



# Student Handbook

**REAL PEOPLE  
REAL FUTURES**  
[austrg.com.au](http://austrg.com.au)

**ATC** Australian  
Training  
Company  
RTO ID: 5673

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## ABOUT US

Australian Training Company (ATC) aims to provide students with the opportunity to undertake a combination of on-the-job and off-the-job training. Australian Training Company is registered with the Australian Skills Quality Authority (ASQA) as a Registered Training Organisation to deliver nationally recognised qualifications.

We are an innovative, not for profit, charitable organisation established to promote training in the workplace across our offices in Sydney, Brisbane, Gold Coast, Wollongong, Bega, Batemans Bay and Canberra.

ATC have been delivering nationally accredited traineeship and corporate training courses since 1998 and we remain devoted in ensuring our students gain valuable qualifications that provide them with the opportunities to enhance their career opportunities.

### ATC LOCATION AND CONTACTS

Website: [www.austrg.com.au](http://www.austrg.com.au)

Email: [training@austrg.com.au](mailto:training@austrg.com.au)

#### **Sydney Office**

Hours of Operation: Monday to Friday from 8:30am – 5:00pm  
Address: 30-32 Pomeroy Street Homebush NSW 2140  
Mailing Address: PO Box 3165, North Strathfield 2137  
Telephone: (02) 9704 1550  
Fax: (02) 9704 1555

#### **ACT Office**

Hours of Operation: Monday to Friday from 8:30am – 5:00pm  
Address: Unit 3 Level 1, 31-37 Townshend Street Phillip ACT 2606  
Telephone: (02) 6282 8599  
Fax: (02) 6282 8655

#### **Brisbane Office**

Hours of Operation: Monday to Friday from 8:30am – 5:00pm  
Address: Unit 4, 211 Logan Rd Buranda QLD 4102  
Mailing Address: PO Box 555 Stones Corner QLD 4120  
Telephone: (07) 3249 3900  
Fax: (07) 3391 4262



## QUALIFICATIONS

ATC is registered to deliver the following qualifications:

BSB20115	Certificate II in Business
BSB30115	Certificate III in Business
BSB30415	Certificate III in Business Administration
BSB40215	Certificate IV in Business
BSB40515	Certificate IV in Business Administration
BSB20215	Certificate II in Customer Engagement
BSB30215	Certificate III in Customer Engagement
SIS20115	Certificate II in Sport and Recreation
SIS30115	Certificate III in Sport and Recreation
SIS30613	Certificate III in Sport Career Oriented Participation
SIS30813	Certificate III in Sports Trainer
SIS30315	Certificate III in Fitness
SIS40215	Certificate IV in Fitness



## ENROLMENT AND INDUCTION

### **Enrolment**

Upon enrolment you will receive a confirmation letter with all the details of your training program. This will include all the details for your induction.

You are advised to bring copies of the following information to your induction with ATC:

- Resume (or a summary of previous work experience)
- School Certificate or Higher School Certificate (certified or originals)
- Certificates from previously completed courses e.g. First Aid, AUSTSwim, WHS (certified or originals)
- Identification e.g. licence and Medicare Card

The documentation will assist the Education Team to identify any knowledge or competencies you may already have. This process may result in you being granted recognition or credit (see explanation of terms in this Handbook) for relevant skills and knowledge already acquired, thus reducing the hours of training.

Some courses ATC deliver requires students to complete a Criminal History Record Check and Working With Children Check. The Education Team will discuss and assist with the application process if this requirement applies to you. Information regarding these checks can be found at:

<https://www.nationalcrimecheck.com.au>

<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

### **Unique Student Identifier (USI)**

From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements (transcripts will be available from January 2016)
- give students more control over their VET information.

Students are requested to create their USI prior to starting their course with ATC. Information on the USI can be found at:

<http://www.usi.gov.au>

## **Induction**

Upon induction you will be issued with an enrolment pack containing all the relevant paperwork needed for the training duration. The pack contains:

- Workbooks for your 1st unit or access to your 1<sup>st</sup> online unit
- Full Training Plan
- Timetable (if applicable)
- Log Book
- Online Log in details and instructions (if applicable)
- Additional information related to the course you are undertaking

## **Logbook and record book**

A logbook will be issued to all students undertaking a traineeship. The training you will do throughout the course is competency based, allowing you to gain knowledge, skills and attitudes required to work effectively and safely in your industry. This log book is designed to:

- Record details of experience, achievements and assessments at your workplace;
- Highlight that you are gaining the experience in the competencies required for the qualification as agreed;
- Provides evidence of you consistently practicing and completing the areas of your qualification study across subject areas.

Everyone who is involved in the delivery of your qualification should be familiar with the information contained your logbook. You should carefully read and study the log book to gain valuable information on the practical and knowledge training requirements.

Employers should become familiar with the logbook so they can be sure of their responsibilities when providing an appropriate working/training opportunities and the mix of skills and experience which is consistent with the units included in your qualification.

ATC will ensure that the logbook is kept up to date. This assists us to track your progress and ensure you are being provided with the right mix of work tasks to assist you with practicing the things you are learning in your qualification.

## **Our Education Team**

If any of the above items be missing from your pack, or if you require further information regarding enrolment, please contact the Education Team. They will be your first point of contact regarding any training matters. They will ensure:

- Your enrolment information is correct
- You receive an induction pack at the commencement of training
- Your applications for credit / RPL / RCC have been processed
- You are provided with the necessary course material throughout the course

The Education Team will be in regular contact with your employer and Account Manager (where applicable) to provide information on your progress. If you have any questions regarding your training contact the Education Team at [training@ustrg.com.au](mailto:training@ustrg.com.au).

## **Selection Requirements**

ATC's student selection process is conducted in an ethical and responsible manner. Entry requirements are in accordance with equal opportunity regulations and pre requisite Training Package Requirements.

