



STUDENT HANDBOOK

ALL STATES
TRAINING



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1 Quick Start Guide

1.1 Welcome

Welcome to Central Safety Training and Assessing Services Pty Ltd T/as All States Training (RTO 32577).

We deliver nationally recognised training designed to be practical, industry-focused and efficient. We primarily deliver short, practical nationally recognised training programs (1–5 days) designed for industry application.

Our commitment to you is simple:

- Provide accurate course information.
- Deliver safe and compliant training.
- Assess you fairly and consistently.
- Support you to successfully complete your course.


If you need assistance at any stage, please speak with your Trainer or contact Student Support.

1.2 Our Registration

Our RTO provider code is #32577. Students may check our registration by accessing the national training database. <https://training.gov.au/Organisation/Details/32577>

1.3 Key Contacts

General Enquiries & Student Support

 07 4123 0415

 info@centralsafetytraining.com

Complaints & Appeals

 resources@centralsafetytraining.com

We will respond within 2 business days where practicable.

1.4 How to use this handbook

This handbook explains:

- How enrolment works
- What to bring to training
- How assessment is conducted
- Your rights and responsibilities
- Available support services
- How to provide feedback or lodge a complaint

If you are unsure about anything in this handbook, please speak with your Trainer.

1.5 What happens on the day of training

When you arrive:

- You will complete an Enrolment Form.
- You will provide photo identification.
- You will provide or confirm your Unique Student Identifier (USI).
- You will complete short suitability and LLND questions.
- Your Trainer will explain the course structure, assessment requirements and safety procedures.

Training will only commence once enrolment and suitability checks are completed.

1.6 Access this handbook

All States Training provides this handbook electronically:

- **Online:** always available at www.allstatestraining.qld.edu.au
- **By email:** request a copy via info@centralsafetytraining.com

Printed copies are available on request if needed for accessibility.

This handbook summarises key student policies and procedures. Full policies are available upon request.

2 Pre-Enrolment and Onboarding

Before training begins, we ensure you:

- Receive accurate course information
- Understand fees and refund conditions.
- Can safely participate.
- Are issued training only once enrolment requirements are met.

2.1 Information you receive before booking

Before confirming your enrolment, we provide:

- Course name and unit code
- Delivery location, dates and times
- Course duration
- Assessment requirements
- Fees and refund information
- PPE or equipment requirements
- Any licensing or physical participation requirements
- Information provided prior to enrolment is accurate, current and publicly available.

You are encouraged to ask questions before attending training.

2.2 Course fees and payment terms

Payment Requirements

- **Individual bookings:** Full payment required before or on the day of training unless otherwise agreed in writing.
- **Business bookings:** Invoices may be issued with agreed payment terms (generally 14 days).

Certificates will only be issued once:

- All assessment requirements are met; and
- All outstanding fees have been paid.

2.3 Refunds and Cooling-Off Period

Cooling-Off Period

You may cancel your booking within 8 business days of booking for a full refund, provided the course has not already commenced.

Standard Refund Conditions

| Notice Given Before Course | Refund |
|--------------------------------------|-------------|
| More than 8 calendar days | 100% refund |
| 2–7 working days | 75% refund |
| Less than 24 hours or non-attendance | No refund |

All cancellations must be provided in writing (email is acceptable).

Extenuating Circumstances

Refunds may be considered in cases of illness, injury or hardship where supporting evidence (e.g. medical certificate) is provided. Decisions are made on a case-by-case basis.

2.4 Course cancellation or transfer

If All States Training cancels or postpones a course, you will be offered:

- A full refund; or
- Transfer to another available date at no additional cost.

If you wish to transfer to another date, you must notify us in writing before the course start date.

2.5 Fee protection

All States Training complies with national fee protection requirements.

We do not collect more than \$1,500 in prepaid fees from an individual student before training begins.

If a course fee exceeds this amount, additional payments are only collected once training has commenced or are otherwise protected in accordance with national standards.

2.6 Enrolment and Suitability (on the day)

Before training begins, you must:

- Complete an Enrolment Form
- Provide valid photo identification
- Provide or create a Unique Student Identifier (USI)
- Complete brief LLND and suitability questions

Your Trainer reviews your enrolment before training commences.

Training will not begin until enrolment requirements are completed.

