



Allora
COLLEGE

**Student
Handbook**

Domestic Students



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Version Control

Version	Date	Description
Version 1.0	Feb 2019 – April 2020	Discontinued
Version 2.0	April 2020-2021	Major amendments
Version 2.1	July 2021	Minor amendments [address updated]
Version 3.0	February 2023	Major amendments
Version 4.0	Jun 2023	Major amendments

Review Process:

Student handbook shall be reviewed annually in compliance with education industry standards.

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WELCOME TO ALLORA COLLEGE

Welcome to Allora College. We trust you will find the time learning with us will be rewarding and enjoyable.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce in your chosen field or to undertake further studies.

This Student Information Handbook is designed to introduce you to Allora College and provide essential information about our College.

Allora College has responsibilities related to the general standards of courses, including delivery and assessment. In addition, Allora College has responsibilities regarding the welfare of students and their educational interests.

As a student, you have responsibilities towards the College, your peers and the College staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a student to ensure that you have read and understood all college policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer for assistance.

The quality of your experience with Allora College depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.

Shivani Verma

Chief Executive Officer

Allora College

OUR COMPANY PROFILE

Allora College is a Registered Training Organisation, offering nationally recognised vocational education and training to domestic students. Allora College aims to set exceptional standards in providing high quality education and training to students from different cultural backgrounds and equip them with the necessary skills and knowledge to enter the workforce in Australia.

Allora College offers an extensive range of qualifications across multiple disciplines:

- Automotive
- Community Services
- ✚ Childcare

For a list of our current course, visit: <https://training.gov.au/Organisation/Details/41249>

Our Mission

Allora College empowers our budding scholars to become contributing and accomplished world citizens by providing excellence in education. Allora College is steadfast in the implementation of an exceptional learning environment in which students can gain in-depth knowledge through pertinent and modern courses instructed by a highly regarded faculty. Allora College is inimitable in providing fundamental and modern educational experiences focused on leadership development through responsibility, trustworthiness, respect, fairness, devotion and compassion. Allora College has implemented modern, career-centred courses within exceptional, premier facilities, focusing on the latest instructional methods. We are honoured to deliver paramount training, so that upon completion, our students can gain successful employment, have financial peace of mind, grow into efficacious employees, and be an influential and virtuous member of the society.

Our Vision

Engage

To provide a proven path to success in growing industries- where industry best practice will provide secure long-term employment and a tangible career pathway.

Empower

Empower our students with practical industry best practice knowledge, skills and a growth mindset ensuring a step by step career path.

Innovate

Provide exposure to students and graduates seeking professional development, with industry trends and evolving technologies in their respective industry. Thereby, inculcating the seeds for future innovation.

Our Approach

Allora College believes in delivering quality facilitation in-tune with current industry best practice. Allora College's curriculum inculcates a blend of theoretical and practical components aligned with the individual student's development. A key factor for success in today's competitive work environment is a dynamic environment that embraces digital disruption and reflects forward thinking industry requirements, to ensure work ready graduates.

Our courses are developed to ensure flexibility for students to suit their individual circumstances. Our students who are industry professionals updating or extending their skill sets to further their careers are embraced in this process with blended learning options.

At Allora College, customer success comes first. In today's world time is a valuable asset. Our industry tailored classes combined with vast learning opportunities ensure our students are able to achieve their learning goals.

Allora College maintains a high quality of educational excellence through ongoing industry partnership's and ongoing curriculum development.

STUDY AT ALLORA COLLEGE

Allora College is a registered training organisation offering nationally recognised accredited courses across various disciplines such as Community Services (Childcare) and Automotive. We are a dynamic and fast-growing institute with an experienced leadership and faculty.

Our aim is to equip students with requisite knowledge, skills and a lifelong learning so that they can be part of Australian workforce or undertake further studies. We combine theory with practical experience, meaning that graduating students have work-ready skills necessary for successful employment.

Our Campus

Our campus is situated at 155, Wellington Road, East Brisbane, QLD, 4169 Australia



Key Highlights of Location:

Proximity to city, cafes and eating joints

Easy access to public transport.

