



# Australian

## TRAINING ACADEMY

### STUDENT HANDBOOK

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## Contents

Welcome .....	3
Purpose of this agreement .....	3
Courses Offered, Course Structures, and Delivery Options.....	4
Courses.....	4
Training Packages.....	4
Competency based training .....	4
Delivery .....	4
Enrolling in a course.....	5
Pre-Enrolment Review .....	5
Entry Requirements .....	5
Issuing Qualifications .....	5
Terms and Conditions .....	6
Guarantee of training.....	6
National Recognition.....	6
Course Support .....	6
Barriers to Completion.....	6
Support and Services .....	6
Qualified Trainers, Assessors, and Staff.....	6
Training Plans.....	6
Online Learning.....	7
Intellectual Property .....	7
Language, Literacy and Numeracy .....	7
Unique Student Identification (USI).....	7
Eligibility.....	7
Student Requirements.....	8
Student Rights and Obligations.....	8
Australian Training Academy Rights and Obligations: .....	9
Withdrawal Policy .....	9
Fee Information .....	10
Course Fees.....	13
Fee for Service clients (individual) .....	13
Fee for Service clients (company).....	13
Incidental Fees .....	13
Payment Defaults.....	14
Debt Recovery.....	14

Cooling-off Period .....	14
Refund of Course Fees Policy .....	14
Extensions Policy .....	15
Course Transfers .....	16
Transfers to ATA.....	16
Changing courses .....	16
Recognition of Prior Learning and Credit Transfer .....	15
RPL.....	15
Credit Transfer .....	16
Code of Conduct .....	10
Behaviour .....	10
Plagiarism, Collusion and Contact Cheating .....	11
Definitions.....	11
Penalties.....	11
Grievance, Complaints and Appeals .....	12
Compliance .....	17
Legislation .....	17
Access and Equity.....	18
Access and Equity Policy .....	18
Privacy Policy .....	18
Authenticating evidence .....	19
Disclosure of Information to the National Centre for Vocational Education Research Ltd (NCVER).....	19
Coronavirus (COVID-19).....	20
Contact Details.....	21
Head Office .....	21
Open Hours .....	21
Social Support .....	21

## Welcome

Australian Training Academy Pty Ltd (ATA) is a Registered Training Organisation (RTO #: 0686) regulated by the Australian Skills Quality Authority (ASQA), that delivers nationally accredited training courses.

As a National VET Regulator (NVR) Registered Training Organisation (RTO), we comply with the Australian Vocational Education and Training Quality Framework (VET Quality Framework) and Standards for Registered Training Organisations (RTOs) 2015, which guide nationally consistent, high-quality training and assessment services in the vocational education and training (VET) system.

Our scope of training is listed on the national Register.  
See <https://training.gov.au/Organisation/Details/0686>

## Our mission

ATA aims to be a leading training provider for all Australians by providing students with high quality education that is designed to meet their career building and 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 training 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 always act 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 our training programs to be the best they can be and ensure that students and clients receive value for money.

## Purpose of this agreement

The information contained in this document has been developed to assist students who are considering undertaking a course with ATA to enable you to understand your 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 commencement, you should discuss with the trainer/RTO your 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.

Before you complete and sign the student agreement and enrolment forms, please ensure 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 form, you are acknowledging that you have read the student handbook and will abide by the information it contains.

## Courses Offered, Course Structures, and Delivery Options

ATA offers enrolments in full qualifications, a nationally recognised skill set, or one or more units of competency. All courses offered meet the Nationally Recognised Training packages, consisting of mandatory core units and/or a selection of pre-determined elective units.

ATA offers face-to-face, online, or blended learning delivery options depending on your chosen course of study.

### Courses

Our current courses can be viewed on our website. Alternatively, please call or email us for further information. <https://ata.qld.edu.au>

### 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](http://www.training.gov.au)

### 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.

### Delivery

ATA offers a range of delivery options to help students gain the best outcomes for them and the qualification they have enrolled into. Depending on the course you enrol in your course may include one or more of the below delivery options.

