. Students wishing to use the photocopier will be charged 10 cents per page for black and white copy and 20 cents per page for colour copy, including copying of lecture notes.

MOBILE PHONES

In order to avoid unnecessary distractions mobile phones must be switched to silent before entering class.

TRANSPORT

Alliance College is located in Adelaide CBD, and you'll find it easy to get to and from your classes by walking, riding your bike or catching the free inner-city tram or bus. International students get access to the same extensive discounts on public transport as local students.

Concession fares apply to holders of these South Australian Government approved student ID cards. Please check <https://adelaidemetro.com.au/> for more information about Public Transport. More information about transport options can be found on: <https://studyadelaide.com/en/why-adelaide/life-in-adelaide/transport>.

PERSONAL SECURITY AND SAFETY

Adelaide has consistently ranked in the top 10 "most livable" cities, and this is in part due to its safety record. While it is generally safe to walk around the city at night, normal safety precautions such as walking in a group and being aware of your surroundings apply. This is particularly important for during the winter months when the days are shorter and you may be travelling home after dark. Following your common sense and know where the emergency services are located in the CBD.

STUDENT SUPPORT

STUDENT SUPPORT SERVICES

Alliance College offer our students support services to help them adjust to study, achieve their learning goals, and maintain satisfactory progress in their learning. To this end, Alliance College offers an Orientation program to its newly enrolled students to help them to familiarize with Alliance College expectations, rules and facilities. Orientation is provided to each student at no additional charge to the student.

LOCKER USE POLICY

Lockers are available during normal business hours.

Eligibility

Students who are studying Certificate III in Hospitality / Certificate III in Commercial Cookery are eligible to use a locker during the school business hours. Students borrowing locker keys must be in a good financial standing with Alliance College, for example, no outstanding tuition fees. Students who own a locker key are not able to borrow another locker key.

Liability

The user agrees to assume any and all legal liability for the cost of replacement of an Alliance College locker key in the event of loss due to theft or damage.

Limits

Eligible students are permitted to borrow one locker key at a time. Use the lockers responsibly. Take care of it to avoid any damages.

Lending Period and Fees

All borrowings and returns must be finalized with the Student Support staff. The Student Support staff will record when you borrow and return a locker key and will set a time for return within the day. The daily borrowing of lockers is free of charge. Please note the locker and its keys are the student's responsibility until it is returned.

Fines

Overdue fines of \$4 per day (or each part thereof, with a \$50 maximum) will commence on the first day after the returning due date has expired. In other words, fines for a full day apply even when the key is less than one day late. Borrowing privileges may also be suspended for late return.

Replacement and Damage Fines

The user assumes full financial responsibility. The replacement charge for a locker key is \$50. The suspension of borrowing privileges may also apply. If you damage an Alliance College locker, a repair fee may be levied.

Returns

Keys must be returned in-person to the student support staff. Users will be required to wait until the staff can check that the correct key has been returned and make a record.

UNIFORM LENDING POLICY

Uniforms are available during normal business hours.

Eligibility

All Alliance College Commercial Cookery and Hospitality students are eligible to borrow a uniform for a limited time. Students borrowing uniforms must be in a good financial standing with Alliance College, for example, no outstanding tuition fees. Students who own a uniform are not able to borrow another piece of uniform.

Liability

The user agrees to assume any and all legal liability for the cost of repair or replacement of an Alliance College uniform in the event of

loss due to theft, damage, negligence, or misuse.

Limits

Eligible students are permitted to borrow one unit of each piece of uniform at a time. Alliance College student uniforms must remain at the school and are **NOT** to be taken outside of the school's premises under any circumstances. Use the uniforms responsibly. Take care of it to avoid any damages.

Lending Period and Fees

All borrowings and returns must be finalized with the Student Support staff. The Student Support staff will record when you borrow and return an Alliance College uniform and will set a time for return within the day. The daily lending rate is \$5.00 per piece of uniform and a refundable deposit of \$50. Please note the uniform is the student's responsibility until it is returned.

Fines

Overdue fines of \$30 per day (or each part thereof, with a \$250 maximum) will commence on the first day after the due date has expired. In other words, fines for a full day apply even when the uniform is less than one day late. Borrowing privileges may also be suspended for late return.

Replacement and Damage Fines

The user assumes full financial responsibility. The replacement charge for a uniform is \$250, in addition to a processing charge of \$150. The suspension of borrowing privileges may also apply. If you damage an Alliance College uniform, a repair fee may be levied.

