

STUDENT HANDBOOK



Australian
TRAINING ACADEMY
• HELPING YOU GROW •

RTO No: 0686

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1. INFORMATION FOR STUDENTS

Australian Training Academy Pty Ltd
ABN: 74 068 264 095
Phone: 07 3209 6000
Web: <https://ata.qld.edu.au>

Australian Training Academy Pty Ltd is a Registered Training Organisation (National Provider Number 0686) that delivers nationally recognised training courses. Our scope of training is listed on the national Register. See <https://training.gov.au/Organisation/Details/0686>

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with the Standards for Registered Training Organisations (RTOS) 2015 which guide nationally consistent, high quality training and assessment services in the vocational education and training system.

Australian Vocational Education and Training Quality Framework (VET Quality Framework)

As a Registered Training Organisation which delivers recognised training, Australian Training Academy Pty Ltd meets the VET Quality Framework Standards for Registered Training Organisations.

2. PURPOSE OF THIS AGREEMENT

The information contained in this document has been developed to assist students who are considering undertaking a course with the Australian Training Academy (ATA) to enable the student to understand their rights and responsibilities.

We want to make sure that you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and help you understand how you can seek assistance when needed.

Prior to the course the student should discuss with the trainer/RTO their individual needs and therefore be able to gain access to the educational and support services outlined in this document. This would be a great opportunity to discuss your existing skills and knowledge to allow the trainer/RTO to provide the best practice training and assessment services.

Our mission is to be a leading training provider for all Australians by providing students with high quality education that is designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment.

We have a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes.

ATA ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. ATA hereby states that we undertake to act at all

times in an ethical manner. All activities of the Training Organisation will be carried out honestly, fairly and accurately to give value to our clients and students. High standards such as fair marketing and advertising will always be maintained. Our commitment to continually improve our business allows training programs to be the best they can be and ensure that students/clients receive value for money.

Before you complete and sign the student agreement in the Enrolment application, please be sure that you have read this agreement and understand its contents. If you do not understand anything, please ask. By filling in and submitting the Enrolment Application, you are acknowledging that you have read the student written agreement, Student Handbook and will abide by the information it contains.

3. COURSE INFORMATION

Our web site has a comprehensive range of information that will help you make an informed decision concerning the training we provide. This student agreement contains general information regarding the services we provide. Course specific information is located on our website for each specific course. The course specific information will provide you an indication of what is in the course and the assessments required, as well as vocational outcomes.

Web: <https://ata.qld.edu.au>

4. CHOOSING A TRAINING OR EDUCATIONAL PROVIDER

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations. The National VET Regulators Australian Skills Quality Authority (ASQA) have developed a Fact Sheet to use when making this decision.

<https://www.asqa.gov.au/news-publications/publications/fact-sheets/choosing-training-or-education-provider>

5. UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015. Your USI account will contain all of your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1 2015 is required to provide ATA with a verified USI before we can issue any certification.

For further information on what a USI is and how this number will affect you please refer to the ATA website, or to the USI website:

Create A USI

[https://www.usi.gov.au/system/files/documents/ed18-0039 - sk - usi fact sheet -
usi student identifier quickguide acc 0.pdf](https://www.usi.gov.au/system/files/documents/ed18-0039-_sk_-_usi_fact_sheet_-_usi_student_identifier_quickguide_acc_0.pdf)

Forgotten USI

https://www.usi.gov.au/system/files/documents/forgotten_usi_fact_sheet_0_0.pdf

6. COMPETENCY BASED TRAINING

Training Packages, their qualifications and units of competency are part of Australia's competency-based training system. Individuals are assessed as Competent or Not Yet Competent. This is not a graded system as in schools or universities but is based on the achievement of competence in the skills, knowledge and attitudes required to be demonstrated in the workplace. Below are some definitions which may help you to understand the achievement of competence.

Competency (also competence) performance of workplace-based tasks to the standard expected in employment and defined in national units of competency.

Competency-based assessment (or CBA) the gathering of and judging evidence in order to decide whether a person has achieved a unit of competency.

