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STUDENT HANDBOOK 2013

Australian Training Company is a Registered Training Organisation: 5673

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INTRODUCTION

Australian Training Company 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.

The Australian Training Company has been delivering nationally accredited traineeship training courses since 1998 and is devoted to ensuring you gain valuable qualifications to enable you to further your career aspirations.

ATC LOCATION AND CONTACTS

Website: www.austrg.com.au

Stacy Ray – Training Coordinator

Email: sray@austrg.com.au

Sydney Office:

Hours of Operation

Monday to Friday from 8:30am – 4:30pm

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 – 4:30pm

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 – 4:30pm

Address: Unit 4, 211 Logan Rd Buranda QLD 4120

Mailing Address: PO Box 555 Stones Corner QLD 4120

Telephone: (07) 3249 3900

Fax: (07) 3391 4262



THE ATC TRAINING CENTRE COURSE LIST

The following courses are conducted by Australian Training Company:

BSB20112	Certificate II in Business
BSB30112	Certificate III in Business
BSB30412	Certificate III in Business Administration
BSB40212	Certificate IV in Business
BSB40507	Certificate IV in Business Administration
BSB40812	Certificate IV in Frontline Management
CHC20112	Certificate II in Community Services
CHC30212	Certificate III in Aged Care
CHC30312	Certificate III in Home and Community Care
CHC40108	Certificate IV in Aged Care
CHC40708	Certificate IV in Community Services Work
SIS20110	Certificate II in Community Activities
SIS20312	Certificate II in Sport and Recreation
SIS30110	Certificate III in Aquatics
SIS30210	Certificate III in Community Activity Programs
SIS30310	Certificate III in Fitness
SIS30410	Certificate III in Outdoor Recreation
SIS30512	Certificate III in Sport and Recreation
SIS30612	Certificate III in Sport Career Oriented Participation
SIS40110	Certificate IV in Community Recreation
SIS40210	Certificate IV in Fitness
SIS40310	Certificate IV in Outdoor Recreation
TAE40110	Certificate IV in Training and Assessment

Selection Requirements

ATC 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. Often, selection is also based on a successful interview with a ATC.

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

- Course details (contact hours per week, recommended textbooks, etc)
- 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

ATC acknowledges its responsibility to support learners in various ways.

A Language, Literacy and Numeracy assessment may be conducted through the initial interview process. This Language, Literacy and Numeracy test is conducted to assess your capabilities in the course you are undertaking. As an RTO, we always attempt to deliver the highest standard of service on the market, and to do this, we need to view your skills to help you as much as possible on your way to completing this certificate.

In this way ATC can provide prospective learners with information about the training and learning environment and gain an understanding of their interests, learning styles and indicative Language, Literacy and Numeracy skills. ATC can use the information to make informed decisions about the learner's capacity to meet the course requirements and ascertain whether any additional support is required.

Enrolment

You are advised to bring copies of the following information to the first meeting 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, OH&S (certified or originals)
- other documentation which may be relevant

The documentation will assist the training staff to identify any knowledge or competencies you may already possess. 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 your hours of training.

Some courses ATC delivers requires students to complete a Criminal History Record Check depending on the qualification you are enrolling into. The Training Centre Coordinator will discuss and assist with the application process if this requirement applies to you. Information regarding these checks can be found at www.police.nsw.gov.au.

Upon enrolment with ATC, you will be issued with an enrolment pack containing all the relevant paperwork and forms required throughout your training period. Your enrolment pack will contain:

- Workbooks
- Training Plan
- Timetable
- Confirmation of enrolment letter
- Course Outline
- Additional information related to the course you are undertaking



Should any of the above items be missing from your pack, or if you require further information regarding enrolment, please contact the Training Centre Coordinator at the Australian Training Company Training Centre.

The following information is designed to provide you with a basic understanding of what the Training Centre (RTO) will require from you throughout your training.