Delivery options include:

- RPL
- Online Delivery
- Classroom Based Delivery
- Onsite training
- Workplace based training
- Simulated Work Environments

## Enrolling in a course

ATA aims to assist you to meet your desired learning outcomes. Please review our website, and either call or email our professional team for further information regarding your training options.

All enrolments require a Pre-Enrolment Review, an Enrolment Form, your agreement to our Conditions of Study detailed in this Student Handbook, your Unique Student Identifier (USI), and a copy of your Proof of Identity document. Any additional information and eligibility requirements will be detailed by ATA, such as verifiable evidence of previous training outcomes.

### Pre-Enrolment Review

ATA utilises information gathered from our Pre-Enrolment Review and follow-up phone call to ensure that students satisfy the minimum academic admission requirements, and to identify previously acquired competencies, course and delivery suitability, and course specific entry requirements.

## Entry Requirements

There are a range of qualifications that list pre-requisites. A pre-requisite is a unit of competency, licence, or skill that must be obtained and/or provided prior to commencing the new unit or qualification. Any ATA course that has these requirements will be listed on the marketing information for the course. This information will also be outlined in the enrolment process. If the qualification has pre-requisites on some units, your training plan will be structured to ensure you complete all necessary units before you are given units that have the pre-requisite unit listed.

## Issuing Qualifications

Australian Training Academy is committed to only issue Certificates and Statements of Attainment that are within its scope of registration. Qualifications will be issued within 30 calendar days, providing all fees are paid, in accordance with Clause 3.3 of The Standards for RTOs 2015.

Under no circumstances will a Certificate or Statement of Attainment be issued prior to full payment of any fees due. Soft copies of certification documentation will be issued by email to the email address provided on the pre-enrolment review and enrolment form or ENR006\_Variation to enrolment form. Hard copy certification will be posted if there are any relevant industry cards or can be requested for the cost of \$30.00 per qualification (incl. GST and postage).

## Terms and Conditions

### Guarantee of training

In the unfortunate event that ATA is unable to deliver training or assessment for any reason, we will arrange equivalent options for any currently enrolled, active students to be completed by an approved RTO partner.

### National Recognition

ATA will recognise equivalent units of competency obtained through other RTOs that have been verified by either the issuing RTO or ASQA (if the issuing RTO is no longer operating), or via access to your Unique Student Identifier (USI) transcript.

### Course Support

ATA is committed to supporting our students throughout their learning journey. ATA assists students to identify and plan for their individual support needs prior to enrolment. Students are responsible for identifying changing support needs throughout their course and seeking assistance when required. Students can speak to their trainer, or contact ATA by text, phone, or email.

### Barriers to Completion

ATA assists students to identify and plan for potential barriers to completion prior to enrolment. Students are responsible for identifying changing and impacting circumstances throughout their course and seeking assistance when required. Some potential changes to consider include available time to complete the training and assessment requirements, and access to suitable resources for the course, including access to a computer, relevant software, internet, and a phone where you can be contacted as required.

By enrolling with ATA, without identifying your potential barriers, you are confirming that you can complete your course.

### Support and Services

ATA aims to provide equitable support to all our students, clients, and stakeholders. ATA encourages all students to contact us to discuss options for support and services.

Additional external services are listed under Social Support.

### Qualified Trainers, Assessors, and Staff

ATA have a variety of Trainers, Assessors, and support staff who are available to assist students throughout their course of study. Trainers and assessors have extensive industry experience and can assist students with their learning needs. Trainers and Assessors are required to meet the national standards for assessment and delivery as outlined by ASQA.

### Training Plans

ATA provides students enrolling into full courses with training plans. The training plan is used to assist students with progression throughout their course. The training plan is also a guide for employers to be able to monitor progress of training and expected completions and timeframes. This allows students to plan and manage their time to prepare for a variety of delivery options including, on the job, off the job, online, classroom-based, and simulated work environments.