Competency standard an industry-endorsed specification of performance which sets out the skills, knowledge and attitudes required to complete work tasks effectively in the workplace.

7. NATIONAL TRAINING PACKAGES

A National Training Package is a consistent and reliable set of nationally endorsed competency standards, assessment guidelines and qualifications for a specific industry, industry sector or enterprise. They provide the national industry benchmarks/requirements for training and assessment of student's skills and knowledge.

A Training Package describes what skills and knowledge a person needs to perform effectively in the workplace without prescribing how they should be trained. Training Package qualifications are recognised throughout Australia regardless of where or how the qualification was gained.

All information regarding National Training Packages can be accessed through the website: www.training.gov.au

8. PARTICIPANT ENROLMENT AND SELECTION

Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation. All students must be enrolled prior to commencement. Selection of students is on a first-in, first-served basis, meeting any entry or pre-requisite requirements, based on receipt of a completed enrolment form and payment of fees. All students on enrolment will be required to produce photo ID, such as a current Queensland driving license or current student ID for identification purposes.

Note, it is the student's responsibility to determine if they meet the requirements, other than training, for licensing purposes. For example, students are provided with information on the requirements of security licensing and must determine, judge or research if they may not be able to apply for a license once the training is completed (for instance they may have a disqualifying offence that would disqualify them from gaining a license).

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/security-industry-regulation/legal-requirements-for-the-security-industry/disqualifying-offences-for-security-licences>

9. INDUCTION

Students are responsible for reading all relevant materials provided on the website including this handbook, FAQs, and the course outline before they enrol or commence training.

10. ENROLEMENT:

The following process applies to enrolment and selection.

Step 1- Contact Australian Training Academy

Address: Australian Training Academy Pty Ltd
4049 Pacific Highway
Loganholme QLD 4129

Postal Address: P.O. Box 3515
Loganholme QLD 4129

Phone: 07 3209 6000

Email: info@ata.qld.edu.au

Website: www.ata.qld.edu.au

Step 2- Contact Point

Australian Training Academy will advise on the enrolment process, including LLN and direct you to the most suitable course for your needs or connect you with a Third Party Partner organisation for classroom-based delivery if required. You will be provided with our Student Handbook, chosen course overview and our enrolment forms.

Step 3- Enrol

Complete the ATA Enrolment Application
Complete Language, Literacy & Numeracy Assessment
Provide ATA with a copy of Photo Identification

Pay required Fees

Australian Training Academy will allocate a Training Coordinator to you
All Enrolments can be completed 100% digitally, E-mail all documents to
admin@ata.qld.edu.au.

Step 4- Personal Learning Plan Developed

Australian Training Academy will negotiate with you a personal learning plan or course outline and schedule that reflects course requirements and your personal circumstances. This will become a 'living document'.

Step 5- Start Learning – Theory component

You start your training program with Theory booklets/Online theory this is homework and completed in your own time frame. Your Training Plan is constantly reviewed via email and other contact methods in response to your learning and circumstances, however you are expected to follow the learner plan and attend all class dates with the relevant training material completed.

Step 6- Class Sessions

Complete theory before your scheduled class date. Class Session is to discuss your theory/ home learning and complete your practical assessments. During this time you will be trained and assessed in all appropriate areas relating to your modules.

Step 7- Assessment

Once your theory and practical sessions are completed. All assessments will be marked, and any issues will be notified for correction.

Step 8- Graduation

Once all criteria have been met students will receive their Statement of Attainment for the modules they have completed.

11. MARKETING:

Australian Training Academy is committed to ensuring that its marketing and advertising complies with AQF requirements.

- It uses the NRT logo only for qualifications within scope
- When using references or endorsements about its products and services, it ensures it has appropriate permissions.
- All marketing materials are approved by an authorised member of the RTO.
- The RTO identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from other training services they might provide.
- The RTO identifies when a Third Party is delivering training and assessment on their behalf.

12. PROVISION OF INFORMATION:

Australian Training Academy supplies accurate, relevant and up-to-date information to prospective students and contractors prior to completing written agreements. Australian Training Academy reviews all information regularly, through its version control policy, to ensure accuracy and relevance.