Please read the information carefully. If you have any further questions, contact The Training Centre Coordinator.

The Training Centre Coordinator will provide you with the first point of contact regarding training matters. The Coordinator will ensure:

- your enrolment information is correct
- you receive an induction package 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
- you are provided with information concerning graduation

The Training Centre Coordinator will be in regular contact with your employer and Account Manager (where applicable) to provide information on your progress and to follow-up any training matters as they arise.

Fee Refunds and Payments

Traineeship Students

All students participating in training with ATC through a traineeship are required to pay enrolment fees. Payment terms can be arranged at the commencement of your course with ATC (School Based Traineeships do not incur any fees or charges).

Refunds for the enrolment fee will only be made in the following circumstances:

- Where a participant has overpaid the enrolment fee
- ATC cancels the training (on site or classroom) within the first 3 months of the course
- If a participant withdraws prior to the program induction, providing at least fourteen (14) days notice, from the proposed commencement date
- The workplace is unsuitable for training to occur and no reasonable solution is offered within the first 3 months of the course

The following examples are indicative of appropriate circumstances for granting a full refund:

- In circumstances beyond the students control, such as corroborated injury, ill health, gaining full time employment, bereavement or other appropriate reasons, subject to the acceptance of the CEO, a pro rata refund will apply. In this case, an administrative charge of 15% of the course fee will be charged.
- Where ATC cancels or discontinues a course prior to commencement, and cannot make arrangements to conduct the course at a later date, a full refund shall apply.

Fees will not be refunded or credited if a student fails to attend classes or partially attends a course. All fees are to be paid in full prior to issuing of a Certificate or Statement of Attainment.

Fee for Service Students

All students participating in training with ATC through fee for service arrangements can negotiate payment terms, including monthly payment installment arrangements, at the commencement of your course with ATC.

Refunds and payment information;

- Any costs incurred by ATC for cheques received as payment and not honoured by the issuing bank are payable by the participant
- Monthly payment installment arrangements are to be made in advance.
- Cancellation fee will be 50% of the full course cost

The following examples are indicative of appropriate circumstances for granting a full refund:

- In circumstances beyond the students control, such as corroborated injury, ill health, gaining full time employment, bereavement or other appropriate reasons, subject to the acceptance of the CEO, a pro rata refund will apply. In this case, an administrative charge of 15% of the course fee will be charged.
- Where ATC cancels or discontinues a course prior to commencement, and cannot make arrangements to conduct the course at a later date, a full refund shall apply.

Fees will not be refunded or credited if a student fails to attend classes or partially attends a course. All fees are to be paid in full prior to issuing of a Certificate or Statement of Attainment.

For further information, please see ATC's Fee's and Refunds policy 2011.

Delivery Modes for Training

ATC has a particular focus on providing quality services to our clients. Students and employers can expect individual attention, small class sizes and quality service.

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

Workplace Based
Traineeships & Apprenticeships
Class Room Based
Distance
Recognition of Prior Learning
School Based Traineeships



Training session times for off the job and classroom based students

All courses run to the following generic schedule. You will be notified immediately of any changes.

Session 1:	9.00am – 10.45am Morning Tea
Session 2:	11.00am – 12.30pm Lunch
Session 3:	1.30pm – 3.00pm

Classes start at exactly 9.00am. Break times have been allocated throughout the day. You must be prompt in your return. If you are late you will need to contact the Training Centre and 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.



Workplace Visits

Students will be seen on-the-job by ATC Coordination and assessment staff at least 8 times per year. You will be issued with a timetable after your induction into your training program.

Tentative visit dates

It is expected that that you keep to your timetable as much as possible. If a visit is postponed for any reason, the outstanding units will be due at the rescheduled date.

Incomplete units

If you are unable to have modules completed at the listed visit, you **MUST** phone your Training Coordinator at least one (1) week prior to your scheduled visit to ensure the appropriate staff member is booked for your next appointment.

