

**LEADERS IN FIRST AID AND WHS COURSES** 

Offering Trainers Partnership Opportunities and Complete Business Management Solutions



**PARTNER WITH US - EXPECT SUCCESS** 

#### We are here to support you every step of the way.....



#### Registered Training Organisation (RTO) 90909

Allens Training Pty Ltd is registered with the Australian Skills Quality Authority (ASQA). Allens offers partnerships to training businesses and other organisations so they can deliver nationally recognised courses without the hassle, cost and stress of being an RTO.

#### FROM CONCEPT TO NOW

A strong desire to help more people get trained in life-saving first aid, and a recognition of the need for quality first aid courses, for industry and the community, is what started Allens Training Pty Ltd. Along with adopting a concept of honesty, integrity, responsibility, respect, and transparency, instilled in training, business ethics, staff and trainers. Strong values and ethics which still shape Allens today - over 20 years later!

Allens today offers not only first aid courses, but a range of course types, providing partnering opportunities across various industries.

- → First Aid
- → Health and Safety
- Construction and Industry
- → Fire and Emergency

Allens has also been built on quality - quality resources, quality support, quality framework, quality systems, quality foundations. This is what sets Allens Training Pty Ltd apart and how we achieve what other RTOs strive for. We are recognised as leaders in the industry - holding these key values at the forefront.

> Operating for over 20 years, we are recognised as leaders in the training industry.

Honesty, Integrity, Responsibility, Respect, Transparency, Quality.....

www.allenstraining.com.au

# Commitment to excellence and continuous improvement.

#### **OUR COMMITMENT TO QUALITY**

As a Registered Training Organisation we must comply with relevant standards and regulations and have a strong track record of doing so. This is how our business has kept forging forward and growing stronger, where others may have failed. Our rigorous internal processes ensure compliance with ASQA guidelines and standards for our business policy, procedures, courses and resources, which in turn ensures our partner businesses are compliant and of high quality.

- ✓ When you partner with us your business is secure in a highly regulated climate
- Our commitment to ensuring compliance with regulations and standards is unmatched
- ✓ More than 20 years in the industry and good compliance and audit history with ASQA
- Continuously looking at ways to improve our student's study and training experiences
- ✓ Being partnered with Allens is a recognised stamp of quality!

We understand that the longevity and success of our business will provide your certainty into the future. The success Allens Training Pty Ltd has as an RTO is not only related to compliance, but directly related to the relationships we have with our Training Partners. We have no lock-in contracts, so to continue to grow and be successful we ensure our Partners are happy and want to stay with us!

We share Australian Skills Quality Authority (ASQA) priorities and work hard to assure that students undertaking training with our Partners come out confident and have the ability to use their new skills and knowledge.

Our reputation in the industry is that of an RTO which works hard to ensure standards are exceeded, and we will enter genuine partnerships with organisations and trainers who also have these values and want the best for their students.

Partner with Allens and watch your business accelerate.....

#### WHAT DOES PARTNERING MEAN?

A partner is someone who delivers training under a third party agreement with Allens Training Pty Ltd whilst running their own business operations. In today's ever-changing business and training environment, it is becoming increasingly difficult to keep abreast of regulations, legislation and other training compliance requirements. Allens take control of this for you and when you join to become a partner of this family oriented business, you will be provided continual support.

We take care of the compliance requirements and accreditation so you can focus on delivering excellence in training and time to grow your business.

For more information: www.allenstrainingpartnerships.com.au

# WHY BECOME A PARTNER?

Allens Training Pty Ltd believes in strong ethics, commitment to customer service, being community minded and passionate about our field, and we are looking for trainers who feel the same way.

Entering into a partnership with an RTO is not a decision we expect you to take lightly. We certainly don't. We are committed to giving you the best advantages in the industry and to bringing you high-quality products you can market and sell.

We have done our best to ensure from initial enquiry and registration, to the delivery of your first course, that we support and assist you every step of the way.

We will hold your hand, not only in the beginning, but for as long as you are one of our devoted team. One way of doing this is to provide you with your own designated partner manager.

#### WHAT IS A DEDICATED PARTNER MANAGER?

Our Partner Managers are highly trained with industry knowledge, knowledge of the courses we have on scope, course processing, Training Desk, compliance and business proceedings. They are a one-stop-shop of information, help and advice. Your Designated Partner Manager is available for you to contact with any concerns, assistance or advice you may need.