During the interview, applicants are also provided with information on the following;

- Course details
- Training delivery and assessment methods
- Fee structures
- College requirements
- Recognition of other AQF qualifications, Credit Transfer, RPL & RCC information
- Student welfare and support services
- Legislative and regulatory education guidelines and requirements.

## **Language Literacy & Numeracy (LLN)**

ATC acknowledges its responsibility to support student's in various ways.

Prior to induction ATC will issue an "Online LLN Quiz" to you to help assess your capabilities based on the course you are completing. This assessment will assist in identifying any gaps in your skills which may impact your ability to complete the course successfully.

This assessment does not have any score or grade. ATC can use the information to make informed decisions about your capacity to meet the course requirements and ascertain whether any additional support might be required.



## FEE PAYMENTS

### **Traineeship Students**

#### **New South Wales**

All students participating in training via a Traineeship and the Entitlement model applicable to the Smart and Skilled program are required to pay the mandatory student fees set by the NSW Government.

Information regarding fee charges can be found at [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

Upon enrolment a fee of \$500.00 will be charged. This will be collected prior to the student being provided with any course equipment, access to learning materials and/or online content.

The balance of the student fee will be collected on a fortnightly basis once training has started. The number of the payments will depend on the term of the training program. All fees are to be paid in full at least 10 weeks prior to the scheduled program completion date. Students may choose to pay fees in larger instalments. Refer to the RTO Financial Policy at <http://austrg.com.au/training-services/> for further information.

There may be instances where additional personal cost to the student occurs over and above the student fee for access to non-essential equipment. These charges will be advised at induction.

Employers of trainees can elect to pay fees on behalf of the student. Payment arrangements will be negotiated with the employer at the time of the student's enrolment and an individual agreement detailing the payment of fees will be arranged.

#### **Australian Capital Territory**

All training that takes place under an ACT Australian Apprenticeships training contract is subject to a fee set by Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government. This fee is \$350 per qualification which is charged upon enrolment. Students can negotiate the payment of fees across multiple instalments. If an employer chooses to pay this fee on behalf of its Australian Apprentice it must do so in one (1) instalment.

Fee exemptions or concessions may be available for eligible students. This includes:

- Student who hold a current Health Care Card or;
- Pension Card or;
- Can provide genuine financial hardship

To apply for an exemption or concession, contact our office for appropriate documentation.



## **Queensland**

All training that takes place under a QLD Australian Apprenticeships training contract is subject to a fee set by DETE. Student Contribution Fees are a Participant's contribution to the cost of tuition.

Fees are calculated as Full fee – calculated at \$1.60 per nominal hour for unit of competency for the qualification you are enrolled. Student can negotiate the payment of fees across multiple instalments.

ATC may offer a partial fee exemption or full exemption to and eligible students in particular circumstances. 40 per cent of the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

- The Student was or will be under 17 at the end of February in the year in which ATC provides training, and the Participant is not at school and has not completed year 12;
- The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Participant issues the PQS with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependent, is entitled to concessions under a health care card or pensioner concession card; or
- The Participant is an Aboriginal or Torres Strait Islander person.
- ATC may apply full exemption from the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:
  - Where payment of the student contribution fee would cause the Participant extreme financial hardship,
  - Where the State, advises in writing that fees are optional.
  - The participant commences apprenticeship / Traineeship within twelve months of completing Year 12
  - Is an School Based Trainee

To apply for an exemption, contact our office for appropriate documentation

## **School Based Trainees**

School based trainees incur student fees in some States. ATC will not levy this student fee or additional costs to the student directly. These will be negotiated with the students' school sector or employer as applicable. Concessions fees may apply if they are a dependent child of an individual in receipt of a Commonwealth benefit.

## **Fee For Service Students**

All students participating in training with ATC through fee for service arrangements will have negotiated qualification costs. An individual payment agreement will be drafted for each student prior to commencing the program. Fee for Service students will be issued course resources progressively at payment stages.

ATC will not collect more than \$1000 from individual students prior to the commencement of a training course with the total amount not exceeding \$1500 for fees paid in advance following commencement. It is a requirement that all course fees are paid 10 weeks prior to the scheduled program completion as outlined in individual student agreements. No exemptions or discounts apply under a fee for service arrangement.



## REFUNDS

Refunds of fees will only be made in the following circumstances:

- Where a student has overpaid fees the whole overpayment will be refunded;
- ATC cancels the training and cannot make arrangements to conduct the course at a later date, a full refund shall apply upon return of all learning resources and equipment;
- If a student withdraws prior to the program induction, providing at least fourteen (14) days' notice in writing from the proposed commencement date, there will be no penalty and a full refund will apply if the student returns all issued material;
- In circumstances beyond the students control, such as corroborated injury, ill health, bereavement or other appropriate reasons subject to the acceptance of the General Manager. The initial enrolment component of the course will be held by ATC and the refund portion will apply to the remainder of payments made. Pro-rata refunds will be provided [Total Agreed Payments multiplied by the percentage of units completed];
- In the case of a fee for service participant where all course fees have been paid and they wish to terminate their program after commencement. The initial enrolment component of the course will be held by ATC and the refund portion will apply to the remainder of payments made. Pro-rata refunds will be provided [Total Agreed Payments multiplied by the percentage of units completed];
- The General Manager is of the opinion that the student would be unreasonably disadvantaged if a refund was not granted, for example if a student met with a serious misadventure and was unable to continue with the enrolment;
- Where refunds have been approved for reimbursement, a cheque is raised by ATC Accounts Manager and issued to the student or employer within 21 days of the refund request;
- NO fees will be refunded or credited if a student fails to attend classes or partially attends a course and all fees are to be paid in full prior to issuing of a Certificate or Statement of Attainment.



## STUDENT CODE OF CONDUCT

ATC's Student Code of Conduct is designed to facilitate the ease of inclusive learning in a safe and supportive environment. This Code of Conduct forms the basis for behavioral standards and it is important that every student is familiar with its content.

