



Learner Handbook

Rev	Date	Description	Prepared	Reviewed	Approved
00	30/06/2026	Learner handbook provide information on various policies & procedures followed by the RTO – Issued for use.	Amit Bahl	Aaron Smith	Aaron Smith



Contents

Welcome to AltradSkills	4
1. Registered Training Organisation (RTO)	4
2. Our Training Services	4
3. Learner Information	5
3.1 Your Responsibilities	5
3.2 Your Rights	5
3.3 AltradSkills' Responsibilities	6
4. General Safety Principles for Training	6
5. Fees & Charges	6
6. Application, Enrolment and Training Product Suitability	7
6.1 Pre-enrolment Information	7
6.2 Course Information	7
6.3 Course Enrolment	7
7. Unique Student Identifier (USI)	7
8. Language, Literacy, Numeracy and Digital Skills Assessment	8
8.1 What if You Don't Pass the LLND Assessment?	8
9. Learner Welfare and Support Services	9
9.1 First Nations People	9
9.2 Competency Based Assessment	9
10. Principles of Assessment and Rules of Evidence	10
11. Assessment Feedback	10
12. Skills Recognition	11
12.1 Recognition of Prior Learning (RPL)	11
12.2 Credit Transfer	11
13. Certification	12
13.1 Revoking AQF Certification Documentation	12
14. Student Records and Privacy	12
15. Accessing Your Learner Records	13
16. Plagiarism, Cheating, Collusion and the Use of Artificial Intelligence (AI)	13
16.1 Artificial Intelligence (AI)	14
17. Cancellations	14
17.1 Ceasing Employment with AltradSkills	14
18. Concerns, Complaints and Appeals	14
19. Appeals Against Assessment Decisions	15
20. Your Consumer Rights	15
21. Course Evaluations	16
22. Transition of Training Products	16
23. Key Related Documents	16

Learner Handbook

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Prepared by:

Compliance Team, AltradSkills

RTO Code: 7131

Endorsed by:

RTO Manager/CEO, AltradSkills

Disclaimer:

The information contained in this handbook is correct at the time of publication. However, AltradSkills reserves the right to update, modify, or amend policies, procedures, and course details as required to remain compliant with industry regulations and standards. Learners are encouraged to check with the Compliance Team for the most up-to-date information.

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Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 3
-----------------------	--------------------------------	-------------------------------------	---	---	---------------



Welcome to AltradSkills

1. Registered Training Organisation (RTO)

The RTO Compliance Team at AltradSkills are committed to providing you with training that reflects industry best practice and is sufficiently flexible to allow you to develop relevant skills and knowledge. As an RTO we are charged with upholding the integrity of issuing national training products. This is a role your compliance team take seriously. You can be confident that if you receive a qualification issued by AltradSkills it is being issued by a quality endorsed training organisation.

Our team of Trainers, Assessors, support staff and administrators are here to help guide you attaining the qualifications and participating in development opportunities that will add value in your job role.

We want to be your training partner as you travel along the learning and development journey. If you have any questions regarding the content of this handbook or need assistance during your training, please contact us, we are here to support you every step of the way.

Good luck on your learning and development journey with AltradSkills.

2. Our Training Services

AltradSkills is the training division of Altrad Australia. We are an enterprise-based training organisation operating nationally. Further information can be obtained at <https://training.gov.au/organisation/details/7131/summarytraining.gov.au>.

Our RTO was established in 1997 and is listed on the National Training Register as RTO number 7131. You are being trained by a division of Altrad Australia that is an international leader in the provision of critical industrial services, principally in the energy and natural resources sectors.

Learners are required to familiarise themselves with the content of this handbook, which contains valuable information about Altrad's training services, and the responsibilities of both you, the Learner and AltradSkills as an RTO. To find out more about any policies and procedures referenced in this document, please contact Altrad's RTO Compliance Team as follows:

Name	Role	Contact
Aaron Smith	RTO Manager/CEO	aaron.smith@altrad.com
Amit Bahl	RTO Compliance Coordinator	amit.bahl@altrad.com
Danielle Kearney	Training Administrator	danielle.kearney@altrad.com

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

Accredited Training:

AltradSkills is accredited to offer the following qualifications:

Qualification Code	Qualification Title
MSM30126	Certificate III in Surface Preparation and Coating Application



In addition, we offer the following accredited skills sets:

Skill Set Code	Skill Set Title
MSMSS00017	Use high pressure water jetting equipment
MSMSS00018	Operate a high pressure water jetting system

3. Learner Information

3.1 Your Responsibilities

In order to ensure a safe and collaborative learning environment you should:

- Advise if you are unable to attend the scheduled training session
- Advise of your withdrawal from a course in writing
- Arrive for training at the scheduled start time
- Provide complete and accurate information on enrolment
- Disclose any disabilities, Language, Literacy, Numeracy or Digital issues, conditions or circumstances that may affect your participation in any training courses before enrolment.
- Take an active role in learning and acquiring the necessary skills and knowledge required
- Commit to providing authentic assessments. AltradSkills does not condone cheating or plagiarism
- Request additional assistance by contacting your trainer/assessor in the first instance
- Liaise with a trainer/assessor or the RTO Manager/CEO about any issues or concerns regarding training

3.2 Your Rights

As a learner you have certain rights that do not impact your learning journey. These include:

- To be treated fairly and with respect in an environment that respects cultural diversity and promotes inclusivity
- Learn in an environment that is free from discrimination and harassment
- Have records and personal information stored and maintained in a confidential, secure, and professional manner
- Receive training that aligns with national competency standards and industry requirements and provided with ongoing feedback
- Be assessed fairly and consistently by qualified assessors and provided with feedback in a timely manner
- Receive clear and accurate information about course requirements, assessments, fees, and policies
- Have access to a unbiased complaints and appeals procedure
- Access academic and personal support if needed, including learning support and reasonable adjustments for disabilities or special needs
- Opportunity to discuss Recognition of Prior Learning (RPL) or Credit Transfer

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 5
-----------------------	--------------------------------	-------------------------------------	---	---	---------------



3.3 AltradSkills' Responsibilities

As an RTO, we are committed to providing you with high-quality training and maintaining compliance with the Standards for RTOs 2025. We aim to:

- Ensure quality training and assessment services are provided in a timely manner
- Provide learners with current and accurate information about training services to enable learners to make an informed decision about enrolling into a course
- Maintain an effective learning environment. This includes following all Equal Employment Opportunity and Anti-Discrimination principles and legislation
- Where practical, and without compromising the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment, provide reasonable adjustment for learners with learning difficulties.
- Provide training services that are industry based and delivered by qualified trainers/ assessors with relevant qualifications and practical experience.
- Continually monitor and review training courses and ensure they remain relevant to any industry changes
- Provide a verified USI, issue a Testamur or Statement of Attainment within 30 days of training completion
- If requested, arrange access to training records which are maintained online in a secure student management system.

If we fail to meet these responsibilities, please contact a member of the RTO compliance team.

We're here to create an enjoyable learning experience.

4. General Safety Principles for Training

Learners should:

- Know and observe details of emergency response and evacuation plans for their training facility
- Familiarise themselves with the layout of the premises including safe paths and exits
- Stop any activities which may cause injury to themselves or others
- Be responsible for their own actions
- Report anything suspicious
- Report any threatening behaviour
- Report all potential hazards, accidents and near misses to Altrad staff

5. Fees & Charges

AltradSkills does not collect fees from employees for their training.

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 6
-----------------------	--------------------------------	-------------------------------------	---	---	---------------



6. Application, Enrolment and Training Product Suitability

6.1 Pre-enrolment Information

Prior to completing the enrolment process you should read all the information contained in this Learner Handbook and course information to ensure that you are fully informed. All AltradSkills courses have an enrolment process; this process will generally cover the following:

- Any specific course enrolment requirements. Learners undertaking training in High-Risk Work Licensing units, are subject to the government determined age restrictions for assessment, being that they must be 18 years of age or older on the date of assessment
- Learner support – who can assist you during your training and what type of support is available
- Language, Literacy, Numeracy and Digital (LLND) requirements. You are required to complete a LLND assessment to ensure you can successfully achieve the training product requirements
- Skills recognition (Credit Transfer or RPL). It may be that you already have the skills and knowledge required to achieve the qualifications/skills set. We can provide further guidance on this process.

6.2 Course Information

Information of training product can be provided on request. This information has been developed to assist you in making an informed choice about your chosen training course. Information on location, date, time, expectations, and assessment is available on the course brochure or website.