# What can you expect when partnering with Allens Training Pty Ltd?

#### **NO LOCK IN CONTRACTS!**

We don't believe in handcuff agreements forcing you to stay when you don't want to. We just deliver what we promise, so you don't need to look elsewhere. All Partners are required to sign and agree to our 'Service Agreement' prior to the partnership being approved. However, there are no clauses that lock you in so that you can't leave. The Service Agreement simply sets out each parties roles and responsibilities.

#### BENEFITS AT A GLANCE......

- Honesty, Integrity, Responsibility, Respect, Transparency, Quality
- ✓ We carry the compliance and regulatory burden so you can focus on your business
- ✓ Allens business programs club, with levels for joining and optional extras
- ✓ No joining or annual fees It's free and it's rewarding!
- ✓ Access to marketing and business development information and materials
- √ Value for money Amazingly priced course fees and you only pay after the course! Discounted training supplies and preferred suppliers list
- ✓ Designated Business Support Centre and Dedicated Partner Manager
- Purpose built, all-encompassing online business management platform Training Desk -Exclusive to Allens Training Pty Ltd, it's unlike any other!
- ✓ Broad range of training courses on scope broaden your horizons!
- ✓ Course referrals (after qualifying) and advertising on our course directory
- ✓ Allens Contact Center Sign up to our call taking service and student support facility
- ✓ Networking with over 400 of Allen's partners Join our closed Partner Facebook group to collaborate with other partners and share ideas
- Keep abreast with latest industry information and news from our broadcasts, easy and cost effective professional development activities and tax deductible National Conferences

Support and software valued at over \$15,000 .....

Complimentary for an approved partner!



p: 1300 559 064 www.allenstraining.com.au

# NEED TO KNOW MORE?

#### PROFESSIONAL DEVELOPMENT AND NETWORKING

We act as a team and work together to achieve success - You will never be left on your own!

With offices Australia wide, our team is ready to provide you with the support required to run a successful training business and deliver great training.

Network by joining the exclusive Allens Training Partners Facebook group. Our large dedicated network of training partners have experienced success and are willing to share their knowledge and insight on what works for them.

### Trainers are required to update their knowledge and skills through ongoing professional development.

We provide our network with a range of optional professional development opportunities, through workshops, conferences, seminars, online short courses and other face to face or social media networking opportunities.

Our fantastic National Conferences, along with other low cost professional development activities assist with part of your commitment to being an Allens Partner and allow you to keep up to date with industry news and changes.

- ✓ Short online courses
- National Conferences
- ✓ Workshops and seminars
- ✓ Free and paid options
- List of pre-approved activities to help plan and achieve requirements
- ✓ Simple methods to record your annual professional development

#### Allens National Conferences are exclusively hosted for our partners and trainers.

This provides an ideal opportunity to meet and network with our team and other partners. Our conferences have proven to be fun and engaging, with trainers lining up to attend year after year! Key note speakers and a wide range of activities and workshops assist you to remain current with your knowledge and skills in the delivery of your training. Importantly, the conference is a great opportunity to have fun and meet your annual professional development requirements.

Take advantage of networking opportunities by exchanging ideas with other Allens Training Pty Ltd Trainers and Partners.



#### Free partnership application and online induction and set-up support

#### **VALUE FOR MONEY - QUALITY RESOURCES**

More than 400 partnerships across Australia enjoy high-quality training materials, streamlined systems and unmatched support at very competitive prices. Become part of our team and you too could enjoy our low costs, along with NO upfront fees or charges!

#### That's right!, No application fee, no yearly membership fee and no upfront payments or credits!

The only cost you will pay is per person you train and this is paid AFTER you have delivered the course. After all, you don't really know how many course participants there will be until the day of training.

Here is an example of how it works...

- → Using a class of 10 students, with a course fee of \$18 per person, your investment = \$180.00
- → Let's say you charge \$125.00 per student for your course giving you \$1250.00
- $\rightarrow$  \$1250.00 less \$180.00 = \$1070
- → Your profit = \$1070!

Allens course fees start from as little as \$8 per student!

Once a team member, you will also enjoy the value in being provided our preferred suppliers list for purchasing business and course resources, equipment and exclusive discounted prices.