The Student Code of Conduct provides a framework to monitor a student's personal and educational development during their training course with ATC in the following areas:

- Attendance and punctuality
- Attitude and communication
- Conduct
- Personal appearance

Students must maintain standards including:

- Acceptable course progress
- Acceptable attendance
- Punctuality
- Respect of others
- Acceptable noise levels
- Responsible and appropriate use of mobile phone
- Alcohol, smoking and drug regulations as set out in the Student Handbook
- Maintaining academic conduct with respect to cheating and/or plagiarism
- Complying with ATC computer security instructions
- Appropriate conduct (physical and verbal)
- Safe clothing to be worn at the Training Centre at all times
- Respect of Company property
- No possession of hazardous materials and/or implements

At no time will ATC condone any actions or activities that might compromise the safety of a student, other students, staff, company property or local community.

Students will be required to respect the comfort, safety, hygiene and security of all others. In the event that the Student Code of Conduct is breached in anyway by the student, disciplinary action will be initiated.

### **Dress Code**

All students must dress in an appropriate manner i.e. the same work clothes you would wear in a business environment. If alternative dress is required for practical activities you will be given ample notice. Hats and thongs are not to be worn inside the Training Centre. If you come to class wearing unsafe footwear, you will be sent home and your employer notified.

### **Eating and Drinking**

No food or drink is to be consumed in the Information Technology Rooms. Bottled water may be consumed in the Training Rooms.

### **First Aid**

A first aid kit and telephone contact numbers for the ambulance and local hospitals are kept in reception. A staff member should be notified if medical attention is required.

The first aid kit is located in the front office. All incidents requiring attention will be logged in the Incident Register, which is maintained by the RTO Manager.

### **Housekeeping**

It is expected that you clean up after using the lunchroom, outdoor seating or tea and coffee making facilities. These facilities are provided for your use and we hope that you will act appropriately.

### **Language**

No offensive language (including swearing) will be tolerated at the Training Centre. This includes comments in relation to race, sex, sexuality or disability.

### **Mobile Phones**

All phones must be turned off and put away during training. Failure to do so will result in the confiscation of the phone for the remainder of the session. Phone calls cannot be made from the Training Centre without permission from your assessor.

### **Stationery**

You must bring your own notepad/folder and pens/pencils to each class. Any resource material supplied during training must be kept in a folder for future reference. It is suggested that you bring a USB to store your work on.

### **Student Internet and Computer Usage Policy**

The use of ATC computers, network, and Internet is a privilege granted to students. These resources are available to enhance your learning process in a supportive environment and to assist you to achieve quality learning outcomes.

Use may be revoked at any time due to inappropriate usage. Illegal acts involving the use of computer or internet access facilities may also be reported to local, state or federal authorities.

For the benefit of all students, the following must be observed:

- Students will use computer equipment in an appropriate way and in a manner, which will not result in damage to equipment. Technical problems will be reported to the General Manager who will record the problem for the attention of technical support.
- Do not swap around any equipment such as changing of keyboards, mice or other equipment from one computer to another.
- Do not add or delete any icons on the desktop
- No food or drinks are allowed in the computer training rooms
- Do not load or use unacceptable software, of any kind, on classroom computers. The downloading and installation of software is strictly prohibited. This includes:
  - Web Toolbars
  - Music / You Tube
  - Video streaming / MSN Messenger / Facebook / Twitter / and similar programs
- Students will ensure that their work is backed up as ATC will not be liable for any loss of work.
- Students are not to deliberately propagate any virus, worm, Trojan horse, trap-door program code, key loggers, or any other code or file designed to disrupt, disable, impair or otherwise harm the network.
- Do not attach any device to the network including notebooks, peripheral devices, etc, unless this has been previously approved by the General Manager.
- Students will not access materials, which would be considered obscene or indecent (e.g. sending, receiving, or accessing pornographic materials). If such material is accidentally accessed, it will be immediately closed down and reported to the General Manager who will take appropriate action.



## CHEATING AND PLAGIARISM

ATC encourages a co-operative learning environment. All assessment material contained in your student workbook is to be completed on an individual basis and any work which is not your own should be appropriately referenced.

Cheating includes but is not limited to:

- Using notes or other resources without permission during formal testing
- Stealing an examination or marking guide
- Submitting someone else's work as your own (regardless of whether or not you have the person's permission)
- Submitting an assignment that has been duplicated with or without modifications from another source including the internet
- Permitting another student to submit your work as their own
- Having more than one person work on a task and each student submitting a copy as individual work
- Using any part of someone else's work without proper acknowledgement

Cheating does not include:

- Discussing course content and assessment tasks to better understand the subject and what is required with your Assessor or other students
- Submitting work completed independently or with the support of your assessor
- Obtaining help to correct minor errors in spelling, grammar or syntax
- Submitting one assignment from a group of students where this is explicitly permitted or required
- Using other people's ideas where they are acknowledged in the appropriate way by referencing.

The integrity of a group project is the responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary process.

Allegations of cheating, plagiarism, collusion or interference with another student's academic work or performance will be referred to the RTO Manager.

If you are found guilty of cheating or plagiarism the following courses of action may occur:

- Impose a penalty in relation to the unit being assessed or
- Award a "fail" grade and disqualify you from continuing with that unit of study.

If the RTO Manager deems the conduct to be of serious nature, the matter will be referred to the General Manager.

The above courses of action would require you to attend an interview with the RTO Manager. If the conduct is repeated, your enrolment may be terminated.



## TRAINING DELIVERY METHODS

ATC aims to provide you with the best opportunity to learn, through provision of distance and flexibly delivered vocational education and training programs. ATC has a particular focus on providing quality education services to our clients.

Benefits of flexible study options:

- Your training is not restricted to classroom delivery
- Flexible assessments. Workplace demands are taken into account when negotiating due dates for assessments

Students can choose from a range of delivery modes. These options include:

### **Employment Based Learning**

This training occurs in your own workplace which includes regular visitation from our Education Team. You can be a trainee or non-trainee student and participate in a qualification while in the workplace.