## Online Learning

Students will be given access to the ATA online learning system if they enrol in courses that contain online content. Students will be given a unique login so that their work is protected and only accessible by them and the ATA team. ATA uses RTO Data Cloud for our Learning Management System (LMS). This system creates a centralised learning platform for students to be able to complete assessments, communicate with ATA admin staff, communicate with trainers, and view their training timetables.

## Intellectual Property

During your study with ATA, you will receive copies of learning resources either in hard copy or digitally via the LMS to help build your content knowledge during your training. Students are reminded that any content or learning materials they are given during their training is the intellectual property of ATA. As such students are not authorised to on-sell or commercialise any products. Legal action will be taken if a student is deemed to have breached this requirement.

## Language, Literacy and Numeracy

ATA's pre-enrolment review includes a Language, Literacy, and Numeracy (LLN) assessment. The LLN is reviewed by ATA to identify any individuals that may require additional support during their training with ATA. This support is specifically given to students that require assistance with LLN or physical capabilities that are required to successfully complete the chosen course.

Educational support may include:

- Pre-enrolment materials
- Study support / Individualised learning plans
- Referral LLN Programs
- Modified equipment and or programs to increase access for learners
- Learning materials being provided in a variety of formats
- Individual support or additional time with the trainer

## Unique Student Identification (USI)

ATA requires all students to provide their Unique Student Identifier (USI) and cannot issue any certification until we have verified your USI. Your USI account contains all your nationally recognised training records and results completed from 1st January 2015 onwards.

For further information on what a USI is and how it will affect you please refer to the USI website

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

## Eligibility

All participants must be over the age of 18 to participate in a course with ATA, unless written permission is supplied by their parent or guardian. In accepting this enrolment, you are acknowledging that you are at least 18 years of age. If you are under 18 years of age, you must ensure that your parent or guardian has read and understood the terms and conditions outlined in the booklet. By providing signed approval of your enrolment form, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of all course fees.



## Student Requirements

As a student of ATA, you agree to meet the following requirements:

- ✓ You have met all prerequisite unit requirements for your enrolment (if applicable)
- ✓ You have completed the pre-enrolment review to help identify any additional support needs
- ✓ You possess the necessary entry level skills to complete the training
- ✓ You have access to the appropriate equipment to complete the training e.g., access to a phone, computer, internet, and any other listed requirements
- ✓ You have set aside time to study
- ✓ You have an active email address and agree to regularly check it for messages from ATA
- ✓ You have a mobile phone that can receive text messages for course updates and other communication
- ✓ You have a USI - if you do not already have a USI you will create one for the purposes of studying
- ✓ Willingness to receive correspondence from ATA
- ✓ Willingness to respond to correspondence from ATA within a timely manner
- ✓ Ability to meet any payment requirements agreed to

## Student Rights and Obligations

ATA is committed to ensuring all students are treated fairly. It is important that all students understand their rights, including the right to:

- Fair and equitable treatment
- Access to support, training, and assessment necessary to successfully complete the training

As a student of ATA you are obligated to:

- ✓ Ensure that all work you submit is your own (see policy regarding plagiarism and cheating)
- ✓ Notify ATA about any complications or learning requirements that may affect your training
- ✓ Meet your assessment requirements
- ✓ Meet requirements outlined in this Student handbook
- ✓ Make course payments by due dates outlined on invoice
- ✓ Keep your contact information up to date
- ✓ Treat all staff and other learners with respect

## Australian Training Academy Rights and Obligations:

ATA has the obligation to:

- Provide a safe learning environment and does not tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability
- Notify students of any changes, such as change or ownership or closure
- Inform students of information regarding policies, changes to processes, how we handle information and complaints
- Provide access to training and assessment in the program they are enrolled in, in accordance with the Standards for RTOs 2015
- Issue AQF certification documentation upon request and at the end of the enrolment, whether completed or terminated, where all fees are paid, and all assessment requirements are met
- Notify students of any changes to their enrolled and current qualifications that may affect the outcome of their training
- Abide by our policies and the information contained in this handbook
- Report all training outcomes to required government bodies

ATA reserves the right to:

- Change our terms and conditions as outlined in the student handbook at any time without prior notice; changes made affect all prospective, current, and future students. The latest information will be posted to our website.
- Cancel an enrolment without notice if by the end of the agreed enrolment period the student has not completed the required course content. If some units of the qualification have been completed the RTO will issue a Statement of attainment for all completed units of competency.
- Cancel an enrolment for reasons outlined in the code of conduct and fee requirement policies
- Collect fees outlined in the agreed terms and conditions supplied upon enrolment and in accordance with the policies outlined in the document or other documents provided by ATA.

## Withdrawal Policy

Students may withdraw from their course at any stage of their enrolment. Withdrawal notification must be made in writing. If your course has a cooling off period and notification is received after this period, no refund will apply. ATA will acknowledge receipt of the written withdrawal request within two business days and notify you of all other requirements.

Once withdrawal is confirmed a Statement of Attainment for any completed units will be issued within 30 calendar days, providing all fees are paid.

## Code of Conduct

The student Code of Conduct outlines acceptable and non-acceptable behaviour and appropriate disciplinary measures for those who breach them. The purpose of the Code of Conduct is to outline that all Students and Staff have the right to work and study in a positive, secure, and emotionally safe environment.

### Behaviour

#### Acceptable Behaviour

- ✓ Being courteous, respectful, and well-mannered
- ✓ Making responsible and thoughtful choices
- ✓ Being truthful, fair, caring, and considerate through actions and behaviours
- ✓ Being professional in all dealings with staff and other students
- ✓ Participating actively and positively in learning
- ✓ Respecting the rights of others to learn in a non-threatening environment
- ✓ Completing all assigned assessment tasks to the best of their ability
- ✓ Being on time for classes

#### Unacceptable Behaviour

- Persistently disruptive behaviour
- Lewd or obscene behaviour
- Bullying and harassment
- Digital bullying and harassment
- Use of digital technology when it is inappropriate in the classroom or training environment
- Recording or photographing others without consent
- Attending class under the influence of drugs or alcohol, or consuming such on premises
- Victimisation of another student
- Racial vilification
- Smoking outside designated smoking areas
- Physical or verbal assault of an employee or student
- Any behaviour that puts others in fear of their safety
- Abuse of tools and equipment
- Wilful destruction or damage to property, training resources, or the belongings of others
- Theft of any kind
- Being in possession of a prescribed or regulated weapon
- Activating fire alarms or security alarms without due cause
- Not following directions which puts themselves or others in harm's way
- Refusing to follow reasonable directives by ATA staff or other authorities
- Failure to obey traffic laws when entering or leaving ATA premises or other training premises
- Failing to follow ATA's policy and procedures

## Plagiarism, Collusion and Contact Cheating

### Definitions

**Cheating** is the deliberate act of dishonestly or unfairly gaining an advantage for the purpose of improving an assessment result. It includes but is not limited to:

- Submitting work that has been stolen, borrowed, or purchased
- Unauthorised collaboration on assignments, unless it is a group task designated by the trainer and assessor or learning resources
- Using notes, textbooks, mobile devices, etc for reference during a closed book exam
- Allowing another person to complete work on your behalf
- Making up false information
- Assisting others with their work to give them academic advantage to which they are not entitled.

**Plagiarism** is the deliberate act of using or copying someone else's work and/or ideas and submitting it as your own work. Plagiarism can be inadvertent or deliberate and can include:

- Copying sentences or parts of text word-for-word from any source without indicating the origin of the information. This may be limited to a few sentences or can include substantial extracts
- Using very close paraphrasing of sentences without indicating the origin of the original work
- Use of someone else's work, ideas, or research without acknowledgement
- Copying from technology, for example copying computer files and changing the logos and making basic format changes but no changes to the text.