Visit Information:	
Visit Type	Procedures
Induction Visit	<p>1-6 Weeks from Enrolment. Trainees are issued with Core modules for the relevant qualification. Explanation of the following:</p> <ul style="list-style-type: none"> • Enrolment forms completed where required • Visit process and timetable discussed • Trainee and Employer Handbook Provided and responsibilities and obligations explained • Resources & Assessment booklet explained • Assessment process discussed including what is required to be handed in and signed by all parties • Elective units discussed and chosen where required • Training Plan discussed, issued and signed • Any Recognition of Prior Learning discussed
Monitor Visit	<p>Monitoring Visits are carried out by the Training Coordinator for the purpose of checking the study and work progress of the trainee. This includes:</p> <ul style="list-style-type: none"> • Electives and outstanding modules are issued to the trainee • Assistance and guidance given on workbooks and assessments where applicable • Meeting with employer to discuss trainee progress • Collection of any completed work where applicable
Assessment Visit	<p>Assessment Visits are carried out by the assessor for the purpose of conducting a formal assessment of any completed modules. During this visit, the following may occur:</p> <ul style="list-style-type: none"> • Verbal and practical assessment of applicable work tasks related to submitted work • Assistance and guidance given on workbooks and assessments where applicable • Meeting with employer to discuss trainee progress
Final Assessment Visit	<p>The purpose of the Final Assessment Visit is to ensure that all required work and assessments have been completed. During this visit, the following may occur:</p> <ul style="list-style-type: none"> • Verbal and practical assessment of applicable work tasks related to submitted work • Discuss the certificate being issued



Attendance and signing in

ATC will keep a detailed record of your attendance when you attend the training college. If you are absent from training for any period of time, it is imperative that you inform the Training Centre of your whereabouts.

If you are completing your training on-the-job, your failure to attend set appointments will be reported to your supervisor.

Sign In Procedures

On entering the Training Centre you must sign in at reception and document your time of arrival and departure for Occupational Health and Safety purposes and attendance recording.

Flexible Study Options

The Australian Training Company Training Centre aims to provide you with the best opportunity to learn, through provision of distance and flexibly delivered vocational education and training programs.

Benefits of flexible study options:

- Your training options are not restricted to classroom delivery
- Flexible assessments. Workplace demands are taken into account when negotiating due dates for assessments
- You may be able to complete your course early or progress to the next level

ATC Trainers and Assessors

The Australian Training Company maintains staff that hold appropriate qualifications in accordance with the Australian Quality Training Framework.

Training and assessments are conducted by trainers and assessors who:

- a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors
- b) Have the relevant vocational competencies at least to the level being delivered or assessed, and
- c) Continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.



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. CBT focuses on the development of the skills, knowledge and attitudes required to achieve those competency standards.

One of the primary features of CBT is that each learner's achievement is measured against the competency standards rather than against the achievement of other learners.

Assessment

Assessment is an integral component of the training process. The Australian Training Company 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.

Assessment Methods

Selecting the appropriate assessment methods and the assessment mix will involve consideration of the candidate'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.

The types of assessment methods that may be used include:

Written test/assessments

Candidates may be required to complete written assessment to assess the level of underpinning knowledge of the elements/performance criteria achieved in a particular unit of competency.

Work related performance/demonstration

Candidates will be required to perform a range of work/practical demonstration in the workplace. Observation/assessment of skills will be completed by the assessor in accordance with training package requirements and workplace procedures.

3rd party evidence

Candidates that have prior experience and/or demonstrate regularly the requirements for performance criteria & or skills, mentioned under individual units, that have been already developed in the workplace can supply proof of the skills through 3rd party documented evidence by workplace supervisor/employer.

Work related project

Projects based on the competencies specified will be set for candidates to be carried out in the workplace over the duration of the course. Evidence may include a written report, oral presentation (audio/visual) and/or documentary evidence.