### **Classroom Learning**

Our Training Centre is located at our Homebush office. Some students participate in a traineeship by coming to classes with a combination of employment based learning (known as Blended Learning). ATC may run classes from other sites where applicable.

Classes at Homebush start promptly at 9.30am with break times allocated throughout the day. You must be prompt in your return from breaks. If you are late you will need to contact the Education Team to advise of your expected arrival time. You may also be required to stay back at the end of the day to make up the lost time or if you are behind in your coursework.

### **Classroom sign in procedures**

ATC are required to keep a record of your attendance when you attend the Training Centre. On arrival and departure you must sign in at reception for Work Health and Safety purposes and for attendance purposes.

### **Absences**

If you are absent from training for any reason, it is imperative that you call the Education Team prior to 9am on 02 9704 1550.

### **Distance Learning**

Students in regional areas are provided with workbooks and assessments to complete. Monthly contact is made by your assessor to ensure you are on track and provide you with assistance.

### **Online Delivery / Electronic**

ATC have an online Learning Management System that provides students with learning material, assessments and support. Monthly contact is made by your assessor to provide you with any assistance and ensure you are on track with completing your work in line with your training plan.

### **School Based Traineeships**

Training delivery for school based trainees differs depending on your location. Those undertaking their traineeship with classroom delivery are expected to attend the Homebush Training Centre each school holiday period for training. Schedules are advised by Week 8 of each term. Attendance is mandatory.

For those in other locations, delivery will be negotiated with your employer depending on the needs of their business. This may include learning and visitation at your workplace, or a location within your region.

### **Training Plans**

You will be issued with a training plan shortly after your induction. This will include indicative completion dates for each selected unit.

The training plan describes what training is to be undertaken and includes the responsibilities of all parties that are part of the training program including your employer and/or school where applicable.





## WORKPLACE DELIVERY AND VISITATION

Students undertaking their training through employment based delivery will be visited by the Education Team at various times during the training term. The table below provides a guide on when these may occur.

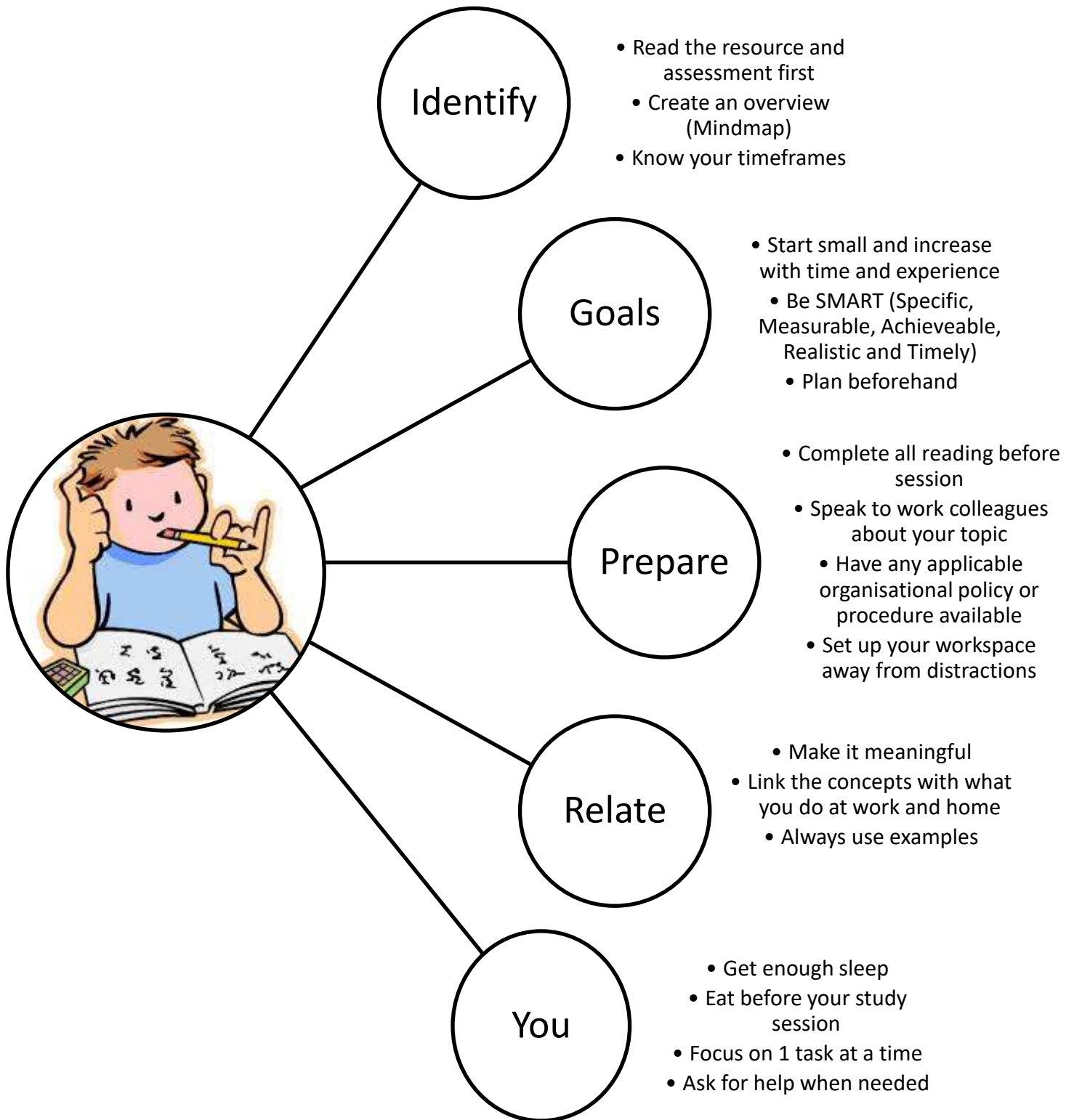
It is important that you contact your allocated assessor if you feel you have not had enough preparation time prior to their visit or you will be unable to spend quality time with them due to your workload.