Returns

Uniforms must be returned in-person to the student support staff. Users will be required to wait until the staff can check that the pieces of uniform have been returned in good condition and make a record.

LAPTOP LENDING POLICY

Laptops are available during normal business hours.

Eligibility

All Alliance College domestic students are eligible to borrow a student laptop for a limited time. Students borrowing a laptop must be in a good financial standing with the Alliance College, for example, no outstanding tuition fees. Students who own a functioning laptop or tablet are not able to borrow an Alliance College student laptop.

Liability

The user agrees to assume any and all legal liability for the cost of repair or replacement of an Alliance College laptop in the event of loss due to theft, damage, negligence or misuse. Alliance College will not assume responsibility for lost files due to viruses, hardware failure and network interruptions. Any file(s) copied or downloaded will be automatically removed and cannot be recovered after return.

Limits

Eligible students are permitted to borrow one laptop at a time. Alliance College student laptops must remain at the school and are **NOT** to be taken outside of the school's premises under any circumstances. Use the laptops responsibly. Do not put any software or shareware on any laptop.

Lending Period and Fees

All borrowings and returns must be finalized with the Student Support staff. The Student Support staff will record when you borrow and return an Alliance College laptop and will set a time for return within the day. The daily lending rate is \$5.00 and a refundable

deposit of \$50. Please note the laptop is the student's responsibility until it is returned.

Fines

Overdue fines of \$30 per day (or each part thereof, with an \$800 maximum) will commence on the first day after the due date has expired. In other words, fines for a full day apply even when the laptop is less than one day late. Borrowing privileges may also be suspended for late return.

Replacement and Damage Fines

The user assumes full financial responsibility. The replacement charge for a laptop is \$800, in addition to a processing charge of \$150. Charges for missing laptop accessories also apply \$65 for AC-adaptor. The suspension of borrowing privileges may also apply. If you lose or damage and Alliance College laptop, a repair fee may be levied. Any laptop equipment malfunctions should be reported immediately to Alliance College staff.

Returns

Laptop computers must be returned in-person to the student support staff. Users will be required to wait until the staff can check that the laptop and accessories have been returned in working condition and make a record.

COUNSELLING SERVICE

Our student counselling service can help students to develop skills and confidence.

Counselling Service offers support to:

- encourage attendance, behaviour and learning at school
- help manage relationships with family, teachers and peers
- help with manage issues.
- help with crisis responses
- help with course and career guidance
- offer guidance, support and referral to other support services

Confidentiality

We keep your information confidential. Sometimes we might ask for your consent to share your information to help resolve complex problems. We will only share information without your consent if we:

- must do so by law
- are concerned about someone's safety.

Please make an appointment at the Administration Desk to see the Student Support Officer for the respective area. Trainers are also available in between class times, please see individuals to make an appointment.

TRAINING ADVOCATE

The Training Advocate helps people with questions or concerns about the training system.

This includes:

- vocational education and training
- apprenticeships and traineeships
- internal education
- higher education

- adult community education

The Training Advocate provides information, advice and advocacy, investigates complaints and monitors the training system.

Contact details:

www.trainingadvocate.sa.gov.au

1800 006 488

FINANCIAL

FEES AND CHARGES

At the commencement of your study, a schedule of fees and payment dates will be provided. The school does not collect tuition fees of more than \$1,500 in advance for domestic students prior to the commencement of the course.

If a student has entered into a payment agreement that they will be required to meet the obligations of that agreement but at no time will that fee be more than \$1500 in advance.

It is a condition of your enrolment that you pay your fees on time. All fees must be paid by the due dates unless otherwise agreed prior to the due date. To avoid a late payment fee (up to \$500) and other consequences which may affect your study at Alliance College, please pay your course fees by the due date. Alliance College trading as ASHT Pty Ltd appoints AMPAC Debt Recovery as their debt collection agent, to collect overdue fees. All costs associated with the collection of overdue fees will be recovered by Alliance College Pty Ltd from the student.

If at any time you experience difficulty paying fees, please contact the Finance Officer via email finance@alliancecollege.edu.au or Student Support Officer on campus to discuss your circumstances.

Tuition fees of each course are included in the Domestic Course Brochure available on Alliance College official website. Fees and charges on this table are subject to change from time to time. You will be advised as soon as the information becomes available. If you are **eligible** for a subsidized training place **and** you have current **concession** card at the time of enrolment, then you will have a **Course Participant Fee** applied for your Program.