It can sometimes be difficult to determine if a training product is right for you. Remember that our compliance team are always here to help and provide guidance.

6.3 Course Enrolment

You will be required to complete an enrolment form for all training products you enrol in. The enrolment process must be completed prior to the commencement of any training course, and you will be provided with feedback on your suitability for the training. If you have any queries during the enrolment process, please contact the Compliance Team for assistance.

7. Unique Student Identifier (USI)

From 1 January 2015, all students undertaking Nationally Recognised Training must have a Unique Student Identifier (USI). This is a requirement to participate in any nationally recognised qualifications. AltradSkills requires you to provide a USI at enrolment.

Applying for a USI is simple. You should access www.usi.gov.au and click on "Create your USI". To register they you must have one form of ID this could include the following:

- Passport
- Drivers Licence
- Birth Certificate
- Medicare Card
- Immigration Visa or Citizenship Certificate

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 7
-----------------------	--------------------------------	-------------------------------------	---	---	---------------



A Unique Student Identifier (USI) is a personal education number required for all nationally recognised study, including university and vocational education and training (VET). It says with you for life.

If you already have a USI, include it on your enrolment form.

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

8. Language, Literacy, Numeracy and Digital Skills Assessment

AltradSkills is committed to supporting learners to ensure training product suitability.?

Training product suitability refers to the process of ensuring that a specific training program, course, or learning activity (a "training product") aligns with the specific needs, existing skills, and goals of the learner.

A learner's individual needs will be assessed via a language, literacy, numeracy and digital assessment. AltradSkills uses the LLND Robot program to undertake this assessment.

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

A core part of AltradSkills' training and assessment services is the delivery of nationally recognised units associated with high-risk work. These units require a Learner to possess communication, literacy and numeracy skills to a level predetermined by the relevant training package and WHS guidelines.

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

8.1 What if You Don't Pass the LLND Assessment?

When LLND skills are below the required level for the course you are enrolling in, the test results can help identify areas where additional support is needed. By identifying and addressing potential learning gaps early on, LLND assessments can improve your chances for success in your training.

If your results indicate that you do not meet the required LLND level for the course, one of the Compliance Team will contact you to discuss your options, such as alternative course options, additional LLND support during your learning journey or adult literacy and numeracy programs, whichever is appropriate for your individual needs.

Whilst AltradSkills will provide initial support through your trainer/assessor, there are other support agencies who you may wish to contact such as:

- Read Write Now - <https://www.read-write-now.org.au/>

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 8
-----------------------	--------------------------------	-------------------------------------	---	---	---------------



- Skills for Education and Employment (SEE) - Skills for Education and Employment (SEE) Program - Department of Employment and Workplace Relations, Australian Government

9. Learner Welfare and Support Services

AltradSkills is committed to your wellbeing. We offer wellbeing and support services throughout your learning journey and your employment at AltradSkills.

AltradSkills has an Employee Assistance Program (EAP) that learners can access. The EAP provides professional, independent, confidential counselling and support to you and your dependant family members. The EAP is designed to assist in the identification and resolution of problems that employees may be experiencing including mental health, marital, family, financial, alcohol, drug, emotional, stress and other issues that may adversely affect your job performance or your general welfare.

Assure 1800 808 374 (24/7)

There are also a range of other support services including:

- Beyond Blue or 1300 224 636
- Lifeline or 13 11 14
- Men's Health WA or 0499 076 925
- Women's Health and Family Services or (08) 6330 5400
- Suicide Call Back Service or 1300 659 467

9.1 First Nations People

AltradSkills are committed to ensuring all First Nations learners are provided with a safe and culturally appropriate learning environment. This may include:

- Embedding indigenous perspectives in training material
- Using first nations people examples in training and assessment
- Fostering respectful relationships in the classroom
- Ensuring a zero-tolerance approach to racism

9.2 Competency Based Assessment

Your trainer/assessor will provide you with details of the assessments required in order to successfully achieve national units of competency including an assessment plan.

The assessment requirements will depend on which qualification you are working towards and the AQF level (e.g. Certificate III). The instructions for the assessment will be provided during training including how to submit assessments to your assessor.

Assessments should be submitted to your assessor to align with agreed timelines. If you require additional time to complete your assessment, just talk to your assessor. Your assessor will also provide you with your contact details should you require further support or guidance with the assessment activities required.