Visit Type	Procedures
<p style="text-align: center;"><b>Induction Visit</b></p>	<p>1-6 Weeks from Enrolment</p> <p>Students are first issued with core modules for the relevant qualification.</p> <p>The following will be covered:</p> <ul style="list-style-type: none"> <li>• Enrolment forms finalised</li> <li>• Visit process and timetable discussed</li> <li>• Student and Employer Handbook provided with responsibilities and obligations explained</li> <li>• Assessment of the appropriate facilities required in the workplace</li> <li>• Resources &amp; Assessment booklet issued (where applicable)</li> <li>• Assessment process discussed including what is required to be handed in and signed by all parties</li> <li>• Elective units selected</li> <li>• Training Plan discussed</li> <li>• Any Recognition of Prior Learning discussed</li> </ul>
<p style="text-align: center;"><b>Assessment Visit</b></p>	<p>Every 8-10 weeks</p> <p>The purpose of these visits is to ensure that you are progressing in line with the indicative dates from your training plan, offer any assistance with learning and conduct formal assessments.</p> <p>These visits may involve:</p> <ul style="list-style-type: none"> <li>• Meeting with your employer to discuss your progress and collect any feedback for third party purposes</li> <li>• Signing any outstanding paperwork</li> <li>• Collection of any completed assessments</li> <li>• Verbal and practical assessments conducted</li> <li>• Assistance and guidance given on workbooks and assessments</li> </ul>



## STUDY STRATEGIES

Below are some study strategies to provide students some tips on ways to maximise their study time to ensure they achieve outcomes in accordance with your training plan.





## TRAINING AND ASSESSMENT

### **Competency Based Training**

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency standards are industry-determined specifications of performance that set out the skills, knowledge and attitudes required to operate effectively in a specific industry or profession. Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package.

For a person to be assessed competent they need to demonstrate the ability to perform tasks and duties to the standard expected in employment.

### **Assessment**

Assessment is an integral component of the training process. ATC adopts a fair and equitable assessment procedure. Assessments may comprise both on and off-the-job training and assessment methods. Assessment processes should be 'valid, reliable, flexible and fair', in accordance with National Assessment Principles. All assessment activities will be based on the competency standards outlined in your training package.

### **Reasonable Adjustment**

If any student has a disability or special needs and requires reasonable accommodation of the learning and assessment, please speak with the Education Team at the commencement of the program.

### **Assessment Methods**

Selecting the appropriate assessment methods and the assessment mix will involve consideration of the student's needs, the nature of the work being assessed, the location of the assessment (to ensure a safe and accessible environment) and individual unit requirements.

Our student's will often be assessed in various ways to help you demonstrate your level of understanding. The main methods we use are:

<b>Written Assessment</b>	Normally short answer questions completed online or via a workbook.
<b>Oral Questions</b>	An assessor will provide notice before a verbal questioning session to allow you to prepare. This allows you to expand on your written assessment or explain how you can apply the skills you have learnt in the workplace.
<b>Project</b>	Requires additional research and can be presented as a report.
<b>Practical/Observation</b>	Usually conducted in the workplace. You will be provided with notice before a practical session as well as instruction on what is expected. They can be conducted per unit or as a combination of units depending on the task or skill being observed.
<b>Third Party reports and interviews</b>	Refers to feedback from a supervisor or manager on how you are applying the task or skill on a regular basis in the workplace.



## FREQUENTLY ASKED QUESTIONS

Below is a list of commonly asked questions. If your question isn't here, make sure you ask your assessor or the Education Team.

### 1. **What does assessment mean?**

The collection of evidence related to your learning. This is what we use to evaluate your learning and is the proof you are understanding and applying what you have learnt. Assessment is to help you learn and develop a range of skills that can be applied in different situations.



### 2. **Where will I be assessed?**

Assessment can take place in the workplace, at our Training Centre or at a designated off site location.

### 3. **Who will assess me?**

A qualified assessor will conduct your assessments. Assessors hold the mandatory training and assessment qualifications as well as vocational qualifications and experience in your area of study.

### 4. **How do I know what type of assessment is required for each unit?**

Regardless of your qualification, each unit you complete will be different as it can depend on the topic and what method is best to demonstrate your understanding. Most units will have 2 or more types of assessment to do before a result of 'Competent' or 'Not Yet Competent' is given.

### 5. **What happens if I get a 'Not Yet Competent' or 'Not Yet Satisfactory' result?**

It will mean you have another opportunity to review your answer and include additional detail or examples to prove your understanding. You can be guided by your assessor's response when they have marked it. It is best to make your reattempts and resubmit to your assessor within 2 weeks of receiving this result.

This result will not mean you have to complete the whole assessment again it will usually be certain questions you might be asked to review and only resubmit those. If you are ever unsure on what is expected ALWAYS speak to your assessor first.

If the resubmitted assessment is again assessed as Not Yet Competent, a fee of \$85.00 may be charged for this second and third resubmission. The resubmissions will not be assessed until proof of payment of the fee is presented. See the financial policy.

If the fourth resubmission is still assessed as Not Yet Competent the student will be deemed Not Yet Competent for the unit of competency and no further attempt permitted.

## **6. When do I receive a 'Competent' result?**

Once you have satisfactorily completed all the different types of assessment for the unit you will be awarded a Competent result.

The criteria assumed for you to achieve a competent grade:

- All questions were addressed and an understanding of the unit was demonstrated
- Evidence of the required reading was demonstrated
- Demonstrated awareness and understanding of the theory involved
- Clearly organised and well thought through answers
- Correct referencing

## **7. What does 'Satisfactory Written Assessment – Awaiting Completion' mean on my progress report?**

This means you have partially completed the unit by receiving a satisfactory result on the written assessment and that you still have other types of assessment to do to complete the unit. Please check with your assessor if you are unsure on what is required.