Courses we offer

Allora College offers an extensive range of qualifications across multiple disciplines:

- **Automotive**

- ✚ [AUR20220-Certificate II in Automotive Air Conditioning Technology](#)

- ✚ [AUR30620-Certificate III in Light Vehicle Mechanical Technology](#)

- ✚ [AUR30320-Certificate III in Automotive Electrical Technology](#)

- ✚ [AUR31120-Certificate III in Heavy Commercial Vehicle Mechanical Technology](#)

- ✚ [AUR40216-Certificate IV in Automotive Mechanical Diagnosis](#)

- **Childcare**

- ✚ [CHC30121- Certificate III in Early Childhood Education and Care](#)

- ✚ [CHC50121- Diploma of Early Childhood Education and Care](#)

For a list of our current course, visit: <https://training.gov.au/Organisation/Details/41249>

About Our Vet teachers

VET TEACHER COMPETENCY

All our trainers and assessors:

- hold the relevant Certificate IV in Training and Assessment or above from the Training and Assessment Training Package as a minimum qualification; and any other requirements as stipulated by Standards for Registered Training Organisations 2015.
- demonstrate vocational competencies at least to the level being delivered and assessed; and
- demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and VET Teachers competency

DEFINITION OF VOCATIONAL COMPETENCY

Vocational competency is defined as broad industry knowledge and experience, usually combined with a relevant industry qualification. A person who has vocational competency will be familiar with the content of the vocation and will have relevant current experience in the industry. Vocational competency must be considered on an industry-by-industry basis and with reference to any guidance provided in the relevant Training Package or Accredited Course.

National Recognition/Credit Transfer

National Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a unit of competency or training package qualification, with another Registered Training Organisation.

Students are encouraged to apply for National Recognition (Credit Transfer) with Allora College during the enrolment process and before signing their Training Plan.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process that assesses the competency of an individual's current skills and experience regardless of where and when the learning occurred to determine the extent to which the individual meets the requirements specified in the Training Package.

RPL is encouraged at the commencement of enrolment. Applications for RPL are based on whole competencies. Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact Allora College Marketing Officer/Assessor for information on the RPL process. To apply for Recognition of Prior Learning students will need to express their interest at the time of enrolment.

At sign up and induction, RPL is discussed and the opportunity to participate in RPL is provided at the time of enrolment. If at sign up or at commencement of the qualification a student identifies units of competency that he/ she can already demonstrate the level of achievement required, then he/she can apply for RPL of those units. Simply inform Allora College at sign up or your Trainer & Assessor. They will assist you in going to the next step in the RPL process.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the College's academic appeals process.

The detailed RLP / Credit Transfer process is available at Allora College's website

<https://allora.edu.au/course-credit-rpl-policy-and-procedure/>

Charges may vary depending upon the number of units.

Modes of Delivery

Flexible learning and assessment procedures form part of the delivery and assessment strategies adopted and implemented Allora College. Where possible, we customize our learning resources to meet the specific needs of all students enrolled with Allora College, which ensures a flexible learning process.

You can choose to study;

- **Classroom based:** Face to face learning in the classroom, with Print based learning and assessment materials
- **Blended:** Face to face learning in the classroom with an option to do print based assessments or online assessments (for specific courses only. For more details, refer to individual course outline)
- **Correspondence:** Students will receive their work books through post and mail assessments back to Allora College.
- **Workplace:** Face to face learning in the workplace, with Print based learning and assessment materials

Please discuss your delivery and assessment requirements with your VET Teacher and, where possible, alternate delivery/assessment strategies can be provided which may include components of on-the-job, off-the-job, assignments and distance education. Learners' Guides and course support material are available for all units and provided through Dropbox Links.

COURSE FEE

Fee for Service

Students may choose to pay for their qualification in full. Employers may also choose to cover the cost of a course/ qualification for their employee/s.

Under fee for service arrangement, either the student or a third party such as the student's employer must accept responsibility for the fee payment at the time of enrolment.

Fee for Service students are required to pay an initial non-refundable enrolment fee of \$500. This applies to all qualifications (courses).

A course deposit is also required payable two weeks (10 working days) prior to the commencement of the training. Refer to website for fee details for each course.

Allora College will not collect more than \$1500 as pre-paid fees from the prospective / current student.

Corporate Clients

Allora College offers corporate solutions for employers who are committed to engaging and upskilling their workforce. For further information, about the course and fee structure, please do not hesitate to contact our support team/ Business Development Managers. Employers can discuss about courses and fee Structure for organisations that have staff wanting to train or upskill.

PLEASE REFER TO THE FEES AND CHARGES BROCHURE FOR CURRENT DETAILS RELATING TO ALL QUALIFICATIONS/ COURSES COST EITHER FUNDED OR NON-FUNDED.