Questioning & interview

Evidence may be gained by the use of oral questioning or formal interviews to determine a candidate's ability with regards to the performance criteria of individual units.

Portfolio

Gathering of documentation that may include workbooks, diaries, written projects or other suitable material that will provide evidence of criteria set for that unit.

Should you require additional resources or reference material, please feel free to contact either the Training Centre Coordinator or Training Centre Manager.

Assessment times

All students will be issued with a timetable detailing due dates for assessments. Prior to these dates an assessor will contact you and discuss:

- The purpose of assessment
- The criteria for assessment
- The conditions under which assessment will take place
- The time and place of assessment
- The method and type of assessment



Reasonable Adjustment

If any student has a disability or special needs and requires reasonable accommodation of the learning and assessment services, please speak with the Training Centre Coordinator and Program Trainer at the commencement of the program.





CREDIT/RPL

What is National Recognition?

The term national recognition is related to a nationally consistent training system where learners' qualifications and part qualifications are portable and can be recognised anywhere in the country by other accredited training organisations.

As a requirement, registered training organisations must recognise current qualifications and statements of attainment issued by any other registered training organisations in Australia. This allows a person to automatically gain credit for units of competency that they have successfully completed with another registered training organisation. A statement of attainment from a registered training organisation that contributes to a qualification is reported as a form of credit transfer.

ATC has the right to check the issuing training organisations registered status and is only obliged to recognise an AQF qualification or Statement of Attainment that, at the date it was issued, complied with the requirements of the Australian Qualifications Framework (AQF) protocols and the Australian Quality Training Framework (AQTF) or the Australian Recognition Framework (ARF), the national framework preceding the AQTF.

When granting national recognition to a student, ATC and its assessors have a responsibility to ensure the student is still competent against the whole qualification.

ATC will include in its student records relevant information about granting national recognition to a student, such as details of the specific unit(s) of competency for which recognition is granted and the basis on which it is granted – for example, the code and title of the qualification (or unit) the student presented, the name of the RTO that issued the qualification, and the date it was issued. ATC will also retain on the student's file a copy of the certification the student provided.

What is Recognition of Prior Learning and Recognition of Current Competencies?

RPL/RCC 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/RCC 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.

RPL/RCC 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/RCC 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.

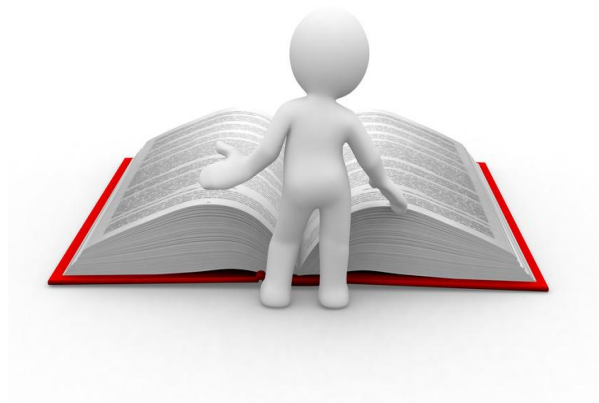
Some people have worked successfully for years in occupations but have no formal qualifications for that occupation – despite having all the required skills and knowledge.

If you are one of those people, you can benefit from the recognition process. In assessing the skills and knowledge you already have, ATC may consider:

- Paid or unpaid work
- Part time, Full Time or casual work
- Experience in Australia and Overseas
- On-the-job training
- Work experience in occupations not directly related to the qualification you are undertaking



Applicants must provide sufficient evidence to demonstrate that they do have current competence in the relevant units/qualification which requires considerable work. In order to grant RPL/RCC, ATC must be satisfied that the applicant's evidence meets the competency standards, or outcomes required in specified accredited courses. This requires a high level of professional judgment to identify processes that are simple for the applicant while at the same time providing reliable evidence of current skills against the required performance standards.