Enrolment fee for qualification students (not applicable for Short Course Program)	\$250.00 (non-refundable)
Issuance of Student Card (Standard/Express)	\$10.00/\$20.00
Replacement of Student Card (Standard/Express)	\$10.00/\$20.00
Re-Issuance of Testamurs/Statement of Attainment per copy	\$45.00 (+GST)
Photocopy or PDF of original Testamurs/Statement of Attainment per copy	\$25.00 (+GST)
Postage fee of Testamurs/Statement of Attainment to interstate address per copy	\$15.00
Incidental fee (Applicable for STL/STAL students only)	
Cookery program at Cert III level	\$525.00 (non-refundable)
Cookery program at Cert IV level	\$525.00 (non-refundable)
Hospitality program at Cert III level	\$200.00 (non-refundable)
Hospitality program at Cert IV level	\$200.00 (non-refundable)
Hospitality program at Diploma level	\$200.00 (non-refundable)

Automotive program at Cert III level	\$525.00 (non-refundable)
Automotive program at Cert IV level	\$300.00 (non-refundable)
Material fee (Applicable for Fee for service students only)	
Cookery program at Cert III level	\$1,000.00 (non-refundable)
Cookery program at Cert IV level	\$500.00 (non-refundable)
Hospitality program at Cert III level	\$450.00 (non-refundable)
Hospitality program at Cert IV level	\$500.00 (non-refundable)
Automotive program at Cert III level	\$1,000.00 (non-refundable)
Automotive program at Cert IV level	\$300.00 (non-refundable)
Late payment of course fees per instalment (Applicable for Fee for service students only)	
Overdue 0-15 days	\$50.00
Overdue 16-30 days	\$100.00
Overdue 31-60 days	\$200.00
Overdue 61 days and beyond	\$500.00
RPL fee per course	60% of original course fee
Additional Statement of Attainment (one Statement of Attainment will be provided free of charge)	\$50.00 (+GST)
Printing fee per page	\$0.10 (black and white) \$0.20 (colour)
Laptop hire fee per day	\$5.00
Chef uniform hire fee per day (Applicable for Fee for service students only)	\$5.00

DOMESTIC STUDENT REFUND POLICY

Either prior to or at enrolment, it is mandatory for the student and their parent/carer (where applicable) to be advised of the organisation's fee schedule, payment and refund arrangements.

Once a student has commenced their course, no refund will be made unless authorised by the CEO and/or nominee. Non-tuition fees such as enrolment fees, material fees are not refundable.

PROCEDURES FOR CLAIMING A REFUND

1. Student to complete Request for Refund form and provide all required supporting documentation, then provide the completed and signed documents to Reception who will check completeness.
2. Reception will forward the Request for Refund form and supporting information to the Finance team, who will calculate the refund due to student.
3. Any refund that is due to the student will be processed within 20 working days after the decision is made and approved. Refunds will only be made payable to the person who paid the student fees. The refund will be paid by cheque or into a bank account (either Australian or International). No cash refunds will be given.
4. If a student is not satisfied with a decision, they can appeal the decision using the organization's complaints and appeals process.

PAYMENT OF FEES

Fees can be paid by cash, cheque, EFT Remittance, credit card, or through a jobseeker employment agency (JSA) or a disability employment provider (DES).

Due to high processing costs all credit card payments will incur a surcharge fee. *American Express* and *Diners Club* cards will attract a 4% surcharge fee; *Visa credit cards* will attract a 1.60% surcharge fee; and *Master credit cards* will attract a 1.10% surcharge fee. Your confirmation of enrolment includes the payment dates required for course fees.

International money transfer may incur a bank charge up to \$25, however the bank charges may vary in different countries. Please check with your own financial institution to make sure the money transfer includes the additional bank fees for international transaction.

Any bank fees incurred are the responsibility of the sender.

POLICIES AND PROCEDURES

To enrol in a training program simply complete an Enrolment form (available on our website) or requested by email or phone and send to us, either by email or post.

Enrolments must be received no later than 24 hours prior to the course commencement. Enrolment forms should be returned with payment. Enrolments will be considered tentative until payment has been received.

Once we receive your enrolment an interview will be scheduled. At this interview you will do the following:

- Discuss the course in detail
- Discuss undertaking a training program
- Establish whether you are eligible for government funding (if available)
- Confirm the fees you will have to pay
- Complete a language literacy numeracy test to determine your learning needs
- Be informed about the requirements of a police/working with children check or other licenses
- Confirm the date of the mandatory orientation session

TENTATIVE ENROLMENTS

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Alliance College will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Enrolment Confirmation

- All students receive a confirmation of enrolment that outlines relevant details, such as venue, date, fee and course duration.