## **8. When will any practical assessment take place?**

Practical or observation assessments are generally conducted in the workplace or in a similar environment, including the classroom or simulated environment. You will always be provided with sufficient notice to prepare for the session. The assessor will provide information on what will be expected, how long it will take and what tasks or skill that want to see demonstrated. Practical assessments are conducted to either finalise an individual unit or a combination of units and is usually the final type of assessment required before a unit is deemed 'Competent'. They can be conducted at any time during your training term.

## **9. What does 'Credit Transfer' mean?**

Credit transfer is the recognition of learning achieved through formal education and training. ATC recognises the AQF qualifications and statements of attainment issued by all other RTOs. Credit transfer allows units of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification.

To apply for credit transfer, the applicant must complete and submit to the Education Team:

- RTO Credit Transfer Application Form
- Certified copy of the qualification or statement of attainment
- RTO Enrolment Form to apply for the training program applicable to the units of competency for which credit transfer is requested

The credit means you won't need to complete the assessment for this unit.

## **10. Who should I contact if I need help with some questions?**

Always refer back to your resource material however at any stage you need assistance with your assessments you are best to contact your assessor. It is recommended you provide them with information on what you think the question is asking or ways you have conducted independent research so they can see you have made an attempt.



## RECOGNITION OF PRIOR LEARNING (RPL)

### **What is RPL?**

Recognition of Prior Learning (RPL) is the formal acknowledgement of a person's current competencies and prior learning, regardless of how, when or where the learning occurred. It is an integral component of the vocational educational and training system in Australia.

RPL avoids duplication of training, thereby maximising the value of vocational education and training expenditure, provides pathways to higher qualifications for people who may not have access to further training and creates a learning culture by valuing and recognising learning that has occurred in the workplace.

An RPL assessment pathway can result in a full qualification, or a Statement of Attainment for partial completion of a qualification. It may also result in entry into a course, gap training, and structured training experience, compliance with licensing competency requirements or placement in a job.

Students undertaking a structured vocational learning program are able to apply for RPL at the commencement and throughout the duration of their training program. ATC will assess your existing skills through our recognition process. The process determines whether or not you are already competent in some of the subject areas or competencies covered in your course.

### **What are the benefits of RPL?**

- Less time undertaking formal studies;
- Not having to learn what is already known;
- Identification of skills and knowledge to improve access to:
  - A career path
  - Further training
  - Improved employment prospects

### **Am I eligible to apply for RPL?**

Consider the following questions and if you answer 'yes' to them, you give yourself the best chance of gaining recognition:

- Have I done this in the past?
- Do I still remember it thoroughly?
- Have I practiced it enough to be confident?
- Do I have evidence to back up my claims?
- Could I demonstrate this to someone else?

Your knowledge and skills may be assessed by any of a variety of methods. These include portfolio, demonstration, interview or a combination of these.

An overview of the RPL process is provided on the next page.

## What is Recognition of Prior Learning (RPL)?

RPL is recognising and gaining credit towards a qualification by having student's skills and experiences assessed to see if they meet current industry standards. If you have extensive work or life experience in a particular industry or field and you are enrolled or are planning to enrol in a program, then RPL could be an option for you.

*RPL formally recognises current skills and knowledge gained through previous 'informal' learning such as:*

- Work Experience
- Life Experience
- Education

## What are the benefits of RPL?



RPL can provide you with an opportunity to gain a qualification without having to study subjects you already have skills and knowledge in. This means you can save time by completing a qualification in a shorter period of time.

## What is the RPL Process?

### Stage One:

#### Contact & Initial Discussion

- Applicant enquires about RPL to the Training Centre.
- Assessor discusses RPL process with Applicant.
- Applicant completes a Self-assessment form and discusses with the Assessor.

### Applicant



### Assessor



### Stage Two:

#### Enrolment

- Applicant enrolls in units/qualification – as advised by the Assessor
- Applicant (now student) identifies referees (third party reports)
- Student receives RPL Tool Kit from Assessor.

### Applicant (Student) & Assessor



### Stage Three:

#### Plan and Gather Evidence

- Student collates Portfolio of evidence and demonstrates workplace tasks. (if required by assessor).
- Assessor reviews student evidence, then conducts an interview to clarify and/or confirm competency.

### Applicant (Student) & Assessor



### Stage Four:

#### Review & Determine Competency

Assessor reviews all evidence and determines whether competency has been demonstrated.

### Assessor



### Stage Five:

#### Record & Report

Student is advised by Assessor of RPL result. If RPL is not granted, the student is advised of options for completing unit/s or qualification.

### Certification



For further information on RPL go to:

- Our website: [www.austrg.com.au](http://www.austrg.com.au)
- Contact the Education Team on 02 9704 1550



## ASSESSMENT APPEALS

If you are not satisfied with the process or result of an assessment you can appeal. Appeals and reassessment procedures aim to be both fair and impartial. Any assessment appeal will be treated seriously, sensitively, and impartially.

If you want to appeal against an assessment decision:

1. First discuss the issues with your assessor. Following this, your assessor may arrange for you to be reassessed by another assessor. Any requests regarding assessment appeals should be made in writing.
2. If you are still not satisfied, you must complete an Assessment Appeals Form and send it to the Education Team. They will organise for the assessment to be reviewed by a different assessor working with ATC. The Education Team will then return the Assessment Appeals form to you with a summary of the findings.
3. If you are still not satisfied, you must send the Assessment Appeals Form to the Consumer Protection Officer, with a covering letter explaining why you are still not satisfied. They will evaluate all the information and, if necessary, convene a Review Panel to thoroughly examine your case. This panel will be chaired by a Senior Manager who will report back and make recommendations to the Consumer Protection Officer.

In the event that you have any questions in relation to the appeals process, please contact ATC's Consumer Protection Officer for further information.