Prior to enrolment, Australian Training Academy supplies students with information about:

- Student selection processes
- Course information including vocational outcomes
- Third Party Arrangements for delivery of training and assessment where applicable
- Fees and charges
- Provision for forms of assistance where appropriate
- Opportunities for RPL/ credit transfers

Computer Requirements

Australian Training Academy is aware that there are many versions of computer software and operating systems in use. Our assessment materials are developed using MS Word and Adobe PDF on a Windows platform or via our online learning platforms. Effectively engaging with our online resources will require the ability to:

- open web pages
- view embedded video and slideshows (eg, youtube, slideshare)
- download and extract .zip folders
- open and download .pdf and .swf documents
- open, edit, save and upload documents created in .doc and .docx format

Australian Training Academy wishes all prospective students to make an informed decision prior to enrolling. The best way to confirm that you have the necessary system requirements is to discuss your requirements with Australian Training Academy staff.

Where the students do not have access to a computer, hard copy versions of manuals may be provided however this may incur additional charges.

Other Resource Requirements

Each program may require resources that may be sourced by the student. Please contact Australian Training Academy staff if you have any concerns.

13. ACCESS and EQUALITY:

At all levels of operation, Australian Training Academy is committed to the principles of access and equity. Equity is about justice and fair dealing, not necessarily about treating all people the same way. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. Australian Training Academy Trainers and Assessors will ensure that all course participants have sufficient resources provided to assist them to successfully complete course requirements. Some examples of this might be:

- Literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- An accessible venue.
- Disability Support

In keeping with the principles of accessibility and equity, and in accordance with their responsibilities as defined under the Disability Discrimination Act 1992, Australian Training Academy is committed to ensuring that all students are supported in achieving their goals. Where barriers exist for students in relation to access, participation and learning outcomes, Australian Training Academy will work with the student to ensure fair and equitable access and outcomes are achieved.

Aboriginal and Torres Straight Islanders

Australian Training Academy is committed to ensuring that Aboriginal and Torres Straight Islanders are also given sufficient support to meet their learning needs.

Disability Supplementary Information Notice

The purpose of the Disability supplement is to provide additional information to assist you with answering the disability question on the Enrolment Form.

Disability in the contexts provided below does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to _____

communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of

wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

'Other'

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

14. LANGUAGE, LITERACY and NUMERACY (LLN):

The induction process will include a Language, Literacy and Numeracy (LLN) indicator. This is a requirement on Enrolment for students to complete.

The process assists trainers to better meet the individual needs of each student. The Enrolment Application also offers an opportunity for students to identify any other particular needs they might have. Please discuss any concerns with your trainer.

Australian Training Academy is committed to providing fair and equitable access to learning for all students and this will be monitored throughout the course.

15. STUDENT SUPPORT SERVICES:

Australian Training Academy is aware of its responsibilities under ASQA to provide adequate protection for the health, safety and welfare of students attending face-to-face training sessions. This includes adequate and appropriate support services in terms of academic mentoring and coaching services.

Australian Training Academy is also aware of their obligations towards students with a recognizable disability as defined under the Disability Discrimination Act 1992. They will work with such students to customize their services, including making reasonable adjustment to the provision of assessment services in order to facilitate their successful participation in education, training and employment opportunities.

A list of support services for students are as follows:

- **Contact ATA administration or Trainer**
Phone: (07) 3209 6000
E-mail: student@ata.qld.edu.au
- **Appointment with Trainer**
Phone, E-mail or Face-to face appointment located: 4049 Pacific Highway, Loganholme QLD
- **Appointment with Training Manager**
Phone, E-mail or Face-to face appointment located: 4049 Pacific Highway, Loganholme QLD

16. COUNSELLING and DISCIPLINE:

In striving to have a skilled, competent and caring workforce, unsatisfactory student performance and/or conduct will be addressed in a professional manner to ensure a fair and consistent process in line with natural justice.

Within the framework Australian Training Academy is committed to ensuring that inappropriate behaviour that may impair the integrity of the learning processes or the wellbeing of individuals is appropriately managed.