Our resources are of high quality and the greatest compliment is when the industry acknowledge and use our materials. Resources are consistently being reviewed and validated to ensure they meet and exceed industry and RTO requirements.

#### Our partner prices for courses and resources represent excellent value for money!

- Discounted training supplies
- → Discounted trainer start-up packs
- Preferred supplier list with company discounts exclusive to

- We supply quality manuals and charts, you have the option to add your own branding and logo.
- Course materials including PowerPoints, videos, session plans and handouts that you can modify.
- Our current Partners enjoy quality assessment materials which their students find engaging and easy to understand and use.
- We understand how difficult it can be when starting out and have designed heavily discounted trainer start-up packs. These packs contain all the equipment needed to start delivering training straight away!

Partner now - Expect success.....and Start Saving!



# **BUSINESS PROGRAMS**

You will join the partnership program which suits your business needs!

At Allens we understand how businesses vary. A starting venture will not be sure of capabilities and a long standing business may have a higher student turn over. This is why we offer joining programs to suit every business size and need. Whether getting started, a sole trader, an existing business or a larger enterprise, Allens Training Pty Ltd is able to cater for you!

Exclusive partner benefits.....

#### **ALLENS CONTACT CENTRE**

We offer an exclusive phone answering service and student support facility. Imagine the time you could save if someone else was taking your calls and messages and providing support to your students on your behalf. This is an optional service offered exclusively to Allens Training Pty Ltd partners. Fee for service is low cost and well worth it. The time you save allows for further business growth and to focus on other areas.

Contact us for our Contact Centre brochure for more information!

# Contact Centre First Class Customer Service CALL ANSWERING STUDENT ENQUIRIES INDUSTRY KNOWLEDGE

PROFESSIONAL - TIME SAVING
COST EFFECTIVE!

#### TRAINING DESK - ONLINE BUSINESS & COURSE MANAGEMENT PLATFORM

We provide an all in one, purpose-built, business management platform, unlike any other - Training Desk makes your business efficient, direct and streamlined.

Course bookings, student enrolments, course paperwork, certificates, sending student renewal reminders, and a range of other business support tools - are all managed in the one location. The following pages contain more information on this innovative and exciting system.

Contact us for our Training Desk brochure for more information!



# START-UP program

Goal of 100 students p.a

- → New training business
- → Access to referral program after 6 months
- → Training Desk Start-up level
- → No lock in contracts
- → Access to discounted training supplies

## BUSINESS program

100 - 500 students p.a

#### → Existing business with a minimum of 100 students per annum

- → Access to referral program after 3 months
- → Training Desk Business level
- → \$150 completion credits
- → No lock in contracts
- → Access to discounted training supplies

## **EXCELERATE** program

500 + students p.a.

#### → Existing business with a minimum of 500 students per annum

- → Immediate access to referral program
- → Training Desk Excelerate level
- → \$500 completion credits
- → 30 day credit account (conditions apply)
- → No lock in contracts
- → Access to discounted training supplies

### OPTIONAL PARTNER PLUS

Additional extras

- → Partnership plus contact centre
- → Education
- → Offering P.O.S.
- → Offering Saturdays
- → \$250 month / \$1 per minute after 200 minutes
- → No lock in contracts
- → Access to discounted training supplies

Call us today on 1300 559 064 to find out more about these amazing offers and what each program means to you and your business.

We will help you reach your goals, and reward you when you do!

JOIN YOUR PROGRAM TODAY!



#### SO WHAT IS TRAINING DESK?

It is your one-stop-shop for all your course processing needs. Training Desk tackles some of the most time-consuming administration elements by automating many of the paperwork uploading and processing stages, giving trainers more time to focus on growing their business and expanding their client base through exceptional customer service.

No fuss! Save time! Reduce paperwork or eliminate it altogether! Training Desk also offers as an optional extra, an integrated easy to operate yet powerful Learning Management System (LMS). This system assists with the completion of precourse work and other online learning elements. Being integrated means that information is fed directly into records to improve the end user experience.