2.7 Suitability and LLND Check

As part of enrolment, we confirm that you:

- Can understand safety instructions
- Can participate in required practical activities
- Do not require immediate learning adjustments

If learning or participation support is required, reasonable adjustments may be implemented in accordance with Section 4 of this handbook.

Adjustments support your participation but do not change competency outcomes.

If a course is determined to be unsuitable for safety reasons, alternative options will be discussed.

2.8 Unique Student Identifier (USI)

A USI is required for all nationally recognised training.

You must:

- Provide your USI during enrolment; or
- Create one at www.usi.gov.au

We cannot issue a Statement of Attainment without a valid USI.

3 Studying at All States Training

3.1 What Your Course Includes

Each course is designed to be:

- Practical – Activities replicate real workplace tasks using industry-standard tools and equipment.
- Structured – Clear explanation of assessment requirements at the start of training.
- Current – Training aligns with the latest nationally endorsed unit requirements.
- Supportive – Trainers monitor your progress and provide assistance where required.
- Compliant – Delivered under All States Training’s RTO registration (32577).

What We Provide

- A qualified Trainer/Assessor with current industry experience
- Course learning materials and assessment documents
- Use of required training equipment (where applicable)
- Practical assessment opportunities that meet unit requirements
- Support if literacy, numeracy or physical access needs are identified

What You Must Bring

You are responsible for bringing:

- Valid photo identification
- Your Unique Student Identifier (if not already provided)
- Required PPE (as advised in your booking confirmation)
 - e.g. long pants, steel cap boots, high-visibility clothing
- Any required licences or workplace documents (if applicable)

Failure to bring required PPE may result in you being unable to participate in practical activities.

3.2 Assessment Overview

All units include:

- Knowledge components (theory)
- Practical components (demonstrated skills)

At the start of your course, your Trainer will explain:

- The assessment tasks you will complete
- What constitutes competency
- How results and feedback are provided
- Re-assessment options (if required)

You must complete all required assessment components to be deemed competent.

All assessment decisions are made in accordance with the Principles of Assessment and Rules of Evidence.

3.3 Insurance

All States Training maintains:

- Public Liability Insurance

- Professional Indemnity Insurance

Where training occurs at a client workplace, the host employer remains responsible for maintaining a safe work environment.

- Adjusting seating or workspace layout for comfort or access

Each adjustment is agreed with you before implementation to ensure it remains fair and does not compromise the competency outcomes of the unit.

3.4 Student Support and Adjustments

All States Training is committed to supporting fair access to training.

If you require learning or participation support, including reasonable adjustments, please refer to Section 4 of this handbook or speak directly with your Trainer.

Support arrangements are handled respectfully, confidentially and in accordance with our student support procedures.

4 Student Support and Wellbeing

All States Training is committed to providing a learning environment that is safe, inclusive and supportive.

We understand that learners have different backgrounds, experiences and needs. If you require assistance at any stage of your course, please speak with your Trainer as soon as possible.

Early communication allows us to provide appropriate support.

4.1 Support Services – Getting help

Support at All States Training is designed to be practical and responsive, particularly for short courses.

Support May Include:

- **Literacy, Numeracy or Digital Support** Assistance with reading, writing, calculations or understanding instructions.
- **Language Support** Additional explanation, slower-paced delivery, or verbal questioning if English is not your first language.
- **Physical Access Support** Adjustments to seating, positioning or activity sequencing where possible.
- **Equipment or Safety Support** Alternative demonstration methods if PPE or equipment presents difficulty.
- **Wellbeing Support** Referral to appropriate services if stress, injury or personal circumstances affect participation.

If support cannot be reasonably provided within the short-course structure, alternative arrangements may be discussed.

4.2 Reasonable Adjustments

Reasonable adjustments are made to support participation and access to training.

Adjustments:

- Assist you to demonstrate your skills and knowledge.
- Do not change the competency requirements of the unit.
- Are agreed upon before implementation.

All adjustments are handled respectfully and confidentially.

4.3 How to request support

If you require support:

1. Speak with your Trainer or contact Student Support.
2. Explain the type of assistance you may need.
3. If required, complete a Student Support Request Form.
4. Agreed arrangements will be documented and implemented where reasonable.

Support is reviewed if your circumstances change.