The trainers and assessors and the relevant Administration Officer are responsible for monitoring student assessments for instances of plagiarism and cheating while conducting their usual activities in assessing, submitting, and entering student work.

Referencing guidelines must be provided to the students by the trainer and assessor to assist students to understand the definitions of plagiarism and cheating.

ATA will consider an individual assisting another to gain academic advantage as cheating or plagiarism. This includes sharing all or part of a completed assessment with another student. All students involved would be considered to have committed Academic Misconduct.

ATA will investigate when alerted to circumstances when there is suspicion or evidence of plagiarism and cheating. The relevant trainer / assessor will investigate under the guidance of the General or Operations Manager. The student will have the right to be heard and will be notified within two (2) business days of the outcome of the investigation.

### Penalties

Penalties for student found to have been involved in plagiarism or cheating may include:

- Reassessment of unit/cluster
- Suspension
- Termination of enrolment
- Formal warning

Students have the right to appeal the outcome of a decision regarding plagiarism and cheating under the Student Complaints and Appeals Policy and Procedure.

## Grievance, Complaints and Appeals

Students who have a grievance, complaint, or appeal, have the right to raise the grievance, complaint, or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

### **Types of Grievances, complaints and appeals**

- Training and delivery
- The quality of training
- Student support
- Materials
- Discrimination
- Harassment
- Other

Students have the right to present Grievances verbally or in writing. A complaint or appeal needs to be made in writing using the ATA complaints form. ATA encourages all parties to approach any grievance, complaint, or appeal with open minds, to resolve problems through discussion and conciliation.

ATA seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance, and public image. If a complaint should arise all staff are expected to be fair, courteous, and helpful in all dealings with the student making the grievance, complaint or lodging the appeal.

Confidentiality will be maintained throughout the process of making and resolving any grievance, complaint, or appeal. ATA seeks to protect the rights and privacy of all involved, and to facilitate the return to a productive and comfortable learning environment.

## Fee Information

### Course Fees

The information below provides guidance, however clients must confirm with ATA the specific fees that apply to their course prior to enrolment.

ATA accepts payment via electronic fund transfer.

All enrolments include a non-refundable \$200 Administration Fee per student for each course.

ATA reserves the right to suspend training or withhold certification of competencies if fees remain pending. Payment plans may be negotiated if required.

The Course Fee includes all learning and assessment material required for completion of the course, excluding equipment (e.g. plant machinery, computer, software) unless specifically stated.

### Fee for Service clients (individual)

An Enrolment Fee will be charged on receipt of a completed Enrolment Form. The Enrolment Fee is a deposit towards the Course Fee and will be the lesser of \$1,000 or the total Course Fee. The fee is payable within 14 days of the invoice date, or five business days prior to the course commencement date (whichever occurs first).

Where the Course Fee exceeds \$1,000, the Course Fee will be amortised as the training progresses. This will continue until the Course Fee has been paid in full. When the amortised value is \$1000 or less, an invoice will be issued for the lesser of \$1,000 or the balance of the Course Fee.

This invoice is payable within 14 days of the date of issue.

For additional fees please refer below

### Fee for Service clients (company)

A deposit equal to the greater of 30% of the Course Fee or \$200 per student, is due no later than ten (10) working days prior to the course commencement.

The Course Fee is payable within 30 days of the course commencement date or the invoice date, whichever is later.

For additional Fees, please refer below.

### Incidental Fees

Replacement of your Certificate of Competency / Statement of Attainment / card - \$30.00 per qualification (incl. GST) plus postage.

Hard copy resources in addition to online resources provided cost \$25.00 per unit of competency plus postage.