Queensland Government Funded Programs

- ✚ Certificate 3 Guarantee Program
- ✚ User Choice (apprenticeships and traineeships)
- ✚ Free apprenticeships for under 25's – for training providers
- ✚ Higher Level Skills
- ✚ Trade Skills Assessment and Gap training program

Free apprenticeships for under 25's – for Training providers

Free apprenticeships for under 25s offers fully subsidised training for 139 priority apprenticeship and traineeship qualifications in areas such as electrical, plumbing and engineering as well as early childhood, aged and disability care.

The Free apprenticeships for under 25s program will cover the cost of training for Queensland apprentices or trainees who commenced or are undertaking 1 of the 139 high priority apprenticeship or traineeship qualifications from 1 January 2021 to 31 December 2023.

Certificate 3 Guarantee Program

The Certificate 3 Guarantee program supports eligible individuals to complete their first post-school certificate III qualification. The Certificate 3 Guarantee is targeted at certificate III qualifications because they are considered the entry-level qualification most often needed to gain employment in many industry sectors.

Students undertaking certificate III training and non-concessional students undertaking lower-level training, will be required to contribute to the costs of their training through a co-contribution fee.

The fee may be paid on behalf of the student by the employer or a third party, but cannot be paid or waived by Allora College.

You may be eligible for Certificate 3 guarantee funding if you:

- Permanently reside in Queensland
- Are aged 15 years or above and no longer at school (with the exception of VET in Schools (VETiS) students)
- Are an Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.
- have not completed a certificate III qualification or higher or be enrolled in a certificate III level or higher qualification currently (not including qualifications completed at school and foundation skills training)

The Department of Youth Justice, Employment, Small Business and Training (DYJESBT) may contact you to participate in a short survey in relation to your experience with Allora College.

The following qualifications are offered by Allora College under Certificate 3 Guarantee Program:

✚ [CHC30121- Certificate III in Early Childhood Education and Care](#)

✚ [AUR20220 - Certificate II in Automotive Air Conditioning Technology](#)

- **Co-Contribution** details can be accessed @

<https://allora.edu.au/wp-content/uploads/2020/04/Co-contribution-Fee-Details-Fact-Sheet.pdf>

- *Download the Certificate 3 Guarantee **Student Fact Sheet**.*

https://desbt.qld.gov.au/_data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

- **More information** about the Certificate 3 Guarantee is available@

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

- **Certificate 3 Guarantee and Higher Level Skills payment and refund policy is available @**

<https://allora.edu.au/refund-policies/>

Higher Level Skills

The Higher Level Skills program provides eligible individuals with access to a subsidised training place in selected certificate IV level or above qualifications, and priority skill sets.

The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs. You may be eligible if you:

- Permanently reside in Queensland
- Are aged 15 years or above and no longer at school
- Are an Australian or New Zealand citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency,
- have not completed or be enrolled in a certificate IV level or higher qualification (not including qualifications completed at school and foundation skills training)

Please note: For some qualifications government subsidised places are limited to people who are already employed in the relevant industry.

The following qualifications are offered by Allora College under Higher Level Skills Program:

✚ [CHC50121- Diploma of Early Childhood Education and Care](#)

✚ [AUR40216 - Certificate IV in Automotive Mechanical Diagnosis](#)

- **Co-Contribution** details can be accessed @

<https://allora.edu.au/wp-content/uploads/2020/04/Co-contribution-Fee-Details-Fact-Sheet.pdf>

- *Download the Higher Level Skills **Student Fact Sheet***

https://desbt.qld.gov.au/_data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf

- **More information** about Higher Level Skills is available.

<https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>

- **Certificate 3 Guarantee and Higher Level Skills payment and refund policy is available @**

<https://allora.edu.au/refund-policies/>

User Choice

The User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skills needs of industry and respond to changing government priorities. The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

It is important to note, not all apprenticeships and traineeships attract government funding. The funding priority will determine the level of public funds contributed to training regardless of whether the qualification is an apprenticeship or traineeship. For more information visit the **User Choice** webpage:

The following qualifications are offered by Allora College under User Choice Program:

- ✦ [AUR20220-Certificate II in Automotive Air Conditioning Technology](#)
- ✦ [AUR30620-Certificate III in Light Vehicle Mechanical Technology](#)
- ✦ [AUR30320-Certificate III in Automotive Electrical Technology](#)
- ✦ [AUR31120-Certificate III in Heavy Commercial Vehicle Mechanical Technology](#)
- ✦ [CHC30121 – Certificate III in Early Childhood Education and Care](#)
- ✦ [CHC50121 – Diploma of Early Childhood Education and Care](#)