- 24-hour online course processing, enabling course processing in as little as 10 minutes
- Quick electronic certificate delivery, which can be accessed at any time on demand
- Course management system and database that can integrate with your website
- Database which stores student and client information for future and past courses
- Send bulk certificate renewal reminder emails

#### HOW DOES TRAINING DESK BENEFIT YOUR STUDENTS?

From the moment a student enrols, they have access to the state-of-the-art Training Desk platform. After logging in, the dashboard allows the student to easily access their profile, course details and past certificates, all within a couple of clicks.

#### Students can:

- Access all their course information online including downloads and resources.
- Enjoy the benefits of a streamlined enrolment process, access all certificates in one place, undertake integrated online work and enjoy quick certificate delivery.

Managing course information has never been easier! Students and trainers love everything Training Desk has to offer.......

#### Certificates may land in portals before the student gets home!

#### HOW DOES TRAINING DESK BENEFIT YOUR CLIENTS?

Clients are provided with direct access to their portal in Training Desk. From their dashboard clients can access employee profiles, enrolment details, and certificates, all within a couple of clicks.

Clients will enjoy less stress with detailed reports showing course renewal dates and expiring qualifications, all designed to free up valuable time. Clients will have the ability to oversee all training courses from start to finish, with automated reminders and a range of other business support tools.

#### Enjoy the benefits of:

- No data entry
- Access to employee information
- Downloads and detailed reports
- Managing upcoming courses
- Access to certificates and attendance sheets

Clients will love being able to take full control over booking and scheduling with their own course calendar. Managing employees has never been easier!

Offer your clients a ground-breaking Experience the benefits..... management solution they never thought possible......

Contact us for our Training Desk brochure for more information!

DASHBOARD

p: 1300 559 064

www.allenstraining.com.au

# What do you need to apply to be an Allens Training Pty Ltd Partner?

## **CHECKLISTS**

#### **NEW TRAINER APPLICATIONS – EVIDENCE REQUIRED**

- ✓ Current Resume
- ✓ Government issued photo identification that matches the name on your USI
- Authorisation for Allens Training Pty Ltd to view USI Transcript
- Trainer and Assessor Qualification (Certificate IV Training and Assessment)
- Copy of Vocational Qualifications and/or Certificates including transcripts these need to be certified if they do not appear on your USI transcript
- ✓ Working with Children Card State relevant must be the paid version
- ✓ 1 x Written reference or support letter
- Description of industry knowledge, skills and currency relevant to each course category
- Evidence of any professional registration (if applicable)

#### **NEW PARTNER APPLICATION – EVIDENCE REQUIRED**

- Certificate of currency for Public Liability Insurance
- Details about legal entity and trading name including ABN/ACN details
- All partner applications will need to have either a new trainer added or link to an existing Allens Training Pty Ltd approved trainer

#### **NEW PARTNER APPLICATION – INFORMATION REQUIRED**

- A brief outline of your business or intended business
- ✓ Information on the target market or markets for your business
- ✓ Information on other services offered by your business



# HOW TO APPLY

#### FLOW OF APPLICATION AND APPROVAL



**USE THE CHECKLIST ON THE LEFT** 

Ensure you have all documents, qualifications and checks



SUBMIT YOUR ONLINE APPLICATION

www.allenstrainingpartnerships.com.au/apply-online.aspx



**PROCESSING BEGINS** 

Our team will start processing your application



SIGN OUR SERVICE AGREEMENT

(no lock in terms)



COMPLETE YOUR INDUCTION

Using our online induction program

Once approved we are with you, providing support and resources for success!

Something else you would like to know?

# Your future is here.. **FREQUENTLY ASKED QUESTIONS**

#### How much does it cost to become a partner?

There is no application fee to establish a partnership with Allens Training Pty Ltd or annual fees. Your only investment will be the purchase of your training resources. We do have an expectation that you will deliver training to a minimum of 100 students every year.

#### What are the advertising guidelines and requirements as a partner?

Allens Training Pty Ltd (90909) is compliant with the ASQA guidelines. Please refer to our marketing and advertising guidelines for detailed information.

#### What are the prices I pay once I commence courses?

The only cost you will pay is per person you train, and the price is dependent on the course. View our prices on the Courses & Pricing page on our website - www.allenstrainingpartnerships.com.au/pricing.aspx

#### What resources do you provide partners?

Partners are provided with training resources required to deliver training, such as session plans, PowerPoint presentations, assessment forms, etc.

#### I am the training manager for an organisation, I would like to offer nationally recognised training in-house, is this possible?