Australian Training Academy students have a right to:

- Be treated fairly and with respect
- Pursue their learning activities in a supportive and stimulating environment
- Learn in an environment free of discrimination and harassment
- Be assured of privacy of their personal information and records
- Lodge a complaint without fear of victimisation.

Australian Training Academy Students have responsibilities to:

- Treat other students and staff with respect and fairness
- Follow any reasonable direction from staff
- Not engage in plagiarism, collusion or cheating in assessment activities
- Submit assessment activities by the due date or seek approval to extend the due, and retain a copy of all assessment materials that are submitted in the event that submitted items are not received by Australian Training Academy
- Return company equipment and materials on time
- Observe normal safety practices

Where a student breaches these guidelines or where a single incident is a serious breach of discipline, the following steps will be taken by Australian Training Academy staff:

- The student will be invited to participate in a Counselling interview.
- If the student acknowledges the breach and indicates a willingness to address it, then the student will be issued a first written warning. If the student does not acknowledge the breach and/or is unwilling to address it, then the student's enrolment will be terminated.
- If the breach persists after the first warning, then the student will be issued with a final written warning.
- If these repeated attempts to manage unsatisfactory student behaviour fail then the student's enrolment will be terminated.

Where student behaviour constitutes an attempt to threaten or otherwise coerce staff such as in relation to the integrity of assessment decisions, Australian Training Academy reserves the right to immediately cancel that student's enrolment, with any refund to be calculated in line with the Withdrawal Policy or at the Manager's discretion.

17. COMPLAINTS and APPEALS:

Australian Training Academy is committed to dealing with complaints and appeals in a

timely and constructive way. If wishing to make a complaint or an appeal concerning any aspect of a Australian Training Academy course, or a course provided by a Third Party Partner of Australian Training Academy, the student should refer to the following process:

Appeals

Students have the right to make an appeal against the academic decisions made by Australian Training Academy.

Appeals should be made within ten (10) working days of the original decision having been made.

An appeal against an assessment decision can be made on the following grounds:

- the student was not provided with a clear explanation of the assessment process;
- the student needs were not taken into consideration where appropriate;
- the assessment process did not meet the requirements of the training package;
- the student genuinely believes there has been an administrative error in the calculation of their assessment marks; or
- alleged bias or incompetence of the trainer

Complaints

Attempt to informally resolve the issue with appropriate Australian Training Academy staff.

If unsuccessful they should lodge a formal complaint in writing and using the Complaints & Appeals Form that is available on request. It should be submitted to:

The Director
Australian Training Academy Pty Ltd
PO Box 3515
Loganholme Qld 4129

Australian Training Academy will seek to resolve all complaints within 60 days of its receipt, and where a longer period is likely to be required, Australian Training Academy will advise in writing the reasons for this.

Making a complaint to ASQA

ASQA provides information about making a complaint in this page:

<http://www.asqa.gov.au/complaints/complaints.html>

If you are not satisfied with the quality of service or training being provided by a registered training organisation (RTO), there are ways for you to make a complaint.

Anyone can lodge a complaint: students, training organisation personnel, employers, parents, industry personnel, or any other member of the community.

If you are a local/domestic student of an ASQA RTO and you intend to make a complaint, you must first follow your RTO's internal complaints and appeals procedures.

If, after following your RTO's internal procedures, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form.

18. WORKPLACE BULLING and HARRASMENT:

Australian Training Academy aims to create a working environment which is free from harassment and where all members of staff and students are treated with dignity, courtesy and respect. Workplace bullying and harassment can be seen as the repeated, less favourable treatment of a person by another that may be considered unreasonable and inappropriate workplace practice. This relates to actions by both staff and students. For example:

- Physical
- Verbal
- Non-verbal.

Students with complaints concerning bullying and/or harassment should refer to the steps outlined in the Complaints/Appeals Policy.