<https://desbt.qld.gov.au/training/providers/funded/userchoice>

Refer to Allora College User Choice fees, charges and refund policy:

<https://allora.edu.au/refund-policies/>

Specific Co- Contribution Fees for Funded Programs

Under the QLD VET Investment Plan students are required to make co-contribution fee payments. These payments are specific to qualifications, funding type, eligibility status outcome and made available to students prior to enrolling with the college for both a qualification and unit of competency level cost. – Refer to website for fee details for each course.

Other Additional Fees and Charges (only applicable for Fee for Service students)

Cost for the Replacement of:	Cost
Student ID	\$15
Training Logbook	\$15
Qualification Certificate	\$20
Statement of Attainment	\$15
Textbooks – cost vary with individual texts	At cost

Please note: Fees are subject to change and are reviewed annually or at the discretion of the Chief Executive Officer

PAYMENT METHODS

Fees are payable using the following methods:

- By Cash in person at our Campus;
- Through Bank Transfer

Please contact the reception on **(07) 3157 6552** for more information

PAYMENT PLANS

Payment plans are available for students to accommodate their financial circumstances. This may vary depending on the course/ qualification fee.

Please contact our administration officers @ (07) 3157 6552 for more information.

CREDIT PAYMENT

The terms of credit are at the discretion of the Chief Executive Officer of Allora College and subject to the provision of adequate client identification.

Fees will be invoiced no later than the start date of the course training date unless alternate arrangements are made. (Applicable only for Fee for Service students)

Allora College will not collect more than \$1500 as pre-paid fees from the prospective / current student. Cost students are responsible for:

A number of qualifications require additional resources and or materials for which the student is responsible for providing.

Course Outlines provide specific information that is relevant to the qualification.

Not all qualifications require the student to obtain additional resources or materials.

YOUR JOURNEY WITH ALLORA COLLEGE

Entry Procedure

These procedures involve but are not limited to:

Stage 1: Application for Admission

Any student wishing to apply for a course **MUST** complete an APPLICATION FORM ensuring the information provided is 100% honest and accurate to ensure a valid assessment can be made.

It is imperative students complete all questions honestly and accurately as this can affect their eligibility for funding.

Stage 2: Funding Eligibility Application:

The course advisor shall advise an appropriate qualification and funding option to the student post eligibility check for enrolling as a fee paying student/ funded student [AISS Search and/or previously completed qualifications and residency status (VEVO)] check.

Stage 3: Provision of information according to the Induction and Orientation Checklist

The course advisor shall advise the student about relevant information according to *the Induction and Orientation Checklist*. The student shall sign the Induction checklist at the time of enrolment as a confirmation that all relevant information has been provided to them.

Stage 4: Completion of Language, Literacy and Numeracy non-intrusive assessment and LLN Support Services.

Allora College has a commitment to providing equity in training for all identified groups. Ensuring equity in training for all and the elimination of discrimination against any student in vocational education and training is a priority.

- Students with Language, Literacy and Numeracy challenges, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Allora College.
- Students are informed of the level of LLN skills / knowledge required to undertake the relevant training / assessment for their chosen course.
- All students complete a non-intrusive Language, Literacy and Numeracy assessments as part of the application for admission / enrolment process.
- The result of the LLN will be evaluated by an appropriately qualified assessor and recommendations will be made to the student. Depending on the outcome, an option may be for the student to be appropriately enrolled in an alternative training course or simultaneously in a support program while completing their training.
- This process assists students who may have language, literacy and/or numeracy (LLN) challenges, while the trainers and assessors provide additional resources (where applicable) to support the student.
- Allora College will identify and access appropriate support services, and ensure necessary services are provided for participants in the form of extra tutorials, extra reading materials etc.
- In addition to client support, the College provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate, the College will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

- Students requiring counseling or support should discuss the matter with their trainer. Where possible, the trainer will provide assistance, and in the event further action is required, will refer you to an appropriate agency.

LL&N support can be accessed through:

TAFE Queensland English Language and Literacy Services- TAFE Queensland
[<https://tafeqld.edu.au/courses/course-types/tells>]

Please discuss the matter with us if you have any special needs or questions.