We have formed arrangements with several organisations from a range of industries so they can deliver training inhouse via a partnership program. This is a great cost saving measure when you are training large numbers of employees and Allens Training Pty Ltd has the systems and processes in place to support such an arrangement. It also ensures consistency of training across an organisation.

#### Do you offer professional development opportunities?

To assist our Partners and Trainers to meet ASQA requirements, Allens Training Pty Ltd provides regular professional development opportunities for trainers. Opportunities include workshops, courses, online courses, conferences and several other activities throughout the year.

#### What insurance do I need?

You will only require Public Liability Insurance, not Professional Indemnity insurance. Your Public Liability insurance needs to have \$10 million coverage. As a business partner we are unable to recommend an insurance broker for your business insurance. However, we do encourage you to seek several quotes to compare.



# TESTIMONIALS

I have been a partner since 2005. As a business improvement process, every now and then I look at the competitor RTOs to see if I am getting the best possible service for my business. Allens just seem to have the processes in place that are easily followed than the others. Allens is not the cheapest out there, nor are they the most expensive, but they have a service that I can rely on. I want to know my RTO will be about, in 3 months time, or a years time..... I have been a partner for nearly 15 years and I know Allens has survived each ASQA review process as you guys are the best in the service for the money!

#### Peter A

I have been a Partner with Allen Training now for 4 years and have always appreciated their support. Over the past few years my business has grown considerably and without such support, flexibility and understanding I would not be where I am today.

#### Mal T.

I joined the Allens team late January this year (2019). Having previously worked with a number of RTOs I was expecting just another.... My first contact was with Maree, she supported me and my business through the most direct partnering process I've had experience with. Since then I have contacted a number of the team, always get a friendly attitude and a good outcome. Great support with stores; Great resources; Great enrolment processes; Great systems; Great turn around time for certification (love the QR code, no need for a JP); Great support with all arising issues; Great prices; Very compliant!!! Thank you Allens Training...

#### Harrison M.

Certificate processing speed, service, user friendly enrolment. Good support and communication with trainers before during and after courses. Assessment exam is written well, simple and effective which allows you to focus hands on. Delivery option online or paper. I'll summarise with mainly the student experience is far better from start to end.

#### Travis R.

Allens management system beats the others in the following areas:

- Assessment instruments are very easy to understand and user friendly
- Enrolment system is very easy to use
- Fast turn around on SOA (with some other RTOs I am lucky to get them within the 30 days)
- Friendly staff always there to help
- Contactable even on weekends for the odd unplanned emergency

I have worked with several RTOs and you will not get that service.....

Roo W.

I am happy to be partnered with an organisation that is doing what is tediously required which in turn protects my business. Thanks Jim to you Mardi, and your wonderful team.

#### Wendy B

I am sure we have all had a day at some stage when our internet goes down or our computers at the office just dont want to play the game, or we hae a power failure. Today was my day to have all 3. I told my students in the morning that our new Training Desk system (TD) will have them with a certificate by the end of the day and boy did they get excited. Just as I went to process the course, bang, computer went down, no power, no internet. After a few bleeps and a few more bleeps (from me).... I realised I could do it all from my mobile phone! I loaded the app Tap Scanner for free. I took a picture of the paperwork, saved as one PDF to my phone then jumped onto TD, processed my course and Bang!! All done! It took maybe 3 extra minutes than scanning with the scanner in the office, but all in all it was done so quickly. The new system tagging and doing everything automatically was perfect. I will be honest, I was a little bit worried going to a new system, but I tell you what Allens Training and the team.... You've done it again. The TD system IS user friendly, once you learn to follow the prompts, it becomes second nature. And the bonus that I was able to process on my mobile phone as a last resort was fantastic. Well done team, you have helped me and my business keep credibility and some very happy customers. That to me is what having an RTO like you guys is all about. Thanks again.

#### Matthew J.

In my opinion, compliance is a massive task and something I do not have enough knowledge about or time to keep up with and feel very secure that the Allens team take care of this for me... adding 4 words to my website is easy.... 'What you guys do= priceless'

#### Rebecca K.

I had a great experience with an Allens Partner when I attended a course of theirs for work, they were professional with answering queries, then enrollment process was so very easy, the assessment was suitable and appropriate and certificate received extremely quickly. So when deciding to go into the field myself I did not even consider anyone else.