4.4 Diversity, Inclusion and Respect

All States Training values diversity and promotes respectful behaviour at all times.

We are committed to:

- Equal opportunity regardless of gender, age, race, culture, disability, religion or background.

- Providing culturally safe learning environments.
- Using inclusive and respectful communication.
- Maintaining confidentiality when managing support requests.

All students are expected to treat others with dignity and professionalism.

If you experience discrimination, harassment or exclusion, report it immediately to your Trainer or Student Support.

4.5 Workplace Health and Safety (WHS)

Safety is a priority in all training activities.

All States Training complies with relevant Work Health and Safety legislation and industry safety standards.

Our Responsibilities

We will:

- Conduct risk assessments before training begins.
- Provide safety briefings and emergency instructions.
- Ensure required PPE is identified.
- Maintain appropriate insurance coverage.
- Ensure Trainers are qualified in First Aid and CPR.

Your Responsibilities

You must:

- Follow all safety instructions.
- Wear required PPE at all times.
- Use tools and equipment correctly.
- Report hazards, near misses or injuries immediately.
- Stop work if you believe an activity is unsafe.

Failure to comply with safety requirements may result in removal from training for your safety and the safety of others.

4.6 Reporting an Incident

All incidents must be reported immediately.

This includes:

- Injuries
- Near misses
- Unsafe conditions
- Equipment damage
- Fire

If an incident occurs:

1. Stop work and notify your Trainer.
2. Follow first aid or emergency instructions.
3. Cooperate with any investigation.

If medical treatment is required, obtain appropriate documentation.

4.7 Emergency and Evacuation Procedures

At the beginning of training, your Trainer will explain:

- Evacuation routes and assembly areas
- First aid locations
- Fire extinguisher locations
- Site-specific emergency contacts

If an emergency occurs:

- Remain calm.
- Follow Trainer instructions.
- Evacuate to the designated assembly area.
- Do not re-enter until declared safe.

For client worksites, host site procedures apply.

5 Rights, Responsibilities & Code of Conduct

All States Training is committed to maintaining a safe, respectful and professional learning environment. This section outlines your rights and the standards of behaviour expected during training.

5.1 Your Rights as a Student

You have the right to:

- Be treated fairly, respectfully and without discrimination.
- Train in a safe and healthy environment.
- Receive accurate information about your course, assessment and fees before enrolment.
- Be assessed fairly against the published unit requirements.
- Access support services where required.
- Lodge a complaint or appeal without fear of disadvantage.
- Have your personal information handled securely and confidentially.

5.2 Your Responsibilities

As a student of All States Training, you must:

- Comply with Work Health and Safety requirements as outlined in Section 4.
- Arrive on time and ready to participate.
- Follow Trainer instructions.
- Wear required PPE at all times.
- Treat staff and other students with respect.
- Complete assessment tasks honestly.
- Inform your Trainer if you are unable to continue training.

5.3 Code of Conduct

Professional behaviour is expected at all times. The following standards apply to all learners.

5.3.1 Expected Behaviour

You are expected to demonstrate:

- **Respect** – Treat others courteously and professionally.
- **Responsibility** – Take ownership of your learning and behaviour.
- **Integrity** – Submit your own work and be honest in assessments.
- **Inclusion** – Support a learning environment free from discrimination.
- **Safety** – Follow all WHS requirements and report hazards.
- **Professionalism** – Dress appropriately and behave appropriately in a workplace-style environment.

5.3.2 Prohibited Behaviours

The following behaviour is not permitted:

- Harassment, discrimination, bullying or threatening conduct.
- Being under the influence of alcohol or drugs during training.
- Cheating, plagiarism or providing false information.
- Damaging property or misusing equipment.
- Refusing to follow safety instructions.
- Using mobile phones or devices in a disruptive or unsafe manner.

Any behaviour that compromises safety may result in immediate removal from training.

5.3.3 Use of mobile phones and devices

- Keep phones on silent during training.
- Only use devices for course-related purposes unless approved.
- Do not photograph or record others without permission.

5.3.4 Breach of the code of conduct

If a breach occurs:

- Minor issues may be addressed immediately by the Trainer.
- Serious or repeated breaches may result in:
 - A formal warning,
 - Removal from practical activities,
 - Suspension from the course,
 - Withdrawal from training.