Stage 4: Completion of the Enrolment process:

The enrolment process is completed once all the relevant documentation is provided.

Stage 5: Negotiation of a Training Plan:

Trainer and Assessor to negotiate the training plan with the student, Supervisor (where applicable) and it is to be signed by all the parties.

Stage 6: Making arrangements to attend workshops and/or first aid training (if applicable)

The student is informed about the upcoming First-Aid session at Allora College and the students can book in their First-Aid session at the reception.

Academic progression

The student's academic progression consists of training by qualified trainers and assessors.

It is then followed by Assessment's which consist of collecting evidence and making judgements on whether competency has been achieved, to confirm that the student can perform to the standards required in the workplace, as specified in a training package or VET accredited course.

Some qualifications may require students to complete a practical placement component which is a mandatory part of the qualification. Once the student completes all the assessments and practical placement satisfactorily, then the qualification is issued to the student.

All these steps are discussed in detail in the following paragraphs.

Training

At Allora College, we strive to deliver quality training services. We ensure that the trainers and assessors are qualified and maintain their currency at all times to keep abreast of new technological changes and business practices.

Training packages/curricula are regularly reviewed and revised to ensure they meet current industry needs. It is a requirement under the VET Quality Framework to ensure that steps are taken to manage the transition to new or reviewed Training Packages within 12 months of their publication or as specified by the Regulator.

If a new training package is introduced during your training, you may be required to transition to this new training package. Allora College will notify you if this occurs.

Transition into a new training package qualification will be reviewed with students on a case by case basis. Transitions are to occur within a one year period of the new training package qualification being released on the National Register, unless 18 months have been provided for transition to new training package.

Assessment

Assessment is competency based and means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by Allora College.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your assessment papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject to being excluded from enrolling in Allora College courses for a specific period of time.

A student shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Chief Executive Officer for appropriate action as outlined in disciplinary action.

All assessment must meet the criteria of the training package or accredited course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitably qualified workplace assessors and assessment procedures are to be used.

The Allora College Compliance Team and Managers are required to ensure operational integrity and compliance to VET Quality Framework principles and standards are maintained at all times. They are also required to review, evaluate and adjust, as required, the assessment systems in place to ensure validity, reliability, fairness and flexibility.

Practical Placement

Some qualifications require students to complete a practical placement component which is a mandatory part of the qualification.

Practical placement is where students are placed into a work environment to gain extra skills/knowledge. This is also known as work placement or vocational placement.

Allora College will provide one practical placement with a Host Employer. Students may be required to travel up to one hour from their home address to attend practical placement.

Where a student fails to attend an allocated practical placement, the student is responsible to seek an alternative practical placement to complete the course. Practical placement hours do vary per qualification.

Students need to be familiar with the required hours prior to enrolment and be able to attend the full duration of practical placement. Where mandatory documentation is required prior to practical placement it is the student's responsibility to pay the cost to obtain these documents.

If a student is aware of their history, which may prevent them from obtaining a mandatory document of clearance, they need to discuss with Allora College and consider alternative qualifications.

For more information: *Refer to Practical Placement Information Guide*

Monitoring Course Progression

Flexible and Self-Paced learning and Assessment procedures form part of the delivery and assessment strategies adopted and implemented by Allora College. Where possible, we customise our Training and Assessments to meet the specific needs of all of our students.

Please discuss your delivery and assessment requirements with your VET Teacher and, where possible, alternate delivery/assessment strategies can be provided which may include components of on-the-job, off-the-job, assignments and distance education

Your Vet teachers will negotiate a training plan with you at start of the course, and your progression of the course will be assessed on the same plan.

Attendance

We expect students to attend all scheduled training sessions or visits. Non-attendance will impact on your ability to complete assessments and/or the course successfully.

Students are obliged to notify their VET Teacher if they know that they are going to be absent from any session or visit.

Class participation and course progression will enable Allora College to identify support needs for students who are unable to maintain progression in the course.

Deferring or Extensions

You are able to request to defer/ extend your studies to if you find you are experiencing personal difficulties with completing your course (Maximum Limits apply)

Issuing Qualification

All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- a Testamur, and
- a Record of results.

A Testamur and Record of Results or Statement of Attainment, will be issued within 30 days of completion or withdrawal from Allora College subject to the following conditions being satisfied:

- The student has attained the skills and knowledge required for its issue or recognises that the student as having the skills and knowledge required for its issue; and
- The student has paid all fees payable by the student to Allora College. (Allora College can withhold a qualification or statement of attainment if a student has outstanding fees {Applicable only for Fee For Service students}).