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 9
-----------------------	--------------------------------	-------------------------------------	---	---	---------------



The assessment process is carried out by qualified assessors who ensure that judgements on assessments are fair, valid, reliable, and flexible. Quality assurance procedures are also in place to ensure these principles are adhered to.

In Vocational Education and Training there is never a pass or fail result. There may be instances where your assessor feels that further evidence is required in addition to the work submitted. If this is the case the outcome of the assessment will be Not Yet Competent, and your assessor will advise you what additional evidence is required and will arrange a reassessment with you, within an agreed timeframe.

If you are not satisfied with the assessment decision, then you have the right to appeal the decision. In such an instance, the process is outlined in the Concerns, Complaints and Appeals section of this handbook.

10. Principles of Assessment and Rules of Evidence

All accredited training assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence to ensure fairness, reliability, and validity. These requirements, as outlined in the Outcome Standards for RTOs 2025, ensure that learners are assessed consistently and that their competencies are accurately recorded.

Principles of Assessment and Rules of Evidence

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

11. Assessment Feedback

You should receive feedback on all assessments you submit, whether you are Competent or Not Yet competent. If you are Not Yet competent, your assessor will provide you with additional information. You will be provided feedback on submitted assessments within 2 weeks of receipt (unless otherwise specified).



12. Skills Recognition

12.1 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is available to all learners. You can apply for RPL for a full qualification or units of competency. During the RPL assessment process the competency/s of an individual that may have been acquired through formal, non-formal and informal learning will determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF skill set or statement of attainment (for example, a certificate, diploma, or university degree).

Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF skill set or statement of attainment (for example, in-house professional development programs conducted by a business) and Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Evidence of competence must be shown in relation to specific units of competency. This can be done in a number of ways including:

- work samples
- practical demonstrations in the workplace
- references and/or interviews with supervisor
- certificates and performance reviews or
- other documented evidence that you may hold

Please contact the AltradSkills Compliance Team if you wish to apply for RPL. The team will be happy to discuss your eligibility and options for RPL.

Recognition of Prior Learning is a formal assessment process, and you will need to provide current, authentic evidence to support your application.

12.2 Credit Transfer

Credit transfer is a process that provides learners with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

AltradSkills recognises and accepts statements of attainment and qualifications issued by any other RTOs under the Outcome Standards for Registered Training Organisations 2025.

To receive a credit transfer for a unit you must provide formal evidence that you've previously completed the unit or a unit which matches in content and outcome. Formal evidence can be a qualification certificate or transcript, statement of attainment or your authenticated USI transcript. When credit is recognised, you don't need to repeat training or assessment for that unit.

Ask at enrolment if you are interested in learning more about Credit Transfer.

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 11
-----------------------	--------------------------------	-------------------------------------	---	---	----------------



13. Certification

On successful completion of your accredited course and in line with the 2025 Compliance Requirements (Section 9-11) and our AQF Qualifications Issuance Policy, AltradSkills will issue certification to learners who have met all requirements and eligibility for an AQF award. This could be:

- a Testamur, and
- a Record of Results.

Learners who complete part of the requirements of an AQF qualification in which they are enrolled such as individual units of competency, skill sets, and accredited short courses are entitled to receive a Statement of Attainment (SoA).

For full qualifications, AltradSkills will issue a hard copy of your certificate, which will be posted to the postal address that you provided on your enrolment form. If you are deemed competent in a short course a statement of attainment will be issued electronically only.

Lost/Misplaced Your Certificate?

Don't worry, contact our Compliance Team who will issue you with a duplicate copy.

13.1 Revoking AQF Certification Documentation

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

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

14. Student Records and Privacy

Training records will be treated in accordance with the Privacy Act 1988, the Australian Privacy Principles and the Data Provision Requirements 2020. As a Registered Training Organisation, AltradSkills must collect and report certain information to ASQA the national VET regulator, the National Centre for Vocational Education Research (NCVER) and potentially other government agencies.

This includes, but is not limited to:

- Name
- Address
- Contact details
- Date of birth
- Gender
- Country of birth
- Language spoken at home
- Level of English spoken

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 12
-----------------------	--------------------------------	-------------------------------------	---	---	----------------



- Disability information
- Highest secondary schooling completed
- Qualifications completed
- Current employment status
- Indigenous status
- Unique Student Identifier (USI)

Personal information gathered may be used or disclosed for the following purposes:

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

You may receive an NCVER learner survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER ensures that personal data is handled in accordance with the Privacy Act 1988 (Cth) and the NCVER Privacy Policy. Data is stored securely and only shared with authorised entities for education and policy development purposes. More information about NCVER's Privacy policy is available at www.ncver.edu.au/privacy.