Where safety is compromised, immediate removal may occur.

You will be given the opportunity to respond and may access the appeals process if required.

Decisions are made fairly, consistently and without discrimination.

5.4 Academic Integrity

All assessment submissions must be your own work.

You must not:

- Copy another student's answers.
- Allow another person to complete your assessment.
- Submit false evidence of competency.

If academic misconduct is identified:

1. The concern will be discussed with you.
2. You may be required to redo the assessment.
3. Repeated or deliberate misconduct may result in removal from the course.

5.5 Understanding Your Obligations

You must:

- Use training materials and equipment safely.
- Report damage or faults immediately.
- Not reproduce or distribute training materials without permission.

All learning and assessment materials remain the intellectual property of All States Training.

6 Recognition, Assessments and Results

You may be eligible for:

- **Recognition of Prior Learning (RPL)** – if you have relevant skills and experience; or
- **Credit Transfer (CT)** – if you have already completed the same unit with another RTO.

These options allow you to avoid re-training where competency can be demonstrated.

6.1 Recognition of Prior Learning (RPL)

RPL assesses your existing skills and knowledge against the current unit requirements.

You may be required to provide evidence such as:

- Statements of Attainment or qualifications
- Workplace logbooks or records
- Supervisor references
- Photos or videos demonstrating skills
- Resume or employment history

Evidence must be authentic, current, valid and sufficient.

RPL assessments are conducted by a qualified Trainer/Assessor.

If your RPL application is unsuccessful, you will receive feedback and may access the appeals process.

6.2 Credit Transfer

If you have previously completed an equivalent unit with another Registered Training Organisation, you may apply for Credit Transfer.

You must provide:

- A copy of your Statement of Attainment or transcript.
- Where required, verification may occur through official records.
- Credit Transfer is provided at no additional cost.

6.3 How Assessment works

All assessments:

- Align with the published unit of competency requirements.
- Reflect real workplace conditions where applicable.
- Are conducted by qualified Trainers/Assessors.

6.3.1 Before Assessment

Before each assessment task, your Trainer will explain:

- The purpose of the task
- What evidence is required
- How you will be assessed
- What constitutes a satisfactory result
- Your opportunity to ask questions

You must complete all required assessment components to achieve competency.

6.3.2 Assessment Outcomes

Assessment results are recorded as:

- **Competent (C)**
- **Not Yet Competent (NYC)**

If you are assessed as Not Yet Competent, you will receive feedback outlining what needs to be addressed.

6.3.3 Re-attempts

You are permitted:

- **Up to 2 free re-attempts per assessment task.**

Re-attempt conditions:

- Feedback will be provided.
- Re-attempts must occur within 10 business days unless otherwise agreed.

If competency is not achieved after two re-attempts:

- Further training or reassessment may be required.
- Additional fees may apply if full reassessment is necessary.

6.3.4 Appeals

If you disagree with an assessment decision, you may lodge an appeal through the Complaints & Appeals process (see Section 7).

Appeals are handled fairly and without disadvantage.

6.4 Results and Certification

All States Training issues results and certification in accordance with national requirements.

6.4.1 When Certification is issued

Certificates are issued within **30 calendar days** of:

- Successful completion of all assessment requirements; and
- Payment of all outstanding fees.

You must have a verified USI before certification can be issued.

6.4.2 What you will receive

Depending on your enrolment, you may receive:

| Completion Type | Certification Issued |
|--------------------|--|
| Full Qualification | AQF Certificate and Transcript |
| Skill Set | Statement of Attainment |
| Single Unit | Statement of Attainment |
| Credit Transfer | Statement of Attainment (where applicable) |

Certificates are issued in electronic format (PDF). Hard copies may be available upon request.

6.4.3 Replacement Certificates

If your certificate is lost or damaged, you may request a replacement. An administrative fee may apply.

6.4.4 Training Product Updates

If a unit or training product is updated during your enrolment:

- You will be advised of any impact.
- Transition arrangements will be explained where applicable.

7 Complaints, Appeals & Feedback

All States Training values feedback and is committed to resolving complaints and appeals fairly, promptly and confidentially.

You may raise concerns without fear of disadvantage.