There are several types of evidence you can collect to show your skills, knowledge and experience for assessment against a unit of competence. The best applications will include both direct and indirect evidence.

Direct Evidence	Indirect Evidence
<p>Certificates</p> <p>You can provide copies of your qualifications –</p> <ul style="list-style-type: none"> ○ Certificates ○ Diplomas ○ Degrees ○ Statements of results ○ Courses completed at work 	<p>Written Records</p> <p>You can provide copies of –</p> <ul style="list-style-type: none"> ○ Diaries ○ Records ○ Journals ○ Job descriptions
<p>Work Samples</p> <p>You can provide samples of your work –</p> <ul style="list-style-type: none"> ○ Drawings or photographs ○ Reports ○ Written materials ○ Projects ○ Objects ○ Works of art 	<p>Email Evidence</p> <p>You can provide copies of email communications which verify –</p> <ul style="list-style-type: none"> ○ Customer feedback ○ Work activities ○ Written skills
<p>Records of workplace activities</p> <p>You can provide documents that verify your work activities –</p> <ul style="list-style-type: none"> ○ Notes ○ Emails ○ Reports ○ Completed worksheets ○ Workplace agreements ○ Contracts 	<p>Supporting letters</p> <p>You can provide letters that verify your claims from –</p> <ul style="list-style-type: none"> ○ Employers ○ People you have worked with (paid and unpaid work) ○ Community groups
<p>Workplace visit</p> <p>Your trainer / assessor may need to visit your workplace to observe you undertaking work tasks.</p>	<p>Documents</p> <p>You can provide evidence that shows what you have done in your life –</p> <ul style="list-style-type: none"> ○ Media articles ○ Meritorious awards
<p>Skills Test</p> <p>Your trainer / assessor may choose to set you a Skills Test so you can demonstrate your competence.</p>	<p>Resume / work history</p> <p>You can provide a resume that lists your work history, key responsibilities, achievements and qualifications.</p>
<p>Interview</p> <p>You may be asked to talk to your trainer / assessor at an interview.</p>	<p>Referees</p> <p>You can put forward the names of the people who are willing to be contacted by your trainer / assessor to verify your evidence.</p>

RPL Assessment

The aim of this stage of the RPL/RCC process is for the trainer / assessor to determine, through a systematic review of the evidence, whether the participant has achieved each unit.

The trainer/assessor will review the portfolio, judging the primary evidence against the elements and performance criteria in each of the units claimed. The applicant may be asked to meet with the trainer/assessor to go through the portfolio and clarify the evidence presented.

If there is not enough evidence to make the judgement at this time the participant may be asked to supply more evidence, to complete assignments or to demonstrate certain skills in the workplace or in a simulated situation. The trainer / assessor may wish to communicate with the participant's manager or supervisor.

The trainer/assessor will negotiate these assessment strategies with the student.

The last page of the RCC Application – the “RCC Assessor Feedback Sheet” will be sent back to you informing you of the outcome of the assessment.

If your application is approved you will be granted advanced standing which means you will not have to study the section/module for which you sought recognition.

To apply for RCC you must complete a Student Application Kit for Recognition of Current Competency. You must complete the form within one month of enrolment and return it to the Training Centre Coordinator, along with any certificates, references or other documentation you feel may support your application.

If you require additional information on these assessment processes, please contact our training centre.

Award of Grades

All your assessment tasks will be issued with a grade.

One of three grades will be awarded:

C	Competent
NYC	Not Yet Competent
EX	Exempt – Credit/RPL Granted



Should you be issued a grade of “Not Yet Competent”, your assessor will identify your training needs. Where appropriate, training will be provided to address any skills gaps identified in the assessment process.

Grade Criteria

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 organized and well thought through answers
- Correct referencing



Assessment Appeals

If you are not satisfied with the process or result of an assessment you can make an 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, you must first discuss the issues with your assessor. Following this discussion, your assessor may arrange for you to be reassessed by another assessor. Any requests regarding assessment appeals should be in writing.