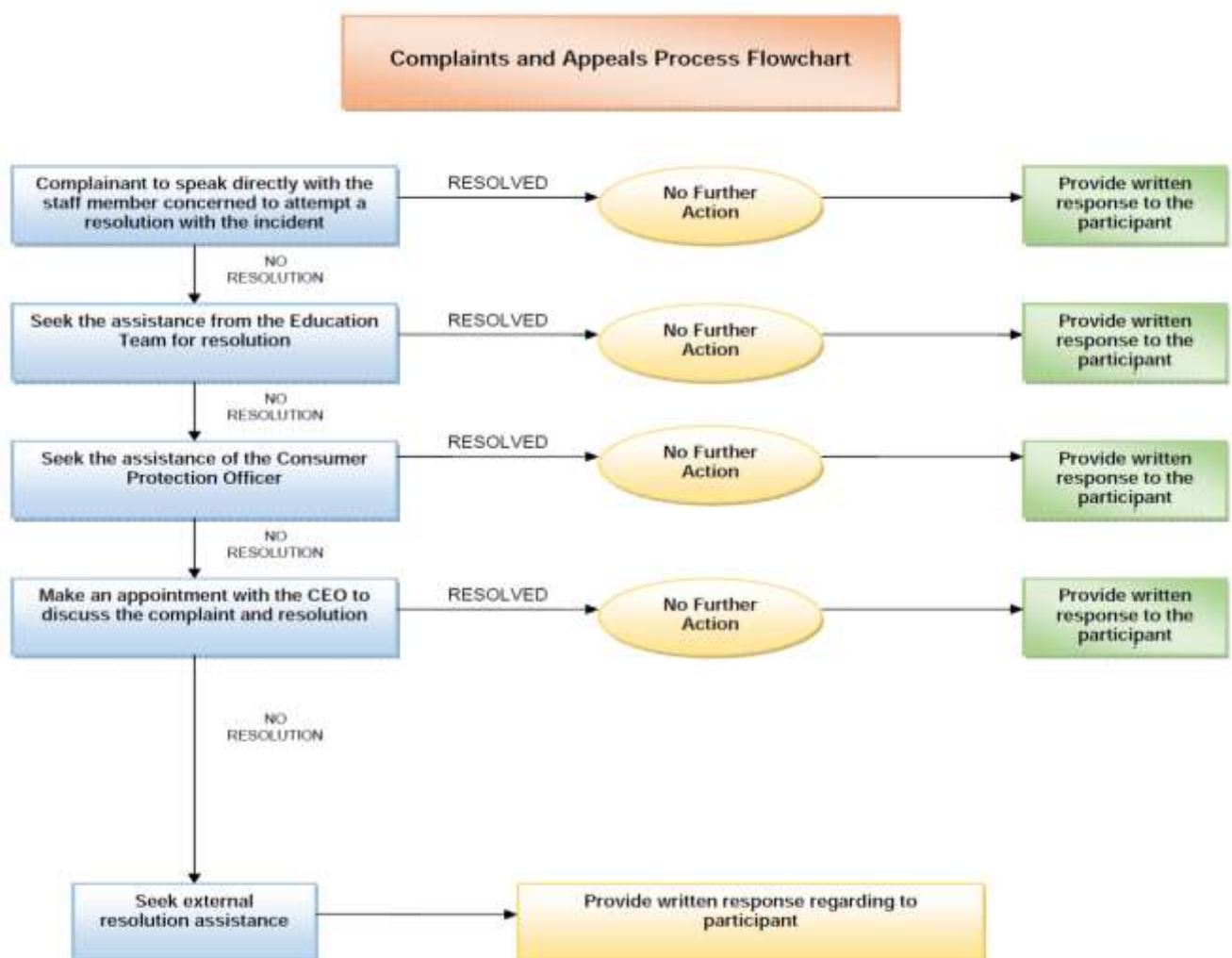
## COMPLAINTS AND GRIEVANCES

ATC aims to provide relevant and high quality services that meet the needs of our clients.

To achieve this staff at ATC are committed to ongoing monitoring of our feedback system that fosters both open communication and contributions from all our stakeholders.

A complaint or grievance is deemed to be a formal complaint or appeal when it is made in writing and submitted to the Education Team. Students are expected to abide by the terms and conditions of enrolment.

The following flow chart outlines the process for student complaints:



When a complaint is received, the participant will be advised of their right to have the complaint dealt with through the organisations internal complaint and grievance process, but also that the participant has the right to take their complaint directly to the relevant State/Territory Registering Authority if he/she wishes to do so or contact the National Training Complaints Hotline on 13 38 73.



## RECORDS

### **Qualifications**

Your certificate will be issued by ATC within 21 days of course completion. All courses, which are undertaken through ATC, are Nationally Recognised Qualifications under the Australian Qualifications Framework (AQF).

If you wish to obtain a replacement Certificate or Statement of Attainment, please phone or email the Education Team. A cost will be incurred of \$35 per replacement. Refer to the RTO Financial Policy and your student declaration.

### **Records Management**

Student records are created at enrolment. These records are established electronically and as a hard-copy record. These records include, but not limited to the enrolment form, copy of any training agreement or contract, Pre training Assessments, signed individual training plan, visitation record, attendance record, record of contacts, assessment records, training materials, copies of certificates/statements of attainment issued and any notes made by the assessor about the student.

Student records are entered and maintained on the ATC database by administration. All enrolment changes, unit results, attendance records and changes to personal data are recorded.

Students may request a copy of their data profile on request with proof of identification. Third party access cannot be approved by any means other than student agreement. Enrolment forms are to make provision for student data access by ATC staff or representatives of regulatory bodies for purposes relevant to the monitoring of student progress. All other data is to be held securely and in confidence.

All personnel who handle training records are bound to exercise integrity and discretion to ensure all information on file remains private and confidential. Training records are kept solely for the use of the Training Centre.

All information is recorded and stored in accordance with the current Privacy Act legislation and stored securely. All students training details are electronically recorded and stored for a minimum period of thirty years in accordance with legislative requirements. Additional requirements related to storage may be required under certain funding arrangements.

### **Changes to Personal Details**

If there are changes to your personal details, notify the Education Team in writing within seven working days.