Students are allowed three separate assessment submissions for each unit of competency enrolled. If the third submission is still deemed not yet competent, the student will need to re-enrol in that unit of competency and pay the course fee for a single unit of competency which varies from \$250 to \$350, depending on the qualification level (excluding Advanced Diploma level qualifications).

## Payment Defaults

### Debt Recovery

If for any reason a student has failed to pay or defaulted on a payment to ATA. ATA will first try to resolve this with the student. If ATA is unable to resolve the issue directly with the student within 30 days, the remaining balance may be referred to either a solicitor or debt collection agency for recovery proceedings. The student shall be liable for all costs associated with the recovery of their debt, including collection fees, commission, and legal costs associated with the claim.

### Cooling-off Period

A cooling off period of 7 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 (except for the Personal Learning Plan Survey), then no fee will be charged, and the participant entitled to a full refund of any fees paid.

## Refund of Course Fees Policy

ATA 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 ATA 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 General or Operations 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 (e.g., deferment due to illness, response to support calls, etc).
- ATA 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 course.
- 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 attending any classes or submitting any tasks for review: full refund as per the Cooling Off period.
- If you withdraw within 7 days of making payment and have attended classes or submitted tasks for review: 80% refund, minus \$200.00 administration fee.
- If you withdraw between 7 days and 30 days and have attended classes or submitted tasks: less than 50% of course work: 50% refund, minus \$200.00 administration fee; more than 50% of course work: **no refund is payable.**
- If you withdraw after 30 days: **no refund is payable.**

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

## Extensions Policy

Students are required to complete their course in the agreed timeframe set out in their course/training plan. If you are unable to complete your course within the time frame and wish to continue your study beyond the end date of your course, an application must be made 2 weeks prior to your end date. Applications to extend your program must be made in writing. Once the application has been reviewed you will be issued with a new agreed training plan to ensure you complete your training in a reasonable timeframe. ATA is not obligated to extend an enrolment if a student has not made appropriate arrangements for course progression prior to their end date.

## Recognition of Prior Learning and Credit Transfer

### RPL

Recognition of prior learning (RPL) assesses previous studies you may have completed as well as life and work experiences. If these experiences are current and 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.

### Stage 1 Application

During the first stage of RPL you will need to complete all relevant documentation requested, including questions relating to your experiences and industry currency. You will also need to collect evidence to support your industry currency and knowledge.

When submitting evidence keep in mind that your evidence needs to be:

- Current – Does your evidence reflect your current skills
- Relevant – is your evidence relevant to the unit/s you wish to apply for RPL for
- Authentic/ Valid – does your evidence prove/ demonstrate that you have the skills and knowledge to prove competency
- Sufficient – is your evidence sufficient to demonstrate that you are competent in the skills relevant to the unit/s you are applying for RPL for



## Stage 2 Third Party Testimonials

During this stage you will need to obtain copies of testimonials from people in industry that have seen you complete this tasks / proof of skill sets. These will be reviewed verbally by the trainer with the third party.

## Stage 3 Question bank

This will be the written / verbally record part of the application where the applicant will need to complete a series of questions. This part is where the student demonstrates evidence of currency knowledge. Once completed the trainer will review all 3 stages of RPL and determine the outcome. Once the outcome is determined the student will be notified of any gap units that need to be trained.

## Credit Transfer

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 and verified by other registered training organizations across Australia. If you have completed Units of Competency from other Training Packages, you may be eligible for Credit Transfer. You will need to provide copies of qualifications and approval for these to be verified by completing a consent to release information form for Credit Transfer 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.

## Course Transfers

### Transfers to ATA

ATA accepts transfers from other RTO's and accepts verified Credit Transfers as part of your requirements to meet course requirements. ATA requires all potential students to discuss credit transfers with staff before enrolment.

### Changing courses

ATA cares about student outcomes, we understand that student needs may change after enrolment. Changes to your course or changing course must be done in writing. This will be reviewed and responded to within 3 business days. If you are changing to another ATA course you will be notified of any additional requirements required to make the change. If you are changing to a course that ATA does not offer or to another provider, ATA will follow the processes outlined in the withdrawal policy.