If you are still not satisfied, you must complete an *Assessment Appeals Form* and send it to the ATC Training Coordinator. The Training Centre Coordinator will organise for the assessment to be reviewed by a different assessor working with ATC. The Training Centre Coordinator will then return the Assessment Appeals form to you with a summary of the findings.

If you are still not satisfied, you must send the Assessment Appeals Form to the Training Centre Manager, with a covering letter explaining why you are still not satisfied.

The Training Centre Manager 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 Training Centre Manager.

In the event that you have any questions in relation to the appeals process, please contact the Training Centre Coordinator for further information.



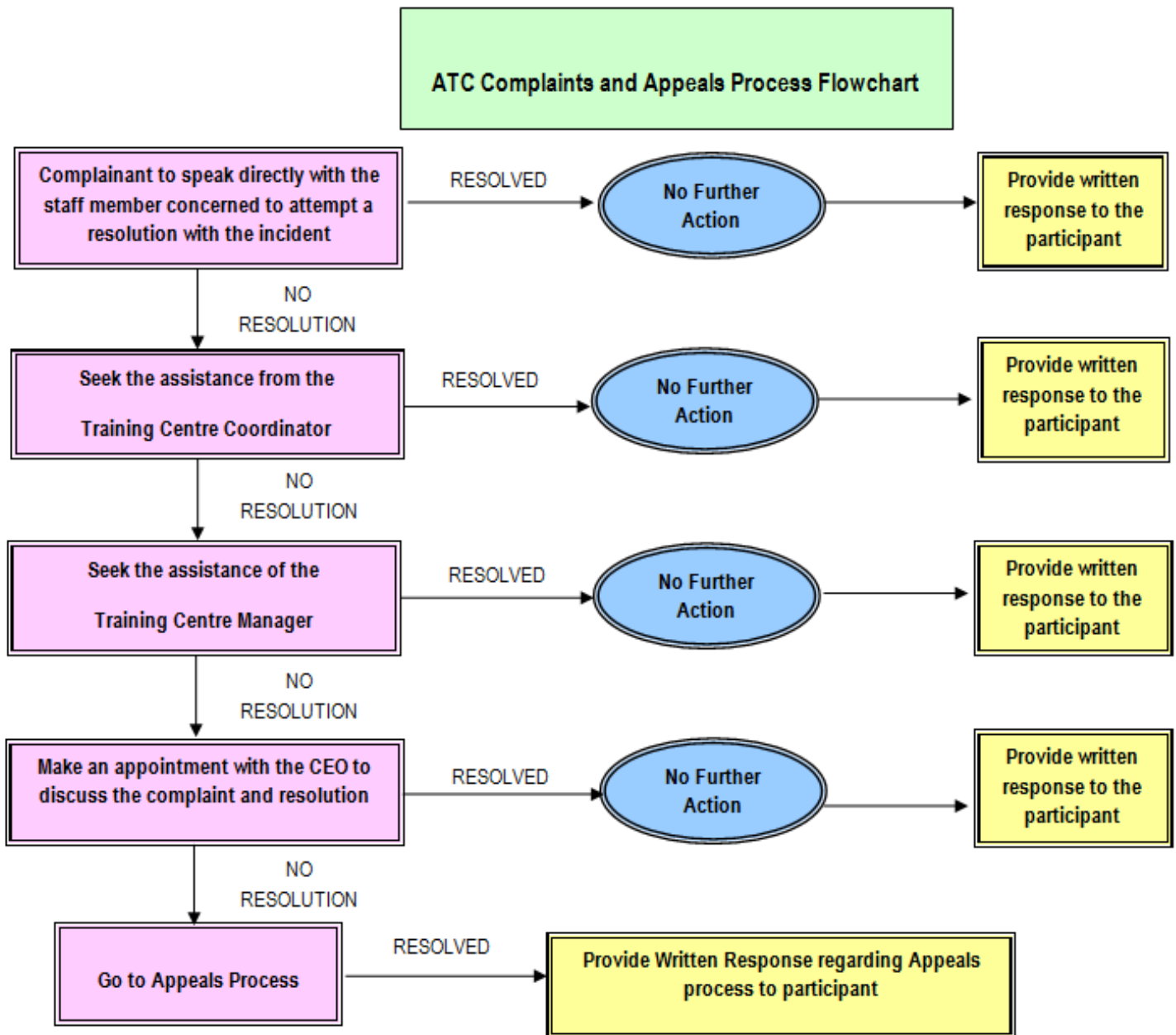
Complaints and Grievances

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 Training Centre Coordinator. 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 1800 000 674.

Cheating and Plagiarism

The Australian Training Company encourages a co-operative learning environment. However all assessment material contained in your trainee workbooks, is to be completed on an individual basis and any work which is not your own should be appropriately referenced.

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

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

- (a) impose a penalty in relation to the unit being assessed or
- (b) award a "fail" grade and disqualify you from continuing with that unit of study.

If the Training Centre Manager deems the conduct to be of serious nature, the matter will be referred to the General Manager of the Australian Training Company.

All of the above courses of action would require you to attend an interview with the Training Centre Coordinator or where appropriate the Training Centre Manager. Should the conduct be repeated your enrolment may be terminated.

Qualifications and Graduation

Your certificate will be issued by the Australian Training Company, upon successful completion of the course. All courses, which are undertaken through the Training Centre, 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 Training Centre Coordinator.

Records Management

Student records are raised 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 trainer/assessor about the student/trainee.

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

Students may request a copy of their data profile on request and 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. If your personal details change, you should forward a copy of the updated details in writing to the Training Centre Coordinator. 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.

Dress Code