#### Kim S.

Allens has a reputation that I was happy to align with, integrity, service and convenience means everything for my business.

#### Jordan F.

# What do our current valued partners have to say.....

For the first time today I have seen what a candidate receives as an invite and comment pre course from Training Desk, really impressed and so was their employer. Well done Allens, just soooooo good!

#### Stuart C.

I have never looked elsewhere (for another RTO) and never felt the need. Allens conduct themselves with how I want to represent myself. RTOs have tried to poach me but simply not interested!

#### Anne R

I just completed my first course and uploaded it. OMG that was so easy that I had to question myself if I had done something wrong. The sign in via the Ipad was quick and easy as well as the tagging..... I am one of your biggest supporters of TD. My life is so much easier as a sole operator. Course closed in 5 minutes today and they hadn't even left the building and they had their certificates.  $\checkmark$   $\checkmark$ 

#### Dawn F

The best thing we have done is Partner with Allen's, great support, and interest in us being successful as well. Excellent communications from Jim and all of the excellent office staff!

#### Stephen E.

I just love being a part of Allen's. The service, sharing of information, problem solving and support is above any other I've experienced. The biggest thing I've noticed is the support from other trainers. Others (from other RTOs) were competitive, guarded and felt threatened that I would "steal their business" if they shared knowledge or tips. I have learnt a wealth of knowledge from many Allens trainers, all of which have made me a better trainer. Everyone is amazing!!!

#### Lorraine F.

When I contact Allens with a question, whoever picks up the phone can either deal with it or puts me through to someone who can. I can't usually get that from management with other RTOs.

#### Malcolm W.





Registered Training Organisation (RTO) 90909

#### **VALUE FOR MONEY - QUALITY RESOURCES**

Allens course and resource prices are excellent value for money!

More than 400 partners across Australia enjoy high-quality training materials, quality systems and unmatched support at a very competitive price. Become part of our team and you too could enjoy our low costs, along with NO upfront fees or charges!

**NO ANNUAL FEES LOW COURSE FEES QUALITY MATERIALS ENGAGING ASSESSMENTS USER FRIENDLY SYSTEMS** 

#### **BUSINESS PROGRAMS AND MEMBERSHIPS**

Join us with a program which suit your business needs!

Whether a start up business, sole trader, existing business or a larger enterprise, Allens Training Pty Ltd is able to cater for you! Speak with our team and a designated partner manager to get started today.

START UP PROGRAM **BUSINESS PROGRAM EXCELERATE PROGRAM GOALS AND REWARDS** 

#### **ALLENS CONTACT CENTRE**

We offer a first class customer service and student support facility.

Imagine the time you could save if someone else was taking your calls and messages and providing support to your customers and students on your behalf! The call centre is a total game changer, giving Allens partners the ability to offer outstanding customer service, competitive with the big players, at only a fraction of the cost. Professional - Time Saving - Cost Effective!

PROFESSIONAL OPERATORS **PUBLIC COURSE BOOKINGS CUSTOMER ASSISTANCE** INDUSTRY KNOWLEDGE **COURSE INFORMATION** 

#### PROFESSIONAL DEVELOPMENT AND NETWORKING

We work as a team and together we achieve success.

You will never be left on your own! Australia wide, our team is ready to support you to run a successful training business and deliver great training. We provide great networking and professional development opportunities and national conferences to keep you current with everything you need to know.

**NATIONAL CONFERENCES** PARTNER FACEBOOK FORUM **LOW COST AND FREE PD CONTINUAL SUPPORT** 

#### TRAINING DESK - ONLINE BUSINESS AND COURSE MANAGEMENT PLATFORM

Allens proudly presents Training Desk. Exclusive to Allens Training Pty Ltd, this purpose-built business management platform is unlike any other, making course management and processing more efficient, streamlined and direct.

At no cost to you as a partner, Training Desk offers an integrated course booking, enrolment and processing platform. With Trainer, Client and Student portals, sending certificates and renewal reminders has never been easier.

Electronic certificates may even land in portals before students get home!

Training Desk also offers a range of other business support tools,

all professionally managed in the one location!

Are you our next Training Partner?

p: 1300 559 064 www.allenstraining.com.au