If these attempts to settle the grievance are unsuccessful then the student can refer the matter to the Anti-Discrimination Commission Queensland on their state-wide number 1300130 670 or via TTY on 1300 130 670

Where student behaviour is deemed to be offensive, either to another student or to staff, then Australian Training Academy reserves the right to immediately cancel that student's enrolment, with any refund to be calculated in line with the Withdrawal Policy or at the Manager's discretion. Offensive behaviour includes such things as shouting, use of aggressive language or body language, making of threats and use of threatening gestures and language, and swearing. Where such behaviour persists or is considered sufficiently serious, the involvement of Police will be considered.

19. ANTI-DISCRIMINATION:

Australian Training Academy is committed to providing a safe caring environment where all employees have a right to work free from discrimination, harassment and bullying. Discrimination may be defined as unfair or prejudicial treatment of individuals or groups of individuals based on personal attributes, characteristics, idiosyncrasies or associations. Sexual harassment can be regarded as any form of unwelcome sexual attention that is offensive, intimidating or humiliating.

Racial harassment is defined by harassment on the basis of race, which can vary from relatively minor abuse to actual physical violence.

Students with complaints concerning Discrimination should refer to the steps outlined in the

Grievance Policy.

If these attempts to settle the grievance are unsuccessful then the student can refer the matter to the Anti-Discrimination Commission Queensland on their statewide number 1300 130 670 or via TTY on 1300 130 670

20. PRIVACY NOTICE:

Why we collect your personal information

As a registered training organisation (RTO) we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Australian Training Academy to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

21. PRIVACY POLICY

As a registered training organisation, Australian Training Academy is obliged to maintain effective administrative and records management systems. This involves the retention of student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered.

Students must have access to their own training records at all times. Should it be deemed necessary, information about student records can only be divulged to a third party with the written consent of the student.

Students are able to access their records via the Australian Training Academy upon request. Once a student graduates they are able to access their records by emailing info@ata.qld.edu.au fees may apply in this instance.

If you have concerns about personal information held by Australian Training Academy, you

should contact the RTO Manager on 07 3209 6000 or in writing to

The Director
Australian Training Academy Pty Ltd
PO Box 3515
Loganholme Qld 4129 *marked Private*
& Confidential,

If you still feel that your concerns have not been resolved, your complaint can be sent direct to the Commonwealth Privacy Commissioner, GPO Box 5218, Sydney NSW 2001 Phone: 1300 363 992 or TTY 1800 620 241 Email: privacy@privacy.gov.au

Authenticating evidence

Where a student submits for assessment by recognition records of study completed previously, Australian Training Academy may contact the issuing organisation to authenticate these records. Similarly, where a student submits for assessment by recognition any third-party statements, Australian Training Academy may contact the author to authenticate those statements.

Disclosure of Information to National Centre for Vocational Education Research Ltd (NCVER)
Under the Data Provision Requirements 2012, Australian Training Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by:

Australian Training Academy for statistical, regulatory and research purposes.

Australian Training Academy may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;

- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

22. RECOGNITION OF PRIOR LEARNING (RPL):

What is RPL?

Recognition of prior learning (RPL) takes into account previous studies you may have completed as well as life and work experiences. If these experiences are relevant, you may be granted exemptions for parts of your course. This allows for fairer access to studies by ensuring you are not required to duplicate learning you have already achieved.

Using the RPL procedure is not necessarily an easy way to get a qualification. It is not a matter of time served, or amount of experience, but the specific and relevant learning that is assessed according to the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation.

All applicants for RPL are encouraged to discuss this with their trainer prior to commencing the formal application process.

Steps for an evidence based RPL assessment:

Following the receipt of your Personal Learning Plan the RTO will provide you with their sources you will need to collect evidence of your current skills and experience.

- You collect evidence and return to the RTO.
- The assessor evaluates the evidence and notifies you if there are any further pieces of evidence that are required.
- The assessor negotiates an interview time with you, during which your evidence will be discussed as it relates specifically to the Competency Standards for which you are seeking RPL.
- At this point an assessor may also recommend that you complete one or more units of competence in order to satisfy requirements.
- The assessor conducts the assessment of all the evidence, and advises you of the result. This will be recorded in your Dashboard.