All trainees must dress in an appropriate manner i.e. smart casual clothes. Practical activities may take place from time to time for which you will be given ample notice. As a guide you should wear a collared shirt, tidy pants or shorts and shoes. Hats and thongs are not to be worn inside the Training Centre.

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. 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 Training Centre 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 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 trainer.

Stationary

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.



Access and Equity

Australian Training Company promotes principles of equity and fairness. The principles of access and equity are recognised and implemented by Australian Training Company 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

The Australian Training Company is committed to providing a safe training environment and to fostering the well-being and health of its trainees and staff.

The commitment is jeopardized when any trainee 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. Australian Training Company has established the following policy:

1. 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.
2. 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.
3. Violations of this policy are subject to disciplinary action, including dismissal and may be reported to the relevant authorities.

Smoking Policy

The Australian Training Company 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





Student Services and Support

If you require assistance or have special training needs, you should contact the Training Centre Coordinator at the time of your enrolment. Training equipment, course materials or training delivery can be adjusted to meet your needs. The Training Centre is committed to providing a responsive and appropriate training program, s Page 19 of 22 verse 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 Training Centre Coordinator 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 the 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 ph13 10 21.

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

NSW AMES

Phone: 02 9289 9111 (Sydney)

www.ames.edu.au

General Disability Services

Disability Council of NSW

Phone/TTY: 02 9211 2866

Freecall: 1800 044 848

www.disabilitycouncil.nsw.gov.au

Information on Disability and Education Awareness Services

Toll Free: 1800 029 904

TTY: 02 6947 3377

www.ideas.org.au

Learning Difficulties

Specific Learning Difficulties Association of NSW – SPELD

Phone: 02 9451 9477

www.speld.org.au

Deaf and Hearing Impaired

Deaf Society of NSW

Freecall: 1800 893 855

Freecall TTY” 1800 898 885

www.deafsocietynsw.org.au

Vision Impairment

Vision Australia

Phone: 1300 847 466

TTY: 1800 893 885

www.visionaustralia.org.au

If the support you require is not outlined above, please contact our Training Centre Coordinator for additional support services details.