Student Orientation

- Orientation for all new students is provided by Alliance College and we encourage all new enrolling students to attend.

Change in Enrolment

- Student who wishes to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal/ Amend form.

CHANGE OF PROGRAM

- a) **Transfer to another “Course date”** – Student are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.

- c) **Transfer to another “Delivery mode”** – Should a student, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

WITHDRAWALS AND TRANSFER OF PROVIDER

Deferral: means to delay the commencement of a course.

Suspension: to stop a student’s enrolment or cause the student to be inactive either temporarily or permanently

Cancellation: it is the permanent termination of the student’s enrolment and the student’s confirmation of enrolment status will be listed as “cancelled”

Withdrawal: means a student that wishes to withdraw from a commenced course

Compassionate or Compelling circumstances: is defined as circumstances beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury:** where a medical certificate states that the student was unable to attend classes,
- Bereavement of close family members:** such as parents or grandparents (where possible a death certificate should be provided),
- Major political upheaval or natural disaster:** in the home country requiring emergency travel and this has impacted on the student’s studies,
- A **traumatic experience** which could include:
 - **Involvement in, or witnessing of a serious accident;** or
 - **Witnessing or being the victim of a serious crime,** and these experiences have impacted on the student (cases should be supported by police or psychologist’s reports)

Student Misconduct: also, **misbehaviour**, is defined as students who display unacceptable behaviour in accordance with the Domestic Student Handbook and Code of Conduct.

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Examples of unacceptable behaviour include but are not limited to the following:

- Contravenes any rules or acts;
- Prejudices the good name or reputation of Alliance College;
- Prejudices the good order and governance of Alliance College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Institute;
- Fails to comply with conditions agreed in the contract;
- Willfully disobeys or disregards any lawful order or direction from Alliance College personnel;
- Refuses to identify him or herself when lawfully asked to do so by an officer of Alliance College;
- Fails to comply with any penalty imposed for breach of discipline;
- Misbehaves in a class, meeting or other activity under the control or supervision of Alliance College, or on Alliance College premises or other premises to which the student has access as a student of Alliance College;
- Obstructs any member of staff in the performance of their duties;
- Acts dishonestly in relation to admission to Alliance College;
- Knowingly makes any false or misleading representation about things that concern the student as a student of Alliance College or breaches any of Alliance College rules;
- Alters any documents or records;

- Harasses or intimidates another student, a member of staff, a visitor to Alliance College, or any other person while the student is engaged in study or other activity as an Alliance College student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Breaches any confidence of Alliance College;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Alliance College premises while acting as an Alliance College student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of Alliance College or for which Alliance College is responsible; or
- Is guilty of any improper conduct.

RTO CANCELLATION OF COURSE

Alliance College reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Student already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. Alliance College has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Alliance College.

EMERGENCIES

Australia has a country wide emergency phone number - in case of any life-threatening emergency you can contact Police, Fire or Ambulance by dialing triple zero "000" from a mobile or land-line device.

It is important to remain calm. The operator will ask questions, such as: where are you located, what is the emergency, and how many people are involved.

Here are some examples of when you should call 000:

- Someone has been seriously injured or is in urgent need of medical help.
- If your life or property is being threatened.
- If you have just witnessed a serious accident or crime.

You should immediately contact Alliance College (+61 456839606) to seek assistance in emergency situation. Alliance College are to provide immediate assistance such as calling an ambulance or seeking medical attention in a medical emergency.

CAMPUS EMERGENCY EVACUATION PROCEDURE

On Orientation day, students will practice how a building would be evacuated in the event of a fire or other emergencies. Please read and familiarize yourself with the instructions for Emergency Procedures Card located to the left of the lifts, in the administration area.

On the sound of the fire alarm follow all instructions directed by the Fire Wardens.

You must evacuate the building and assemble in the allocated area which is in Hindmarsh Square.

DO NOT USE THE LIFTS.

You may not re-enter the building until the 'all clear' is given by a warden. **Note: The ending of the alarm is not all clear.**

If during evacuation you become aware of the location of the fire you should report it to a warden as soon as possible. You are not required to use an extinguisher.

CAMPUS HEALTH AND SAFETY PROCEDURE

All students have a responsibility to study safely, taking care to protect their own health and safety, and that of co-students and visitors. All incidents need to be reported to a trainer and/or student support officer, no matter how minor they may seem. Any further questions on health and safety should be directed to the WHS Officer.