Important information and your Certificate may not reach you if ATC does not have your current contact details.



## RELEVANT POLICIES

### **Access and Equity**

ATC promotes principles of equity and fairness. The principles of access and equity are recognised and implemented by ATC in all training operations.

### **Principles for Equity in Education and Training**

Everyone is entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning. The outcomes of education and training should not depend on factors beyond the learner's control or influence

A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

### **Drugs Policy**

ATC is committed to providing a safe training environment and to fostering the well-being and health of its students and staff.

The commitment is jeopardised when any student illegally uses drugs or alcohol on the job, comes to work with these substances present in his/her body, or possesses, distributes, or sells drugs in the workplace. ATC has established the following policy:

- It is a violation of company policy for any employee to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the illegal use of drugs or alcohol on the job.
- It is a violation of company policy for anyone to report to work under the influence of illegal drugs or alcohol in his/her body.
- Violations of this policy are subject to disciplinary action, including dismissal and may be reported to the relevant authorities.

### **Smoking Policy**

ATC maintains a smoke free environment. Smoking in the workplace is a hazard to students, staff and visitors. Smoking within any area of the Training Centre is prohibited. If you wish to smoke you must do so outside of the building. Smoking is only permissible during designated breaks.



## **Harassment**

Harassment constitutes comments, behaviour or action, which is offensive, intimidating, unreciprocated, hostile or demeaning.

Such behaviour may include:

- Intimidation
- Abusive language
- Sexual proposition
- Uninvited physical contact
- Suggestive comments regarding a person's appearance
- Segregation
- Gender based insults
- Display of offensive or demeaning material
- Unfair allocation of work

## **Workplace Health and Safety (WHS)**

ATC is committed to providing and maintaining a safe and healthy environment for the benefit of all students, staff and visitors.

Management is responsible for ensuring that the level of WHS is not compromised and recognises its obligation under State and Commonwealth rules and regulations of and associated regulations.

It is essential students report all safety incidents, hazards and near misses immediately to their assessor who is responsible for assisting in the completion of a Safety Incident/Hazard/Near Miss Report Form. If students have any concerns or notice a condition or practice that seems unsafe, it is important to report this to the Education Team.

## **Privacy and Confidentiality**

ATC is bound by National Privacy Principles. We are committed to protecting your privacy, your personal information and records related to your course. Personal student files only contain information pertinent to the student's training program and are confidential.

It is necessary for ATC to collect and store relevant information from enrolment forms, training schedules, attendance lists and assessment records. It is mandatory for ATC to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes particularly where funding supports the training.

Refer to ATC *Privacy and Confidentiality Policy*.



## FEEDBACK AND QUALITY IMPROVEMENT

ATC collects data regularly to monitor, manage and achieve continuous improvement in the delivery and assessment of its training programs. We value and welcome constructive feedback from all stakeholders regarding any aspect of our services.

Evaluation forms are distributed to students at various stages throughout their course including a government driven “Learner Questionnaire” which is distributed to students throughout the duration of your training program. Your cooperation in completing this questionnaire is appreciated.

Students wishing to provide management with feedback on any issues, concerns or areas for improvement are encouraged to email [training@austrg.com.au](mailto:training@austrg.com.au) or complete a Continuous Improvement Form.

We welcome feedback at any point during or after your training. Your feedback counts. Your response will help shape important decisions in our organisation. The feedback will provide data that assists us to enhance the quality of education and training.





## STUDENT SUPPORT SERVICES

If you require assistance or have special training needs, you should contact the Education Team at the time of your enrolment. Training equipment, course materials or training delivery can be adjusted to meet your needs. We are committed to providing a responsive and appropriate training program, suited to the diverse learning needs of all students.

### **Types of Support Provided**

- The provision of accurate advice to assist students to make informed learning decisions
- Access to the Education Team who provides one on one support to students including referral to other agencies
- The fostering of an inclusive learning environment that acknowledges and values difference
- The development of training and assessment resources they represent the diversity of our client population
- Individually negotiating the learning and assessment needs with students without compromising the integrity of the competency outcome
- Negotiating due dates of assessment submission to meet the circumstances of individual students
- Providing information about support services for students where confidentiality (within legislative guidelines) and sensitivity is respected.
- 

### **Financial Assistance**

If you are studying under a Traineeship you may be eligible for Living Away From Home Allowance (LAFHA). LAFHA is an allowance paid to students studying as trainees, who are required to move away from home in order to complete the requirements of their Traineeship, including both on and off-the-job training. Your employer can provide you with a LAFHA application. For additional assistance you can call Centrelink - Student and Financial Assistance on 133 633.

### **External Support Services Contact List**

#### *Adult English Language, Literacy and Numeracy*

Reading Writing Hotline (National adult literacy referral service)  
Phone: 1300 655 506  
[www.literacyline.edu.au](http://www.literacyline.edu.au)

#### *General Disability Services*

Disability Council of NSW  
Phone: (02) 8879-9100  
[www.disabilitycouncil.nsw.gov.au](http://www.disabilitycouncil.nsw.gov.au)

#### *Learning Difficulties*

Specific Learning Difficulties Association of NSW – SPELD  
<http://auspeld.org.au/state-associations/>

If the support you require is not outlined above, please contact our Education Team for additional support services details.

I,

confirm that I received my initial learning materials and have read, understood and agree to comply with the information outlined in the Student Handbook in relation to:

*(Please tick all areas to confirm you have read and fully aware of your obligations)*

- Fees and refunds
- Student Code of Conduct
- Procedures related to assessments and submissions
- Cheating and plagiarism
- Logbook and record book processes
- Training plan and due dates for assessment
- Seeking support and contacts for my training
- Complaints and assessment appeals
- Visitation and contact by ATC

Student Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

RTO Representative: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please provide this receipt to ATC once you fully understand all requirements set out in the handbook and you have been provided with your first set of learning materials. This signed copy can be scanned to [training@austrg.com.au](mailto:training@austrg.com.au) or given to your ATC representative.