15. Accessing Your Learner Records

Learners have the right to access all their records including enrolment details, assessments submitted and results on request. Should a learner wish to access their records please contact the Compliance Team.

All records are confidential and only accessible by RTO staff or auditors from the national regulator ASQA (Australian Skills Quality Authority). All enrolment documents and key records will be kept for 5 years. All qualification certificates and statements of attainment are retained for 30 years. Copies of completed learner assessments will be retained for 2 years for a short course and 4 years for a qualification.

AltradSkills is required to disclose statistical information to the State and Federal Governments under legislation e.g. National Centre for Vocational Education Research (NCVER). To provide information to any other third party requires written authorisation from the learner.

16. Plagiarism, Cheating, Collusion and the Use of Artificial Intelligence (AI)

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

Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own.

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 13
-----------------------	--------------------------------	-------------------------------------	---	---	----------------



Learners should always seek to acknowledge the work of others. If your assessor suspects that you have plagiarised someone else's work, they will initially discuss the matter with you, with referral to the RTO Manager/CEO if required.

Collusion is not permitted under the rules of assessment. Examples of collusion include:

- Copying each other's work
- Sharing completed assessments or answers
- Collaborating on individual tasks that are designed to be undertaken independently

Under the Standards for Registered Training Organisations (RTOs) 2025, learners must submit original work to demonstrate their competency, and you will be required to sign a declaration stating that it is your original work.

16.1 Artificial Intelligence (AI)

A learner cannot submit assessment work completed by AI as their own and should reference any specific source. Submitting AI generated work as original is considered academic dishonesty and undermines the integrity of the assessment process. For some industry areas and/or units of competency using AI may be a requirement. If this is the case your trainer/assessor will let you know.

17. Cancellations

If you wish to cancel your enrolment, you must notify the Compliance Team in writing as soon as possible.

Prior to cancelling, it is recommended that you speak with your trainer/assessor or a member of the Compliance Team, to discuss your intention to cancel. Depending on your circumstances, learner support services, additional support options, or options to defer your course may be available.

If you are part way through a qualification/course, you will be provided with a Statement of Attainment for the units of competency that you have been deemed competent in.

17.1 Ceasing Employment with AltradSkills

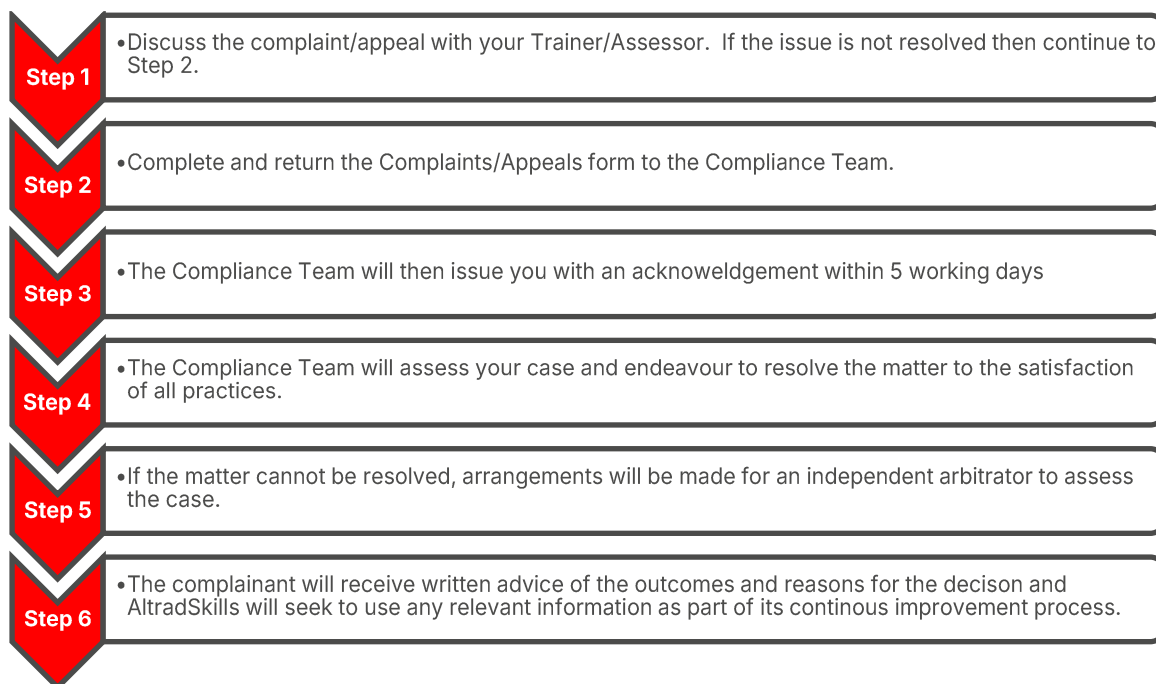
As an enterprise RTO, AltradSkills only delivers Nationally Accredited training and assessment to Altrad employees. If you are part way through a course or qualification when you decide to leave employment with Altrad, you will be withdrawn from the course/qualification, and a Statement of Attainment will be issued for units that you have been determined Competent in.