Please tell your trainer or front desk for the following but not limited to:

- If you see any hazards
 - Water on the floor
 - Fire
 - Smoke
 - Dangerous substances
 - Suspicious people
- If you hurt yourself
- If you are unsure how to do something safely

HARASSMENT/DISCRIMINATION POLICY

The school will not tolerate any form of harassment or discrimination, including bullying or victimisation and racial discrimination. If a student experiences any difficulties that relate to any form of harassment or discrimination, including bullying, vilification or victimisation, you should immediately notify your trainer or student support officer, or the Chief Executive Officer.

CRITICAL INCIDENT REPORTING PROCEDURE

Critical incident is a traumatic event, or threat of such (within or outside Australia), which causes extreme stress, fear or injury.

This may affect your ability to undertake or complete a course. In this case, Alliance College will:

- take reasonable steps to provide you a safe environment on campus,
- advise you on actions to enhance personal security and safety,
- provide assistance on how to report the incident,
- provide general information on safety and awareness relevant to life in Australia.

You should immediately contact Alliance College (+61 456839606) to seek assistance or report any critical incidents. All critical incidents must be reported to the student support officer.

COMPLAINTS AND APPEALS POLICY

Alliance College advises you, that as a participant involved in a training product provided by this organization, you have rights

regarding the treatment you receive whilst undertaking your study. If you feel you have been adversely affected by:

- unsatisfactory training
- poor supervision
- unfair treatment in training and assessment
- deferral, suspension, or cancellation decisions made in relation to your enrolment
- poor or inappropriate service from a third party (eg. a JSA or DES Provider)
- any form of harassment or victimization
- or other matters of concern

Please initially, discuss your concerns informally with the Student Support Officer. If your complaint or appeal cannot be resolved informally Alliance College has the following procedure:

Formal Process

Recording and documenting process - At each stage of a complaint or appeal, Alliance College will record the nature of the issue in writing. A copy of the complaint or appeal will be placed in the student and/or staff file and in the Complaints and Appeals Register.

Any matter relating to a complaint or appeal matter made by a student that cannot be resolved informally will require a student to complete a Complaint or Appeal form and submit it to the Student Support Officer who will pass it to management for their consideration. Complaints or appeals at a minimum are to include the following information:

- date of issue
- nature of the issue
- evidence to support the issue

Forms are available at Alliance College reception and on Alliance College website.

The complainant and appellant will be informed of the outcome and reasons for the outcome in writing.

If a complaints or appeal (including any review process) will take more than 60 calendar days to finalize, Alliance College will write to those involved providing an update and explaining the delay.

Alliance College will securely maintain records of all complaints or appeals and their outcomes.

All complaints and appeals received by Alliance College will be viewed as an opportunity for improvement and will be discussed in the appropriate forum or meeting to ensure any agreed outcomes or changes to operations are implemented and communicated to the appropriate group(s).

A student's enrolment will be maintained until the complaint or appeal decision is finalized.

External Appeals

If anyone involved is not satisfied with the decision of the Alliance College, the complainant and appellant may wish to refer the matter to an external independent / third party mediator such as Commonwealth Ombudsman or the ACCC. The Training Advocate in South Australia provides information, advice and advocacy, investigates complaints and monitors the training system. Contact details: www.trainingadvocate.sa.gov.au or call them on: 1800 006 488

Where the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, Alliance College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the student of that action.

PRIVACY STUDENT RECORDS

Any student is able to access his or her own records on request, and your information will only be released in accordance with the Privacy Policy and Disclosure of Personal Information Policy and/or as required by law. The request must be made to the Office Administrator at the reception.

Alliance College will retain all International Student records for a minimum of two years as per Alliance College Student Record Management Policy unless otherwise required.

PRIVACY NOTICE

Your personal information may be disclosed by Alliance College, the Commonwealth or state or territory agencies, in accordance with the *Privacy Act 1988*.

Information collected about you during admission and enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances, information collected can be disclosed without your consent where authorised or required by law.

Under the *Data Provision Requirements 2012*, Alliance College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Alliance College for statistical, administrative, regulatory and research purposes. Alliance College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au). For more information about NCVER's Privacy Policy go to: <https://www.ncver.edu.au/privacy>

FORMS AVAILABLE AT THE RECEPTION

- Enrolment Form
- Student Request Form to Change Course/Withdrawal/Transfer/Suspend/Extend/Obtain Student Information
- Subject Evaluation Form
- Student Suggestion Form

- Workbook Order Form
- Assessment Due Date Extension Form
- Re-sit Application Form
- Complaint and Appeal form

APPENDIX

Alliance College website - for more details and information please see www.alliancecollege.edu.au