## Compliance

### Legislation

The Legislation listed below may be applicable to all ATA stakeholders and can be accessed from:

<https://www.legislation.qld.gov.au/>

<https://www.legislation.gov.au/>

#### **Privacy Act 1988**

Australian legislation protecting the handling of personal information about individuals. All personal information will only be used for the purpose of which it was supplied and will not be disclosed without your consent unless the information is necessary to conduct a transaction that you have requested, we are required to by law, or to prevent a threat to life or health.

#### **Vocational Education, Training and Employment ACT 2000**

Legislation to regulate apprenticeships and traineeships, and to provide quality vocational education and training that is relevant to employment, thereby building a skilled workforce that meets the current and future needs of industry, Government, and the community.

#### **Workplace Health and Safety Act (QLD) 2011**

Legislation to protect the health, safety and welfare of workers and stakeholders in Queensland.

#### **Anti-discrimination Act 1991**

Legislation that provides protection against discrimination, harassment, and other objectionable conduct that may relate to gender, age, race, religion, sexuality, or ability.

Please contact ATA for information, options, and confidential support to resolve such situations.

#### **Disability Discrimination Act 1992**

Legislation to protect against direct or indirect discrimination based on disability.

#### **Environmental Protection Act 1994**

Queensland legislation regulating environmental protection and ecologically sustainable development.

#### **Workers' Compensation and Rehabilitation Act 2003**

Queensland law regulating workers' compensation and rehabilitation, and for managing insurance, compensation, rehabilitation, damages, and costs.

#### **Fair Work Act 2009**

Australian law regulating employee rights and conditions of employment.

#### **Industrial Relations Act (QLD) 2016**

Queensland law regulating employee rights and conditions of employment.

#### **Public sector ethics Act 1994**

Legislation that outlines the ethical obligations of employees within the Queensland public service.

#### **Right to Information Act 2009 (Qld) and Information Privacy Act 2009 (Qld)**

Legislation to ensure that government-held information within Queensland is open, transparent, and accessible.

## Access and Equity

ATA ensures all students are treated fairly and have equitable access to participate in training and assessment. Enrolment into courses is based on a first-come, first-served basis, if students meet the course pre-requisites and eligibility requirements, and provide payment of course fees.

## Access and Equity Policy

At all levels of operation, ATA 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 access to the provision of training services. ATA Trainers and Assessors will ensure that all course participants have sufficient support provided to assist them to successfully complete course requirements. Some examples of this might be:

- Language, 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, ATA is committed to ensuring that all students are supported in achieving their training goals.

Where barriers exist for students in relation to access, participation, or learning outcomes, ATA will work with the student to ensure fair and equitable access and outcomes are achieved.

### Aboriginal and Torres Straight Islanders

ATA is committed to ensuring that Aboriginal and Torres Straight Islanders are given sufficient support to meet their learning needs.

## 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 can access their own training records, upon request. Should it be deemed necessary, information about student records can only be divulged to a third party with the written consent of the student. Once a student graduates they can request their records by emailing [info@ata.qld.edu.au](mailto: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 General or Operations Manager on 0428 652 471 or in writing to [admin@ata.qld.edu.au](mailto:admin@ata.qld.edu.au)

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](mailto:privacy@privacy.gov.au)

### Authenticating evidence

Where a student submits a Certificate or Statement of Attainment and record of results for Credit Transfer of previously completed study, ATA will contact the issuing organisation to authenticate the qualifications. Similarly, where a student requests recognition of any third-party statements, for example timesheets or logbooks, ATA may contact the author to authenticate those statements.

### Disclosure of Information to the National Centre for Vocational Education Research Ltd (NCVER)

Under the Data Provision Requirements 2012, ATA 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 ATA 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 NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

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

All electronic student files will be stored in the Student Management system RTO Data Cloud. ATA will maintain these records.