Allora College has its own internal compliance management checking processes to ensure authenticity of the certificates.

Attainments/Record of Results are auto generated from the student management system to prevent certification being issued prior to all assessments being completed.

No student will be promised early issuance of his or her qualification or statement of attainment.

Student results will be retained as Allora College's records for a period of 30 years.

AWARD

On completion of a Qualification, students will be issued with an award, which is nationally recognised. Students can collect their award, or have it mailed upon request.

STATEMENT OF ATTAINMENT

A 'Statement of Attainment' listing all the units completed successfully will be issued to any student who has not completed an award/qualification.

UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015, we at Allora College can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier.

If you have not yet obtained a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/> on computer or mobile device.

- Allora College will issue Certificates in line with the Australian Qualification Framework.
- A Certificate is awarded when all units of competency within a specific qualification have been deemed competent.
- A Statement of Attainment is provided when a participant has successfully been deemed competent in only part of a qualification.
- Your Certificate and or Statement of Attainment will be issued within 30 calendar days of you meeting the requirements of the training program in which you are enrolled and providing all agreed fees have been paid in full (applicable for Fee for Service students).

NOTE: Delays to the issuing of the certificate and or statement of attainment may occur if the student has not provided their Unique Student Identifier and or outstanding fees (applicable for Fee for service students) have not been paid in full.

ALLORA COLLEGE POLICY AND PROCEDURE

Student Code of Conduct

Allora College aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow Allora College Student Rules.

Student Expectations

As individuals, students enrolled with Allora College can expect:

- To be treated with courtesy and respect.
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age or political conviction,
- To be able to freely communicate and voice alternative points of view in rational debate.
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment,
- To rely on the protection of personal information.
- To be able to access personal records, subject to the provisions of the Freedom of Information Act (1992),
- To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters,
- To receive a printed copy of the course outline for each course of study, detailing the objectives, assessment, and other requirements and expectations,
- To have reasonable access to trainers and assessors for private consultation outside normal contact hours,
- That assessment within course(s) will be equitably and appropriately implemented,
- That the facilities and equipment they use are safe, and comply with Workplace health and safety guidelines.

Allora College's Expectations

As members of an academic environment, students of the college are expected to:

- Treat all other members of the environment with respect and courtesy,
- Treat other members of the environment equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction,
- Respect the opinions and views of others,
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender based harassment or otherwise intimidating,
- Become familiar with the College's policies and procedures related procedures to courses and enrolments,
- Attend classes, maintain consistent levels of study, and submit assessment pieces on time,
- Heed and utilize feedback related to performance and assessment from lecturing staff,
- Abide by College's policies and procedures as they apply to administrative, enrolment, and study related activities.

Classroom Behaviour

All students within the College are expected to observe the following rules of behavior while participating in a learning environment:

- Demonstrate mutual respect for the College staff, and fellow students, Turn off all mobile and paging devices during all class/lab times and examinations,
- Prepare before the start of each class by undertaking the required reading, and completing all necessary tutorial or laboratory work,
- Attend all lectures, tutorials, workshops and other contact sessions, Arrive to classes at the scheduled time,
- Work to the best of their ability, participate actively in learning activities, Avoid all forms of academic misconduct,
- Provide constructive feedback when evaluating courses and trainers,
- Refrain from activities that might negatively impact on other members of the community,
- Be aware of their responsibilities within their courses and program of study, and
- Any other rules of classroom behavior as determined by, and/or negotiated with, their trainer.

Discrimination and Harassment

The College is committed to providing access to learning aids and an equitable approach in dealing with all students. The college recognizes the right of all students and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, natural or ethnic origin or language.

Discrimination or harassment of staff or students, by any member of the teaching and learning environment is unacceptable, and contrary to the core educational and employment values that the College upholds. All members of the College are expected to maintain an environment where:

Cultural differences are accepted and respected, and Individuals are able to participate fully in academic life, free from all discrimination and harassment.

The College will treat reports of discrimination and/or harassment seriously. All claims will be thoroughly investigated. Investigations will be conducted confidentially to protect complainants and witnesses from victimization.

Smoking

The College's policy ensures that all members of the community can enjoy a clean and smoke free environment. No person is permitted to smoke either:

- Inside any building
- On internal stairways /corridors, or
- Within 5 meters of any building.