7.1 Providing Feedback

We encourage feedback about:

- Course delivery
- Assessment
- Trainers
- Facilities
- Administration
- Third-party partners

You may provide feedback:

- Directly to your Trainer
- By contacting Student Support
- By completing a course survey
- By submitting a formal feedback or complaint in writing

All feedback is reviewed as part of our continuous improvement process.

7.2 How to lodge a complaint or Appeal

You may raise a complaint or appeal if you are dissatisfied with:

- Course delivery
- A staff member or Trainer
- Administrative processes
- Another student's behaviour
- An assessment decision

All matters are handled fairly, confidentially and without disadvantage.

Step 1 – Informal Resolution (Optional)

You are encouraged to first discuss the matter with:

- Your Trainer; or
- Student Support

Many concerns can be resolved quickly at this stage.

Step 2 – Formal Lodgement

If the issue is not resolved, submit your complaint or appeal in writing via:

 info@centralsafetytraining.com

Include:

- Your name and contact details

- A description of the issue
- Any relevant evidence

Step 3 – Acknowledgement

We will acknowledge receipt within **5 business days**.

Step 4 – Investigation or Review

- The matter will be investigated fairly and impartially.
- For assessment appeals, the decision will be reviewed by a qualified Trainer/Assessor not involved in the original decision (where possible).
- You may provide additional evidence.
- You may bring a support person to any meeting.

We aim to finalise matters within **20 business days**.

If additional time is required, you will be advised.

Step 5 – Outcome

You will receive a written outcome outlining findings and any actions taken.

You may request clarification within **10 business days**.

Step 6 – Internal Review

If you are not satisfied with the outcome, you may request an internal review within **10 business days**.

A senior staff member not previously involved will conduct the review.

Step 7 – External Escalation

If the matter remains unresolved, you may refer it to an external body such as:

- Australian Skills Quality Authority (ASQA)
- National Training Complaints Hotline – 13 38 73
- Queensland Office of Fair Trading
- Queensland Ombudsman

7.3 Confidentiality and Fairness

All complaints and appeals:

- Are handled confidentially.
- Are recorded and monitored for quality improvement.
- Do not result in disadvantage to the person raising the concern.

Victimisation or retaliation will not be tolerated.

8 Privacy & Data Protection

All States Training is committed to protecting your personal information and handling your data responsibly.

We comply with:

- The Privacy Act 1988 (Cth)
- The National VET Data Policy
- Data Provision Requirements 2020
- Unique Student Identifier (USI) legislation

8.1 What information we collect

We collect personal information necessary to:

- Enrol you in nationally recognised training
- Confirm your identity
- Assess your competency
- Issue certification
- Report training outcomes to government authorities

Information may include:

- Full name and contact details
- Date of birth and identification details
- Unique Student Identifier (USI)
- Employment or demographic information (where required)
- Assessment evidence and results

8.2 Why we collect it

Your information is collected to:

- Deliver and assess your training
- Meet national reporting obligations (AVETMISS)
- Issue Statements of Attainment or qualifications
- Maintain accurate training records

Without required information (including a valid USI), we cannot issue nationally recognised certification.

8.3 Who we share your information with

We may disclose your information to:

- The National Centre for Vocational Education Research (NCVER)
- The Australian Government or State Training Authorities
- The USI Registry
- Regulators such as ASQA
- Third-party partners involved in delivering your training (where applicable)

Information is only shared where required by law or for legitimate training purposes.

8.4 How your information is stored

Your information is:

- Stored securely in our Student Management System
- Protected from unauthorised access
- Retained in accordance with national record-keeping requirements

Access to personal information is restricted to authorised personnel.

8.5 Accessing or correcting your information

You may request to:

- Access your personal information
- Update incorrect details
- Correct your contact information

Requests can be made via:

 info@centralsafetytraining.com

 07 4123 0415

It is important that you notify us promptly if your details change.

8.6 Unique Student Identifier

Your USI:

- Links your nationally recognised training records
- Is required before certification can be issued
- Allows you to access your VET transcript online

Your USI information is verified through official government systems.

8.7 Privacy Complaints

If you believe your privacy has been breached, you may:

1. Contact All States Training in writing.
2. Allow us the opportunity to investigate and respond.
3. Escalate the matter to the Office of the Australian Information Commissioner (OAIC) if unresolved.

Privacy complaints are handled confidentially and without disadvantage.