## Coronavirus (COVID-19)

ATA does not have a Coronavirus (COVID-19) Vaccination Mandate for our students. Workplace Health and Safety (WHS) and Public Health Orders regarding mandatory Coronavirus (COVID-19) Vaccination are implemented, governed, and enforced at the State/Territory Government level. Students are encouraged to check with their relevant Government Department prior to their enrolment to ensure they will be able to fulfil any practical requirements of their chosen qualification and industry. No refund or waiver of course fees will apply where students are not able to access an appropriate workplace to complete their practical assessment requirements due to Government Mandated Coronavirus (COVID-19) Vaccination requirements.

In addition to State/Territory Government requirements ATA will follow the requirements outlined by ASQA.

### Risk Mitigation

Below is the list of steps ATA is taking to help reduce the risk of infection:

1. Abide by all government requirements during this time as a mandatory requirement of our business inclusive of the face mask directive. If mask mandates are in affect students should arrive at class wearing a Coronavirus (COVID-19) safe mask. Students will be required to wear masks for face-to-face training during mask mandated times. Should a student not wear a mask they will be refused entry into the classroom and no refund will be associated with the loss of training. Students that have medical exemptions from wearing masks will be required to show these at the beginning of class and should take extra precautions during training and assessment.
2. Ensure your own personal hygiene inclusive of regular hand washing and using the provided alcohol-based hand sanitisers upon entry of training room.
3. Staff and Students are required to follow social distancing measures in line with government guidelines. In scenarios where this is unachievable, limit this to the shortest time possible and only where unavoidable as part of completing a task.
4. Increased cleaning will be conducted for all face-to-face delivery venues. Students will be required to maintain a clean work environment e.g., students will be required to clean down their work areas prior to leaving the training venue this may include wiping down your work table and chairs.
5. Signage will be visible for increased cleaning prompts and Coronavirus (COVID-19) requirements for all face-to-face delivery.
6. ATA will increase its online delivery / remote delivery for units that have capability of this being possible.
7. Simulated work environments where applicable will be added to the delivery of programs.
8. Staff and students working remotely will have access to the LMS / SMS to ensure minimal disruptions to the delivery of training / outcomes where possible.

If changes happen to delivery requirements during the pandemic ATA will notify students of these requirements and attempt to resolve these by:

- Offering additional training dates to reduce classroom numbers
- Increasing training timeframes/ Increasing remote delivery/ Simulated environments
- Practical Assessments that require physical contact will be assessed the following way: Theory assessments and scenarios will be able to be completed. Assessments for the practical components will be scheduled as soon as practical and within regulations to do so.

## Contact Details

Australian Training Academy Pty Ltd

RTO #: 0686

ABN: 74 068 264 095

Phone: 0428 652 471

Email: [info@ata.qld.edu.au](mailto:info@ata.qld.edu.au)

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

## Head Office

Postal Address: 49 Chetwynd St, Loganholme QLD 4129

## Open Hours

8am to 4pm Monday to Friday (excluding Public Holidays)

## Social Support

ATA understand that social and personal circumstances may affect our student's training experience, and have included referral information to the following organisations of support:

- Services Australia – Centrelink <https://www.servicesaustralia.gov.au/>
- Child Safety After Hours Service Centre free call 1800 177 135
- Life Line 13 11 14
- Kids Helpline 1800 551 800
- DV Connect WomensLine 1800 811 811
- DV Connect MensLine 1800 600 636
- DV Connect Sexual Assault Helpline 1800 010 120
- 1800RESPECT 1800 737 732
- DV Connect Pets in Crisis 1800 811 811
- Emotions Anonymous (07) 5495 4525
- St Vincent De Paul 1800 846 643
- Alcoholics Anonymous 1300 222 222
- Drug ARM (07) 3620 8880
- Wesley Mission 1300 865 307