- The assessor deems you competent or will ask for further evidence.
- When the evidence meets the Unit of Competency requirements the RTO issues the appropriate statement of attainment or qualification.
- The length of time for this process will depend almost entirely on how much evidence you have and the time taken to collect all of the relevant evidence.
- Because it is possible that you are not aware of what RPL you may be eligible, Australian Training Academy conducts an evaluation of this for you as part of its Personal Learning Plan process. Direct Credit: if you have completed some study similar to any units from the qualification in which you are enrolled with Australian Training Academy, then it might be possible to award Direct Credit. Your trainer will provide further advice about this.

Student Responsibilities for Assessment

Australian Training Academy will not be held responsible for items of assessment that are submitted in any form until we actually receive them. For this reason, all students are responsible for retaining a copy of all materials and items that are submitted.

Submitted items will be retained by Australian Training Academy for a period of 6 months following graduation, after which time they will be destroyed. Original items submitted in Hard Copy are not returned; as above, students are advised to retain copies of all materials submitted.

Students approaching the end of their enrolment period, and who wish to receive feedback on completed assessment items, are advised to submit assessment not less than 4 business days prior to the final enrolment date (see below).

Assessing Students Whose Enrolment Period has Concluded

Australian Training Academy students are able to submit assessment items up until midnight of the last date of their Enrolment Period. However, submissions that are submitted within 4 business days of the expiry date are subject to the following process:

Australian Training Academy students are able to submit for assessment items up until midnight of the last date of their Enrolment Period. However, submissions that are reviewed following expiry will be subject to a pre-review of the portfolio's completedness. During the pre-review, we will seek to identify any omissions or errors, which by themselves would deem it not possible for the Rule of Evidence: Sufficiency to be satisfied, and thus preventing a successful outcome to be awarded for that/those unit/s of competency.

Where there are no such omissions, the submission is assessed and feedback provided as per usual. Where such omissions do exist, no further assessment will occur; feedback will be provided to the candidate that the portfolio was incomplete, thus deeming the outcome Competency Not Achieved or RPL Not Granted. Further assessment, and associated feedback of a more detailed nature, will be provided only following the student signing up for a time extension.

23. RECOGNITION / DIRECT CREDIT:

A key principle of the Standards for Registered Training Organisations is national recognition (formerly known as mutual recognition), which means that all states, territories and registered training organisations will recognise qualifications and statements of attainment issued by other registered training organizations across Australia. If you have completed Units of Competency from other Training Packages, you may be eligible for Direct Credit. You will need to provide copies of qualifications for Direct Credit to be granted.

From the moment a student enrolls, Australian Training Academy must put in place the resources needed to support that student through the program of study in which they have enrolled. As such, our costs are incurred regardless of the extent of student engagement. The fees associated with withdrawal are, because of this, based on time rather than student activity.

24. FEES and OTHER FINANCIAL CONTRACTIONS:

Fees will be paid in full prior to the commencement of the training program or by an agreed arrangement.

Fees published are total amounts and include all administration, enrolment fees, materials, support, training and assessment, unless otherwise shown.

For further information call Australian Training Academy on 07 3209 6000

Extensions and deferral options for courses that are in a Transition/Teach-Out period may be limited or non-existent. If the program you are enrolling in is in a Transition/Teach Out period, then you are encouraged to speak with Australian Training Academy prior to enrolling to fully understand the implications of that.

EXTENSIONS

In the event that the program in which you enrolled is still accepting new enrolments, you may extend your program as follows. These fees are subject to change without notice.

It is not possible to extend enrolment in a program that has been closed to new enrolments in the time since you commenced. It is not possible to extend enrolment where more than 12 months have passed since the initial period ended. In this situation, students must re-enrol.

If it is more than 12 months since your date of enrolment and you wish to extend your course, it is required that you first have a conversation with a Trainer. Student assessment documents are only retained for 6 months following exit from the course. If you expire and then extend beyond the 6 month period, any tasks that were submitted and led to partial completion of a Unit of Competency may need to be completed again.

Please contact us if you have any questions or need to speak with a Trainer.

Extension fees/pricing are available from the office, and are subject to change from time to time.