All cigarette butts must be disposed of appropriately in the designated trays.

Disciplinary Action:

Disciplinary action will be taken and the student may be penalised if they act in a way contrary to the student rules as set out in the Student Information Handbook.

(Refer to Complaint Procedure and/or Appeal Procedure)

The penalty for the student might then be reduced, removed, or increased.

Consequences of Breach of Code of Conduct:

If the student has acted in, or engaged in any misconduct other than **'Serious Misconduct'** the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student admin file.

2nd Offence – A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Chief Executive Officer (CEO), the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Allora College. The student/trainee will be advised of the time to attend a meeting with the Chief Executive Officer and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Chief Executive Officer, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

Complaints and Appeals

Students who have a complaint about either a decision that affects their studies, or a particular situation in which they have been involved or witnessed, have a right to raise their complaint. All complaints are considered with courtesy, in a timely fashion, and without fear of prejudice or inappropriate treatment.

The process commences within 10 working days of the formal lodgement of the complaint or appeal, supporting information and all reasonable measures are taken to finalize the process as soon as practicable.

For further information, refer to the College's Policy on Grievances.

Allora College's student complaints and appeals policy can be accessed @ <https://allora.edu.au/complaints-and-appeals-policy/>

Allora College Code of Practice

As a Registered Training Organisation, Allora College has agreed to operate within the VET Quality Framework.

Legislative Requirements

Allora College will meet all legislative requirements of State and Federal Government. In particular, Work Health and Safety and Workplace Relations will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant Acts include:

- Anti-Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Work Health and Safety Act, 2011 (QLD)
- WorkCover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- Further Education and Training Act 2014
- Copyright Act 1968 (Commonwealth)

Access and Equity

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

Quality Improvement Focus

Allora College has a commitment to providing quality service and focus on continuous improvement using the VET Quality Framework. We value feedback from students, staff, employers and all other relevant stakeholders for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular Allora College has client service standards, in accordance with the VET Quality Framework, to ensure:

- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus,
- A fair and equitable Refund Policy,
- A Complaints and Appeals Policy,
- An Access, Equity and Diversity Policy and student welfare and guidance services.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.

- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that practical outcomes are outlined.

External Audit

Allora College will willingly participate in monitoring and audit processes required by the Department of Education, Small Business and Training (DESBT) and Australian Skills Quality Authority (ASQA). This covers random compliance audits, audits following complaint and audits for the purposes of re-registration.

Management and Administration

Allora College has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. Allora College has adequate insurance policies.

Marketing and Advertising

Allora College markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the VET Quality Framework, ASQA Marketing Standards and DESBT Marketing requirements or any other legislative requirements.

Training and Assessment Standards

Allora College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles and Rules of Evidence (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

Sanctions

Allora College will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

Privacy

Allora College is committed to protecting the privacy, confidentiality and security of personal information supplied to Allora College as part of the training/assessment process. Information or records provided to Allora College by client will be used only for the following purposes:

- Processing participant applications
- Determining eligibility for funded programs and/or recognised training

- Reporting enrolments under Government Funded qualifications on **DET Connect**.
- Issuing nationally recognised qualifications
- Auditing by relevant authorities

Sharing Information with students

Allora College will notify learners when it is deemed practicable in the event of any change that may affect the services the college is providing to them. This includes:

- a change in ownership of Allora College, and/or
- Any changes to, or new third-party arrangements that Allora College puts in place, for the delivery of services to those learners.
- Change of premises/ class schedule
- Any other restrictions by ASQA on Allora College

Legislative and Regulatory Responsibilities

Allora College is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Allora College has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Allora College.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011 – (WHS)

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients

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

The personal information (including the personal information contained on the enrolment form), may be used or disclosed by Allora College for statistical, administrative, regulatory and research purposes. Allora College may disclose student's 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.

The Student 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. Students may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose Student's 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).

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods,

facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with all components of the VET Quality Framework
- Satisfying Fit and Proper Person Requirements (the requirements are now part of the Standards- For the purpose of subsection 186(2) of the *National Vocational Education and Training Regulator Act 2011*, the Fit and Proper Person Requirements are at schedule 3 of Attachment A within the Standards.
- Standards For Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework
- Data Provision Requirements 2012.
- satisfying the Financial Viability Risk Assessment Requirements 2011
- notifying National VET Regulator of important changes such as sale of business /change in management or ownership
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Policies and procedures

As a Registered Training Organisation, Allora College has agreed to operate within the VET Quality Framework.