18. Concerns, Complaints and Appeals

As a Registered Training Organisation, AltradSkills continually strives towards excellence in training and welcomes all types of feedback from learners.

For any concerns, complaints or appeals (regarding a staff member, other learners or third party) the following process should be followed:

Rev. no. 00	Rev. Date 30-06-2026	Next Rev. Date 30-06-2026	Department: Construction & Maintenance Category: Training Management	Section: 003 Training & Assessment <i>Uncontrolled when printed</i>	Page 14
-----------------------	--------------------------------	-------------------------------------	---	---	----------------



Where a complaint takes longer than 30 days to resolve, a member of the RTO Compliance Team will ensure the complainant is kept informed with regular updates.

19. Appeals Against Assessment Decisions

Such complaints are dealt with in accordance with the National VET Standards and are therefore subject to additional steps to reach resolution. Steps one to four (above) should be followed then:

The RTO Compliance Team will seek guidance from a second Assessor who is vocationally competent in the same area of expertise

If the second Assessor reaches the same outcome, the RTO Compliance team will refer the matter to an independent external Assessor

If the external Assessor upholds the outcome but the learner is still not satisfied, then the matter can be referred to ASQA.

20. Your Consumer Rights

AltradSkills will ensure that all contractual services are delivered with due care and skills, and that the training materials provided will be suitable and relevant. If the learner is required to provide any training resources, they will be notified in advance of enrolment.

If the RTO closes or ceases to deliver any or part of the training product enrolled in then the learner will be notified, issued with a Statement of Attainment for any units completed and AltradSkills will ensure that all training information is provided to the relevant authorities so that learner records are retained for future reference.



21. Course Evaluations

As Altrad's policies and procedures emphasise the importance of quality assurance and continuous improvement, course evaluations have a significant role in gauging learner satisfaction with the services we provide. Although evaluations are not compulsory, it would be extremely beneficial if learner complete surveys issued to them at various stages of training and assessment.

If learners feel they would like to make a comment on AltradSkills services, they can contact their trainer/assessor the Compliance Team.

Information provided may be included in AltradSkills' continuous improvement system and register and actioned where appropriate.

22. Transition of Training Products

AltradSkills will manage the transition from superseded Training Packages within 12 months (unless otherwise specified by ASQA) of their publication on www.training.gov.au. AltradSkills will also manage the transition from superseded accredited course so that it delivers only currently endorsed Training Packages or currently accredited courses.

Altrad will ensure it keeps itself up to date with Training Package transitions and will on the introduction of a new Training Package:

- Advise each learner as necessary on the development of new Training Packages
- Provide each learner with a course conversion form to complete if they wish to transfer
- Provide advice on transition arrangements
- Ensure learners are provided with information relating to any changes to fees
- Provide information sessions for learners as necessary to ensure they are aware of the process and reasoning behind the new changes to Training Packages
- Maintain accurate records of learners who transition from one Training Package to another.

All documents (i.e. completed exemption forms) will be maintained as per the Records Management policy.

AltradSkills will not enrol any learners in a qualification after it has been superseded unless special arrangements are agreed with ASQA.

23. Key Related Documents

Reference Number	Document