Failure to apply for and seek extension should you be unable to attend class dates or submit your materials when due will result in forfeiture of your enrolment and fee. You will need to re-enrol to complete your training.

COOLING OFF PERIOD

A cooling off period of seven days applies. If, within 7 days of enrolling, a student decides to withdraw from their program of study prior to submitting any items for review (with the exception of the Personal Learning Plan Survey), then no fee will be charged and the participant entitled to a full refund of any fees paid.

REFUND POLICY

Australian Training Academy is committed to working within a fair and transparent framework for the charging of fees, the provision of protection for fees paid in advance and the refund of payments where appropriate.

Participants in Australian Training Academy training programs can ask for a refund in the event of the following:

- Services are not provided e.g. cancellation of course, financial failure of company
- The fair and reasonable non-attendance of student e.g. sickness, family emergency. Such matters will be decided on a case-by-case basis by the RTO Manager, with early notice of inability to engage in the program recommended (requests must be made with all relevant documentation prior to the last day of enrolment, although this does not guarantee such a request will be granted). Where a variation of the Refund Policy is being sought on medical grounds, the date of the medical certificate is likely to be instrumental in determining on the outcome along with any prior correspondence that pointed to the presence of a medical condition (eg, deferment due to illness, response to support calls, etc).
- Australian Training Academy will negotiate a fair and reasonable level of refund in the event of other circumstances e.g. where disciplinary issues have led to a student being asked to withdraw from a program.
- Where delivery of training and assessment services have been undertaken through a third party and that third party has been unable to fully provide the service.

Unless the above applies, in the event of withdrawal the following refunds will apply, calculated from the date on which the official Withdrawal Form is received:

For all Courses:

- If you withdraw prior to making payment and have not submitted any items for assessment (excluding your Personal Learning Plan Survey), no fee is payable
- If you withdraw within 7 days of making payment, without submitting any tasks for review: full refund as per the Cooling Off period
- If you withdraw within 7 days of making payment, and have submitted tasks for review: 80% refund, minus \$50.00 admin fee.
- If you withdraw between 7 days and 60 days and have completed less than 50% of course work: 50% refund, minus \$50.00 admin fee, if more than 50% of course work

is complete no refund is payable

- If you withdraw after 60 days: no refund is payable. Failure to attend scheduled class dates without sufficient notice or approval by the RTO for an extension, you will NOT be allocated a new class date and you will forfeit your full enrolment fee.

The same calculations apply in the event of Withdrawal following payment for an Extension, based on the date of making that payment.

For a single unit:

- If you withdraw prior to making payment, no fee is payable
- If you withdraw within 7 days of making payment, without submitting any tasks for review: full refund as per the Cooling Off period
- If you withdraw on or after the 8th day: no refund is payable

PAYMENT PLANS

Where a student has entered into a third-party payment plan eg Debit Success, cancellation shall be from the date of notification in writing to the Australian Training Academy. No refund is payable on any payments made through third party payment options. In all other areas the third-party agreement is the governing documentation for fees etc.

ISSUING STATEMENTS OF ATTAINMENT FOLLOWING WITHDRAWAL

Upon request, a Statement of Attainment listing all units successfully completed will be issued following withdrawal. A fee of \$60 applies for this.

WITHDRAWAL POLICY

Refunds may take two to three weeks to process.

An Application for Refund Form is available from the RTO on request.

Should a student wish to withdraw from a course the following will be required:

- Fill out a Australian Training Academy Withdrawal Form which is available from the RTO on request. Once signed, submit to trainer or send to Australian Training Academy.
- Australian Training Academy will contact the student upon receipt of the withdrawal form to assess and discuss any outstanding issues e.g. return of course materials, completed units, outstanding fees, etc.
- Eligibility for refund is calculated based on the date of the business day on which the completed Withdrawal Form is received.

TRANSFERS

Where a student (Student A) wishes to transfer their enrolment to another student (Student B), Student A must first Withdraw and then any Refund payable may be allocated upon their request to Student B, less a \$150 administration fee. Transfers of this kind are not permissible

during a period of Extension.