Cheating and Plagiarism Policy

☞ *Plagiarism Policy can be accessed@*

<https://allora.edu.au/academic-misconduct-and-plagiarism-policy/>

Student Code of Conduct Policy

☞ *Student Code of Conduct Policy can be accessed@*

<https://allora.edu.au/policies-and-procedures/>

Privacy and Security Statement

☞ *Privacy and Security Statement can be accessed @*

<https://allora.edu.au/policies-and-procedures/>

Certificate 3 Guarantee and High Level Skills refund Policy

☞ *Certificate 3 Guarantee and High Level Skills refund Policy can be accessed @*

<https://allora.edu.au/refund-policies/>

User Choice Fee and charges policy

☞ *User Choice Fee and charges Policy can be accessed @*

<https://allora.edu.au/refund-policies/>

Fee for service refund policy

☞ <https://allora.edu.au/refund-policies/>

Complaints and Appeal policy

☞ <https://allora.edu.au/complaints-and-appeals-policy/>

STUDENT SUPPORT

Our Student Support team is a dedicated team to ensure that any questions you have in regards to your course are answered and addressed in an effective and efficient manner. You can contact our Student Support team through:

Phone – (07) 3157 6552

Student Support Email – info@allora.edu.au

Campus support officers – Shivani Verma

External Support Services for Students

There are many consumer protection and support services available for students at Allora College. This includes services provided directly by institutions as well as those provided by a range of state, territory and federal government departments.

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

For More Information, refer to: www.consumerlaw.gov.au

Disability support

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability.
- Accept a student with a disability on less favorable terms than other students (for example, asking for higher fees).
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

Childcare

While many larger institutions have childcare facilities with trained staff, there are also a wide variety of private and not-for-profit childcare centers available around Australia. The Australian government provides financial assistance to help parents with childcare costs.

Other support services

Some other support services that may be useful to know while you are studying with Allora College:

Emergency matters

- **Contact details** - 000
- **Service details** - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

- **Contact details** - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)
- **Service details** - Police attendance for non-urgent matters.

Lifeline

- **Contact details** - 13 11 14
- **Service details** - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society
- **Physical and Mental wellbeing.** Lifeline offers support services by phone or through their online chat available on their website.

Kids Helpline

- **Contact details** - 1800 551 800
- **Service details** - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).

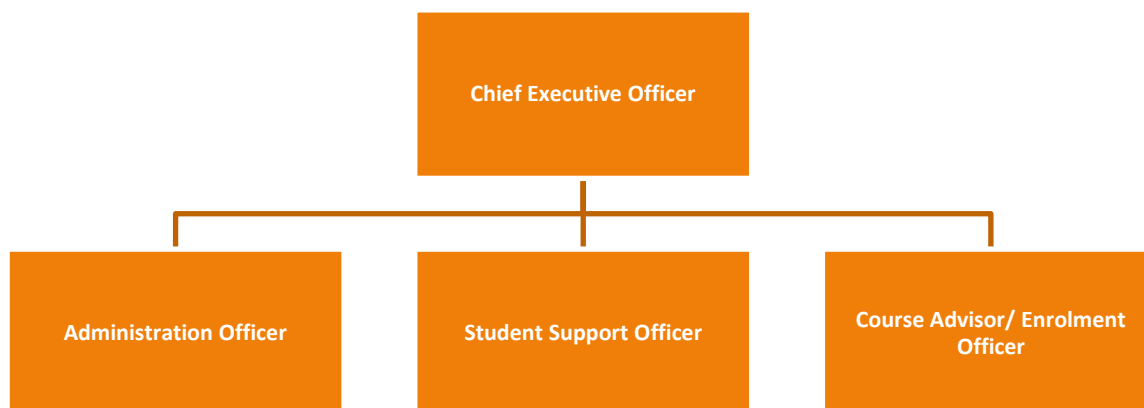
Poison Information Centre

- **Contact details** - 131 126
- **Service details** - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

Sexual Assault counseling service

- **Contact details** - Search online for 'rape crisis center' in your home state
- **Service details** - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counseling services. These provide a free 24 hour, 7 day a week telephone counseling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

ALLORA COLLEGE CONTACT NUMBERS



Contact Details:

Chief Executive Officer: Shivani Verma

E: Shivani.v@allora.edu.au

General enquiries:

E: Info@allora.edu.au

P: 07 3157 6552