In all situations, the duration of Program B is reduced by the length of time that has passed since enrolling in Program A.

DEFERMENT POLICY

Students may suspend their studies for up to a 3 month period, and on not more than 2 occasions. In all cases, the period of deferment must not be more than 2 times the balance of time remaining in the student's course at the time of application (eg, if a student has one month left in their period of enrolment, they may request not more than a 2 month deferment). There is no fee for the initial deferment. A second deferment incurs a \$45 administration fee.

Course fees are still payable during the deferment period, and deferment is not available for students whose accounts are overdue.

The period of deferment has no bearing on refunds payable in the event of Withdrawal.

DEFAULT OF PAYMENT WHILE ON PAYMENT PLAN

Enrolment of students on a payment plan will be terminated immediately should agreed payments not be met, and should notification of inability to meet agreed payments not be provided 7 days prior to due date.

In the event of withdrawal, students on Payment Plans will be liable for an additional \$25 per additional payment that has been planned.

REPLACEMENT DOCUMENTS

A fee of \$60 applies to replacement of Credentials and/or Statements of Attainment. Proof of identity may be required.

25. COURSE DURATION

Course duration is calculated as the number of calendar months commencing from the date of payment, unless the first date of the nominated start month is after the date of payment.

For example:

- If the nominated start month is March, and payment is made Feb 25, then the course duration commences from March 1.
- If the nominated start month is March, and payment is made March 10, then the course duration commences March 10.

Certificate II & Certificate III courses have a 12 month duration

Single module and First Aid courses have a 3 month duration

In event of extension, the extension period is calculated from the date of the payment of the extension fee. Please see Course / Fees page for pricing.

26. WORKPLACE HEALTH AND SAFETY:

Australian Training Academy is committed to establishing, maintaining and enforcing a safe system that focuses on:

- A safe work environment
- A risk management approach to safety
- Preventing injury/illness
- Complying with legislative requirements

If, at any time during the Australian Training Academy training program, you identify hazards in the workplace please notify your trainer immediately. Incident Report Forms are available from the RTO on request. Trainers regularly review venues and assets to identify and mitigate risks. All hazards are reported, and are addressed through the RTO's Risk Register and Action Plan.

27. FEEDBACK and CONTINUOUS IMPROVEMENT:

Australian Training Academy is committed to the principle of continuous improvement. This is articulated in the Continuous Improvement Plan that is available on request. This Plan aims to support and strengthen compliance with Standards for NVR Registered Training Organisations in a way that reflects the growth of Australian Training Academy, encourages innovation and measures and monitors outcomes.

28. VERSION CONTROL:

Australian Training Academy will ensure that all forms and documents used in the delivery of qualifications under their scope will be accurate and up to date. As significant changes or amendments are made to documents then old versions will be recalled and new ones circulated.

At least once a year a complete review of all documents will occur.

29. ISSUING QUALIFICATIONS:

Australian Training Academy is committed to issuing qualifications and statements of attainment that are within its scope of registration.

A Statutory Declaration attesting to authenticity will be required from a student prior to awarding official certification for one or more units/qualifications.

Certificates will be issued in a timely manner and in accordance with the 30 calendar day period stipulated by the [Clause 3.3 of The Standards for Registered Training Organisations](#).

Soft copies of certification documentation will, under no circumstances, be provided prior to the hard copy being issued to a graduate.

Under no circumstances will a certificate of graduation be issued prior to full payment of any fees due.

30. OFFICE OPENING HOURS and NON-CONTACT PERIODS:

Office Hours

Australian Training Academy is open Mon-Thurs 8am – 4pm and Friday 8am-3pm, Australian Eastern Standard Time.

Appointments only, please contact our friendly staff to arrange a time for you to pick up course information, course material or to make a payment.

Bookings are essential with our Trainers.

We are closed on Queensland Public Holidays and Weekends.

Non-Contact Periods

Our staff will not be available for periods during the year. During this time, we are involved in professional and business development activities, and it is also during this period that most of our staff will take their leave. We endeavour where possible to make this as convenient with minimal disruption as possible for our students.